

## FAQs Continued:

### 11. What if I visit another city?

#### Can I use their service?

Yes. If another city has paratransit, they have to allow visitors to use their service if they are eligible. Remember to bring your paratransit eligibility card in order to prove you are eligible for the service. When visiting another area, call the local transit authority to notify them that you will be using their services and to get details about how their system works.



## Fares

\$3.00 per one-way trip

\$30.00 10 ride card

An attendant providing assistance to the passenger may ride free of charge.

Guests of the passenger may ride, but are required to pay the full fare.

Passes are sold at

- Intermodal Center (950 Elm St)
- City Hall (50 W 13th St)
- On each MiniBus



TRANSIT DIVISION—THE JULE  
950 ELM ST  
DUBUQUE, IA 52001

 [WWW.JULETRANSIT.ORG](http://WWW.JULETRANSIT.ORG)

 "THE JULE PUBLIC TRANSPORTATION"

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# MiniBus Rider Guide

## HOURS OF SERVICE

Monday - Thursday: 6:00am - 9:15pm

Friday: 6:00am - 9:00pm (Summer)

6:00am - 2:40am (College School Year)

Saturday: 8:00am - 9:00pm (Summer)

8:00am - 2:40am (College School Year)

 (563) 690-6464



All Trips



Accessible

City of Dubuque Transit Division - The Jule  
950 Elm St, Dubuque, Iowa 52001

# MiniBus FAQs

## 1. What is the MiniBus?

The MiniBus provides paratransit service for people with disabilities who are unable to use the regular fixed route service. Door to door service is provided, but service must be scheduled in advance.

## 2. What is door to door service?

Door-to door service means drivers will assist riders with the following:

- Boarding and disembarking the vehicle, including the use of the vehicle's ramp or lift regardless of the rider's disability
- Securing the rider's wheelchair, scooter, or other mobility device.
- Traveling from the entrance of a rider's point of origin and/or destination to the vehicle.

## 3. Where can I go?

The MiniBus offers paratransit service within the Dubuque city limits during regular system operating hours. If you have questions about a destination, please call (563) 690-6464 for more information.

## 4. Do I have to pay to use the MiniBus?

Yes. The cost for a one way trip is \$3.00.

## 5. Can I be refused MiniBus service because of my behavior?

Yes, a person who engages in violent, seriously disruptive, or illegal conduct may be refused service. The Jule's passenger code of conduct applies to both fixed-route and MiniBus service.

## 6. How do I request a ride?

Call The Jule MiniBus at (563) 690-6464 at least one day in advance to make a ride reservation.

Remember to schedule your return trip if one is needed. Your ride will come within one hour of the requested time. (For example, if you request a pick-up at 8 a.m., you will be picked up no earlier than 7 a.m. and no later than 9 a.m.).

You will receive a pre-recorded phone call the day before and one hour before your trip providing your pick-up time, start and end location, and an option to cancel your trips. Contact dispatch at 563-690-6464 to sign up for email notifications.

When scheduling a ride for a medical appointment, your return trip will be scheduled as a "will call". This means that you will call to let us know when you are done with your appointment and the nearest available bus will pick you up. If you wait for over an hour after the call, the ride is provided free of charge.

## 7. Can my personal assistant or attendant ride with me? What about a friend or family member?

Riders with a disability can have a Personal Care Attendant (PCA) approved to accompany them for any scheduled paratransit trip. You must request that the PCA be added to your account. Approved PCA's are not required to pay a fare. Riders are allowed to bring guest(s), but the guest(s) will

have to pay the same fare as the rider. Everyone riding with you must get on with you and off with you and the number of guests may be limited based on other passengers' space needs.

## 8. Who qualifies for the MiniBus?

The Minibus is for people with disabilities who are unable to use a fixed route system. To be eligible, a person must fit into one of the ADA's three eligibility categories. In the City of Dubuque, anyone over the age of 65 also qualifies for paratransit service.

## 9. What are the categories of eligibility for paratransit?

The first category includes people who are unable to get on, ride, or get off a fixed-route bus because of their disability. The second category includes bus stops that are not ADA compliant and the third includes people with a disability that prevents them from getting to or from the bus stop. Having a disability does not necessarily qualify you for Minibus service. Each case is reviewed individually and verified by a physician.

## 10. Can my MiniBus/Paratransit service be stopped if I miss trips I have scheduled?

Yes. If you are not present when the vehicle arrives to pick you up or if you fail to cancel your ride at least 2 hours before your pick up time, you will be considered a "no-show." No-shows are reviewed on a case-by-case basis and excessive no-shows will result in suspension of service.