

The Transit System, Inc.

Ph. (254) 897-2964

August 29, 2007

Dan Gadbury
PEAC Project Manager
Paratransit Education and Advocacy Collaborative (PEAC)
221 E. 9th, Suite 409
Austin, Texas 78702

Dear Mr. Gadbury,

Enclosed, please find a copy of The Transit System, Inc. Passenger Handbook which addresses most of the items you listed in your request for information in your correspondence dated August 22, 2007.

The Handbook does not include rates for service because we are serving three different sized counties and each county is served by our branch offices in that county. Because of the different sizes of counties, there are a different amount of zones in each county. Therefore, enclosed are zone rate charges for each county we serve.

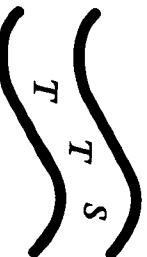
Our maintenance program is based upon manufacturers recommended intervals and is kept current on our software program.

Should you need additional information, please feel free to contact Barbara L. Perry at 254.897.2964.

Sincerely,



Barbara L. Perry
General Manager
The Transit System, Inc.
P.O. Box 332
Glen Rose, Texas 76043



ZONE 16	POOLVILLE, WESTERN EDGE OF FORT WORTH, (NEAR BENBROOK) CROWLY, BURLESON, EGAN, KEENE, OSEOLA, WHITNEY, LAGUNA PARK, VALLEY MILLS, CORYELL CITY, CROSS CUT, CROSS PLAINS BRECKENRIDGE, POSSUM KINGDOM	51.50
ZONE 17	SOUTH BEND, BOONESVILLE, SPRINGTOWN, AZLE DOWNTOWN FT. WORTH, WEST OF DOWNTOWN FT. WORTH ALVARADO, ITASCA, AQUILLA, PUTNAM, MORAN	57.75
ZONE 18	GRAHAM, BRYSON, SAGINAW, NORTH AND EAST FT. WORTH, MANSFIELD, LILLIAN, VENUS, HILLSBORO, CHINA SPRINGS, CRAWFORD, MCGREGOR	64.00
ZONE 19	JACKSBORO, BRIDGEPORT, PARADISE, RHOME, HASLET, KELLER, HURST, EULESS, BEDFORD, ARLINGTON, MIDLOTHIAN, MAYPEARL, MILFORD, BRANDON, BYNUM, ABBOTT, WEST, ELM MOTT, BAIRD, ALBANY, WOODSON	70.25
ZONE 20	FT. GRIFFIN, NEWCASTLE, JEAN, LOVING, JERMYN, CHICO, DECATUR, JUSTIN, ROANOAK, IRVING, GRAND PRAIRIE, DUNCANVILLE, WAXAHATCHE, MERTENS, IRENE, MALONE, PENELOPE, BRONE, WACO	76.50
ZONE 21	ANTELOPE, POST OAK, PARK SPRINGS, ALVORD, PONDER, FLOWER MOUND, FARMERS BRANCH, FAR WEST DALLAS, DESOTO, RED OAK, AVALON, FROST	82.75
ZONE 22	THROCKMORTON, ELBERT, OLNEY, SUNSET, ARGYLE, CARROLLTON, DOWNTOWN DALLAS, LANCASTER	89.00
ZONE 23	MEGERGEL, WINDHORST, JOY, BUFFALO SPRINGS, VASHTI, BOWIE, FRUITLAND, KRUM, DENTON, LEWISVILLE, EAST DALLAS, HUTCHINS, FERRIS	95.25
ZONE 24	WESTOVER, ARCHER CITY, SCOTTLAND, BLUGROVE, BELLVUE, STONEBURG, FORRESTBURG, SANGER, FAR EAST DALLAS, RICHARDSON	101.50
ZONE 25	MONTAGUE, VALLEY VIEW, AUBREY, FRISCO, PLANO, PROSPER	107.75
ZONE 26	SAINT JO, MUENSTER, MYRA, PILOT POINT, CELINA, ALLEN Beyond Zone 9 is measured in 5 mile increments.	114.00
WAIT TIME \$.20 (TWENTY CENTS) PER MINUTE OR \$12.00 PER HOUR UP TO THREE HOURS AND OVER \$15.00 PER HOUR.		

