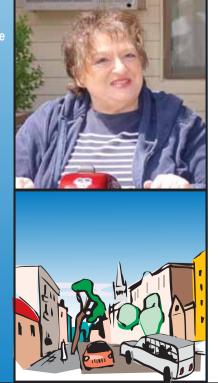
Commitment

About River Bend Transit

The lowa DOT has designated RBT (a not-for-profit corporation) as the regional public transit agency for Cedar, Clinton, Muscatine and Scott counties. RBT was lowa's first regional consolidated transit system, starting public transit operations in 1978. RBT's commitment in breaking down transit barriers has earned national and state awards for its innovative programs that provide dependable, friendly, efficient and safe transportation. RBT's services are open and available to the general public.

(Jo P. - (Bettendorf) Because of River Bend I can travel. I take this bus to the Ground Transportation

Center downtown. From there I can take a Grevhound and travel to Chicago or anywhere. I don't feel tied down.



We're all dedicated to providing the most convenient, safe and efficient public transportation available in the communities we serve. Randy Zobrist

Executive Director/CFO River Bend Transit



River Bend Transit 7440 Vine St. Court Davenport, IA 52806

To schedule a ride, or for information: 563-386-1350 • 800-292-8959 www.riverbendtransit.org

Dispatch office open: 6 a.m.-5 p.m. Monday-Friday 8 a.m.-4 p.m. Saturday





Serving the communities of Cedar, Clinton, Muscatine and Scott counties

Service

We're River Bend Transit (RBT)

If you live anywhere in the "River Bend" area of Iowa – Cedar, Clinton, Muscatine and Scott counties – and you need help getting around, River Bend Transit is there when you need it. RBT's lift-equipped vehicles and courteous drivers specialize in serving people with disabilities and the elderly who may need some assistance. Our 70 vehicles crisscross 2,157 square miles – in a single year traveling more than a million miles, in rain, sleet, snow or sunshine. The cost is low.

Here's how we serve you

- RBT does not operate like a regular city bus service; the buses do not cover a fixed route. Each trip is designed to meet your individual needs from your home to destination and return.
- RBT also takes riders to University Hospitals and other destinations in lowa City.
- In rural areas, RBT serves a different portion of each county on its designated day, Monday-Friday.
- RBT vehicles are equipped with specialized lifts or ramps to aid riders.
- Our courteous drivers assist anyone who needs help to enter and exit a vehicle.
- Your escorts ride free; there's no additional fare for one family member, a friend or an attendant who is assisting a passenger.

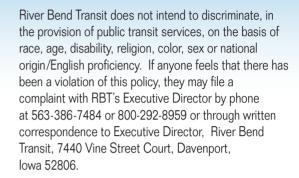
Alma W. - (Davenport)
I don't know what I'd do without these

guys. They take me to all my doctors appointments, dialysis and grocery store. They are life savers.











563-386-7484

For your safety on board:

- Please stay seated
- Fasten lap and shoulder straps
- Drivers will help people in wheelchairs secure lap and shoulder straps if needed
- All wheelchairs and other assistance devices are secured
- The youngest riders must be strapped into car seats or booster seats
- Keep aisles clear of shopping bags and other carry-on packages

River Bend Transit reserves the right to refuse service to anyone who conducts themselves in a manner which is deemed unsafe, disruptive or may otherwise impose concerns for the safety of passenger(s) or driver.

For courtesy's sake:

- Respect other passengers and the driver
- On't litter
- On't drink, eat or smoke
- If you see another passenger behaving badly, tell the driver

River Bend Transit wants your feedback. If you have a complaint, see a problem that needs fixing, have a suggestion of any kind, or want to compliment someone – please call River Bend Transit: 563-**386-7484**

Convenient

It's easy to get a ride

When you know you'll need a ride, telephone the RBT dispatchers – 563-386-1350 or 800-292-8959. It's possible to arrange same-day service. It's best to call a day or more ahead.

Let the dispatcher know where to pick you up, and where you need to go. You can schedule more than one pick-up with one call.

Our courteous dispatchers will match you with the service that best meets your needs.

If you don't know when you'll need your return ride – for example, after a doctor's appointment – don't worry. Tell the dispatcher. And you can call for a ride whenever the appointment ends.

You may also leave a message for dispatch anytime after business hours or weekends. We will get back to you as soon as we can the next business day.

John C. works at Handicapped Development Center. When family can't transport him, River

Bend Transit is available to do the job. A call from a family member and RBT is there. "I was Client of the Year at HDC in 2001."









Pick-up

When it's time for your pick-up

- Be ready to go about 10 minutes before the scheduled time.
- Have the exact fare ready to pay.

Your driver can help you with up to 2 carry-on packages.

Please don't ask your driver to make unscheduled stops. It's important drivers stay on schedule.

If you must cancel a trip:

Call the dispatcher at least 1 hour before your scheduled pick-up. More advanced notice is appreciated.

Excessive late cancellations or no shows may result in suspension of services.

Safety

safety is our priority

All drivers have undergone thorough background checks and must meet stringent federal drug and alcohol testing requirements.

Every driver undergoes continual training in safety. customer service and vehicle operation.

All RBT vehicles are in constant communication. We use state-of-the-art scheduling and mapping systems. A Global Positioning System allows us to track each vehicle throughout our service area day and night. Each vehicle is radio-equipped.



Espey G. - (Davenport)

The River Bend bus picks me up at 7 every morning and takes me

> to the school where I teach. Later, it takes me to my second job. If I have errands or appointments, I notify them two or three days ahead.







our community.





