Type of Service
MCP provides paratransit transportation service open to the public within the Mason City
limits. As a general rule, the service provided is door-to-door. This means service will be
provided from outside the door of the origin to the door of the destination. This does not
mean to the door of an appointment beyond the entrance door of the building. Drivers are
instructed not to close or lock home doors. Passengers should be able to exit on their own or
have the appropriate assistance from an aide.

Aide and/or Companion Needs
One (1) aide or escort shall be allowed to ride free per disabled passenger, provided both the
disabled passenger and escort board and alight together at the same location. Each
disabled person has the right to have one (1) aide accompany him/her and ride free. Also,
additional companion(s), as space allows, may ride at the same cost as the eligible disabled
rider. MCP reserves the right to schedule your trip on any accessible vehicle(s). In all cases, a
trip is defined as a one-way ride regardless of the length of the ride.

Fares
If your ride is not financially supported by an agency or organization, MCP charges a fare for
each one-way trip. Fares, according to your eligibility, shall be paid prior to receiving services:
$1.00 for ADA reduced fare eligible passengers and $4.00 for non-eligible passengers.

Reservations
We request that reservations be made at least twenty-four (24) hours in advance of the trip.
Reservations may or may not be accepted for requested service for the same day depending on
space availability. Any trip reservation pick-up time may be negotiated up to one hour before
or after the requested time. This means if you make a request to be picked up at 8:30 a.m. to
be at work by 9:00 a.m. we may request that you be picked up at 7:30 a.m. Likewise, if you are
finished working at 3:00 p.m. we may arrange to pick you up at any time before 4:00 p.m.

When you make your reservation, please be sure you have the following information ready:
• The date you wish to ride
• The exact address of where you are to be picked up
• The exact address of your destination
• The time you wish to be picked up and/or the time of your appointment
• Any special equipment that you may use such as a wheelchair, walker, or scooter
On-time Arrivals
The passenger shall not have a grade in excess of standard grade, which is 1:12. All wheelchairs should be clean and in good working order and have fully functional brakes, which must in the lock position when the passenger is on the lift or when the vehicle is in motion. All wheelchairs will be tied-down or secured while the vehicle is in service.

Destinations
Drivers are instructed to stop at the scheduled destination only. Travel arrangements with more than one destination will be treated as separate trips and must be scheduled as such.

A destination may not be changed after the passenger is on board the vehicle.

Changes, Cancellations, No Shows
We request at least one (1) hour notice of any change or cancellation. Any cancellation received fifty-nine (59) minutes or less from the scheduled pick-up time will be regarded as a no-show, and will be subject to the no-show policy provided below.

To cancel or change a ride call, 641-423-2262.

In order to cancel a ride, you will need to provide your name and phone number, as well as the date(s) and time(s) of the rides you wish to cancel. In addition, please provide the address of the pick-up and destination of each ride you wish to cancel.

Inclement Weather
During inclement weather, MCP will operate unless the Mason City snowplows have been pulled from the roads. Notice will be given to KIMT and the Globe Gazette for publication on-line.

Safety
Please keep ramps, sidewalks, and driveways free of ice, snow, toys, and other obstructions that may present a safety hazard to you and the driver. Drivers are not to lift passengers and/or wheelchairs.

Proper Conduct
All passengers are expected to exercise appropriate conduct on MCP vehicles. MCP reserves the right to revoke the riding privileges of riders who threaten the health, welfare, or safety of themselves, other passengers, or the driver.

Holidays
Service will not be provided on the following holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Animals
Any and all animals carried on MCP vehicles may be transported provided they are trained and necessary to assist a passenger or placed in a completely enclosed carrier during travel. There are no restrictions placed on service animals.

To request service, or if you have questions about the service, you may call: 641-423-2262 during the hours of 6:00 a.m. – 6:00 p.m. Requests for service are accepted by voice mail 24-hours a day, 7 days a week. For those with hearing impairments please use Relay Iowa by dialing 711 or 800-735-2942.