ZONE RATES FOR DEMAND RESPONSE IN SOMERVELL COUNTY

Revised 6/26/06

ONE WAY

ZONE 1	INSIDE GLEN ROSE CITY LIMITS	\$4.00
ZONE 2	4 MILES BEYOND CITY LIMITS	6.50
ZONE 3	REMAINDER OF SOMERVELL COUNTY	9.00
ZONE 4	GRANBURY, BLUFFDALE, MORGAN, WALNUT SPRINGS, THORP SPRINGS	14.00
ZONE 5	CLEBURNE, BLUM, MERIDIAN, HICO, GODLEY IREDALE, STEPHENVILLE, CRESSON, MORGAN MILL, KOPPERL, RIO VISTA	20.25
ZONE 6	KEENE, COVINGTON, FAIRY, NORSE, ALEXANDER	26.50
ZONE 7	WILLOW PARK, WEATHERFORD, BENBROOK, GRANDVIEW, LINGLEVILLE, SANTO, DUBLIN, ALVARADO, CLIFTON, ITASCA, BURLESON	32.75
ZONE 8	MINERAL WELLS, SOUTH AND WEST FORT WORTH MANSFIELD, VENUS, PROCTOR, HILLSBORO, VALLEY MILLS, HAMILTON, THURBER	39.00
ZONE 9	PALO PINTO, SPRINGTOWN, SAGINAW, ARLINGTON, MILFORD, BYNUM, BRANDON, DESDEMONA, DELEON GUSTINE, WEST, CHINA SPRINGS	45.25
ZONE 10	KELLER, DUNCANVILLE, BEDFORD, GRAND PRAIRIE RANGER, GATESVILLE, COMANCHE, GORMAN, WAXAHATCHIE	51.50
ZONE 11	BOYD, RHOME, ROANOAK, GRAPEVINE, IRVING, EULESS, RED OAK, AVALON, CADDO	57.75
ZONE 12	DOWNTOWN DALLAS, LANCASTER, ENNIS	64.00
ZONE 13	CARROLLTON, NORTH & EAST DALLAS, CISCO, JACKSBORO, DECATUR, GOLDTHWAITE, RISING STAR, ARGYLE, FARMERS BRANCH	70.25

ZONE 14	BRECKENRIDGE, GRAHAM, ALVORD, GARLAND, RICHARDSON, PLANO, COLONY, DENTON, MESQUITE SCRANTON, EARLY, TROY, CHILTON, PERRY	76.50
ZONE 15	MORGAN, DROSS PLAINS, TEMPLE, FRISCO, SANGER SUNSET, PARK SPRINGS, LOVING	89.00
ZONE 16	MCKINNEY, VALLEY VIEW, PILOT POINT, LAMPASAS, NEWCASTLE, ROCKWALL, PROSPER, BOWIE, BROWNWOOD, GROESBECK	95.25
ZONE 17	TIOGA, SAN SABA, ALBANY, BELLVUE, FORT GRIFFIN	114.00
ZONE 18	GAINSEILLE, MUNSTER, MONTAGUE, THROCKMORTON ST. JO, ETC.	126.50

BEYOND ZONE 4 IS MEASURED IN 5 MILE INCREMENTS

**WAIT TIME \$.20 (TWENTY CENTS) PER MINUTE OR \$12.00 PER HOUR UP TO
THREE HOURS. THREE HOURS AND OVER \$15.00 PER HOUR.**

ZONE RATES FOR DEMAND RESPONSE IN HOOD COUNTY

Revised 6/26/06

ONE WAY

ZONE 1	UP TO 2 MILES FROM COURTHOUSE	\$4.00
ZONE 2	UP TO 4 MILES FROM COURTHOUSE	6.50
ZONE 3	4-6 MILES FROM COURTHOUSE	9.00
ZONE 4	6-8 MILES FROM COURTHOUSE	10.25
ZONE 5	8-10 MILES FROM COURTHOUSE	11.50
ZONE 6	12-15 MILES BEYOND ZONE 5	12.75
ZONE 7	REMAINDER OF COUNTY	14.00

Within Hood County, Zones are calculated in approximate 2 mile increments from Courthouse.

ZONE 8	INCLUDES-BLUFFDALE, GLEN ROSE, GODLEY, RAINBOW, WHEATLAND (WHISKEY FLATS)	14.00
ZONE 9	BENBROOK, CLEBURNE, CROWLEY, JOSHUA MILLSAP, MORGAN MILL, WEATHERFORD, WILLOW PARK, HARRIS METHODIST SOUTHWEST, HULEN MALL, SOUTH WEST FORT WORTH	16.50
ZONE 10	BLUM, BURLESON, HALTOM CITY, HUCKABY, KOPPERL, MINERAL WELLS, MORGAN, PEASTER, RIO VISTA, FT. WORTH HOSPITAL DISTRICT, SANTO, SOUTH AND WEST FT. WORTH, STEPHENVILLE, WALNUT SPRINGS	20.25
ZONE 11	ALVARADO, CLAIRETTE, GORDON, GRANDVIEW, HICO, IREDELL, LAKESIDE VILLAGE, LILLIAN, MANSFIELD, MERIDIAN, MINGUS, N & E FT. WORTH, POOLVILLE, SAGINAW, SPRINGTOWN, THURBER	26.50
ZONE 12	ARLINGTON, BOONESVILLE, CARLTON, DUBLIN, FAIRY, GRAFORD, HASLETT, HURST, LINGLEVILLE, NORSE, ORAN, OSCEOLA, PALO PINTO, PERRIN, STRAWN, VENUS, WHITNEY	32.75

