

# EASE Rider Information

## Reservations

To make a reservation, call CyRide at 515-239-5600 and provide the following information:

- Name
- Telephone number
- Date of travel
- Departure location (including specific door)
- Destination location
- Desired arrival time

A limited number of subscription trips are available if customers are traveling to the EASE service area at the same time and days of the week for a sustained period of time. Riders may call up to seven days in advance to make a reservation, but also may call at the time they need service and a bus will be sent to their location as quickly as possible.

No reservations are needed from City Hall to the service area, as the driver will ask for riders destinations when they board the bus. Riders will be delivered to their desired location in the service area.

## Cancellations

If there is a need to cancel a previously scheduled trip, riders must notify CyRide at 515-239-5600 at least 30 minutes before the trip is scheduled.

## Pick Up Times

CyRide reviews the desired arrival time when a reservation is made and schedules a pick-up time as close to this time as possible. Riders are notified when they call to book a ride of their scheduled pick up time. Vehicle arrival times may vary so please be ready five minutes before your scheduled time. CyRide vehicles will not leave riders before this scheduled time.

## Pick Up Locations

CyRide will accommodate most location requests; however, not every stop will be ADA accessible.

## Cost Per Ride

Any of the following are allowable fares on the EASE service:

- Cash . . . . \$1.00 full fare  
\$0.50 reduced fare
- Ticket . . . 1 (green or yellow)
- Pass . . . . Any CyRide pass
- Transfer
- ISU Student ID

## Questions

For Reservations: 515-239-5600  
General Questions: 292-1100  
Website: [www.cyrider.com](http://www.cyrider.com)

# CyRide EASE

*East Ames Service Extension*



**The Next Generation  
of Transit in Ames**



- All trips are wheelchair accessible
- All buses are equipped with bike racks
- No animals allowed except trained service animals
- Follow CyRide on [facebook.com/cyrider](https://www.facebook.com/cyrider) and [twitter.com/cyrider](https://twitter.com/cyrider)
- **No holiday service** on New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day and Christmas Day

# EASE Service

## Service Area

### Description

EASE is CyRide's service to the eastern Ames service area shown at right. A small bus picks up riders at Ames City Hall, 515 Clark Street, on the south side of the building and delivers them to any desired location within the service area. Return-ready riders call CyRide's office to schedule a ride back to City Hall, where transfers can be made to other CyRide routes. Trips that start, then end, within the service area can also be accommodated.

### Hours/Schedule

Service Hours: 7 am to 6 pm

Days of Service: Monday – Friday

Schedule (City Hall times): Hourly

Arrive City Hall	Leave City Hall
6:55 am	7:00 am
7:55 am	8:00 am
8:55 am	9:00 am
9:55 am	10:00 am
10:55 am	11:00 am
11:55 am	12:00 pm
12:55 pm	1:00 pm
1:55 pm	2:00 pm
2:55 pm	3:00 pm
3:55 pm	4:00 pm
4:55 pm	5:00 pm
5:55 pm	6:00 pm

