



The Jule

Greetings,

Welcome to the Jule Paratransit (MiniBus).

Please allow us a moment to remind you of a few policies. With these in place everyone can have an enjoyable ride:

- **Shopping:** Drivers are NOT allowed to help you with groceries or shopping bags. If you are going shopping you need to be able to carry all of your purchase in one trip on and off the bus. We realize this can be difficult; however, you are welcome to bring one friend at no charge or utilize a small two-wheeled shopping cart that you can fill up and place on the lift.
- **Half Hour Pick-Up Time:** When you call to schedule a trip, the dispatcher will give you a 30-minute time window for us to get there to pick you up. You must be ready at the beginning of this window. For example, if the dispatcher tells you we will be there between 10:15-10:45 a.m. you are required to be ready and waiting at 10:15 for the MiniBus. This time will not change after you make your appointment, we encourage you to write it down, this way you know when to expect us. You can sign up to receive a text or call which you will receive approximately 10 minutes before our arrival. Once the driver arrives at your address (within your pick-up window) they can only wait five minutes. If you are not outside within five minutes of their arrival they will leave, and you will be considered a no show. Please note phone calls from dispatch are a courtesy and not a requirement.
- **Payment:** Rides cost \$3.00 each. Payment is expected at the time of service, or you may start a pre-paid trip balance account. Funds can be deposited into this by calling us with a credit/debit card, or by giving the driver a check or cash in which you will receive a cash receipt. Each time you ride \$3.00 will be deducted from your balance. If you prefer, you can also pay \$3.00 cash/check. Please bring \$3.00 for each ride, drivers do not carry change. Red Medical Associates tickets can be used at Mercy Hospital, Medical Associates East & West, and Pro Arts Professional Plaza.
- **Scheduling/Wait Times:** We ask you to try to give us as much notice as possible when needing a ride. We can schedule up to 2 weeks out, however all trips must be scheduled for at least one day prior. If you know what time your medical appointment will be done, we can give you a definite pick-up time instead of a will call. We can NOT make trips on the same day.



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Now, what can you expect from us. Our goal has always been the same:

- **Friendliness:** Our drivers and dispatchers are always happy to serve you.
- **Safety:** Our drivers go through extensive training both before being hired and during their employment.
- **Independence:** Hours of service is Monday – Friday 6:00 a.m. to 7:00 p.m. and Saturday 7:00 a.m. to 6:00 p.m. We provide transportation anywhere within Dubuque City limits as well as to a limited area in East Dubuque Illinois.
- **Commitment:** We are committed to providing you with the transportation you need to get to your destination in a timely fashion.
- **A Steady Arm:** If you are feeling a little unsteady on your feet or the sidewalk is wet/icy or just need an arm to hold onto, our drivers are here to provide that for you from your door to the door of your appointment. While they can NOT enter your residence and can NOT lift you up **or** lift your belongings, they can offer you an arm to hold onto.

Everyone at the Jule staff - from drivers to dispatchers, to administration and maintenance want to thank you for choosing the Jule as your choice for Paratransit (MiniBus) transportation. It is a partnership we hope to continue for years to come.

Sincerely,

Jule Staff

For more information refer to Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.131(a)(1)(i), transit entities must “provide complementary paratransit service to origins and destinations within corridors with a width of three-fourths of a mile on each side of a fixed route bus stop.