ZONE 13 BEDFORD, BOYD, CEDAR HILL, CLIFTON, CRANFILLS GAP, 39.00
DELEON, DESDEMONA, EULESS, GRAND PRAIRIE,
HILLSBORO, KELLER, LAGUNA PARK, MAYPEARL,
MIDLOTHIAN, PARADISE, PEORIA, PROCTOR, RANGER,
RHOME, ROANOAK, RUNAWAY BAY

ZONE 14 ABBOTT, BRANDON, BRIDGEPORT, BYNUM, CADDO, 45.25
DECATUR, DESOTO, DUNCANVILLE, GORMAN, GRAPEVINE,
GUSTINE, HAMILTON, IRVING, ITALY, LAMPKIN, MILFORD,
POSSUM KINGDOM, RED OAK, VALLEY MILLS, WAXAHATCHIE

ZONE 15 ARGYLE, AVALON, CHICO, CHINA SPRINGS, COMANCHE 51.50
DOWNTOWN DALLAS, EASTLAND, FROST, FLOWER
MOUND, JONESBORO, LANCASTER, LEWISVILLE,
TURNERSVILLE, WEST

ZONE 16 ALVORD, BLOOMING GROVE, CARROLLTON, CRAWFORD, 57.75
EAST & NORTH EAST DALLAS, DENTON, FARMERS
BRANCH, GERMYN, GRAHAM, LEROY, MALONE, PARK
SPRINGS, RICHARDSON, SIDNEY, SIPE SPRINGS,
SOUTH BEND, THE COLONY

ZONE 17 BRECKENRIDGE, CISCO, ENNIS, FRISCO, GARLAND, 64.00
GATESVILLE, LOVING, MESQUITE, PLANO, RISING STAR,
ROWLETT, SANGER, SEAGOVILLE, WACO

ZONE 18 BOWIE, BUFFALO SPRINGS, EARLY, FORNEY 70.25
NEWCASTLE, PROSPER, SCRANTON, STAR, VALLEY VIEW

ZONE 19 CELINA, CORSICANA, CROSS CUT, CROSS PLAINS, 76.50
GOLDTHWAITE, MCKINNEY, MORAN, MUENSTER,
PILOT POINT, ROCKWALL, TOGA, WOODSON

ZONE 20 ALBANY, COLLINSVILLE, ELBERT, FORT GRIFFIN, 82.75
GAINESVILLE, LAMPASAS, PERRY, SAINT JO

Outside of Hood County, Zones are calculated in approximate 5 mile increments according to
Texas State map.

**WAIT TIME \$.20 (TWENTY CENTS) PER MINUTE OR \$12.00 PER HOUR UP TO
THREE HOURS. THREE HOURS AND OVER \$15.00 PER HOUR.**

ZONE RATES FOR DEMAND RESPONSE IN ERATH COUNTY

Revised 6/26/06

ONE WAY

ZONE 1	1 ½ MILES FROM Lillian/Washington	\$4.00
ZONE 2	1 ½ TO 3 MILES FROM Lillian/Washington	6.50
ZONE 3	3-6 MILES BEYOND Lillian/Washington	9.00
ZONE 4	6-9 MILES BEYOND Lillian/Washington	10.25
ZONE 5	9-12 MILES BEYOND Lillian/Washington	11.50
ZONE 6	12-15 MILES BEYOND Lillian/Washington	12.75
ZONE 7	15-18 MILES BEYOND Lillian/Washington	14.00
ZONE 8	18-21 MILES BEYOND Lillian/Washington	14.00
ZONE 9	REMAINDER OF COUNTY, THURBER	16.50
ZONE 10	TOLAR, LIPAN, HICO, CARLTON, PROCTOR DELEON, DESDEMONA	20.25
ZONE 11	SANTO, THORP SPRINGS, GRANBURY, GLEN ROSE, WALNUT SPRINGS, IREDELL, FAIRY, LAMPKIN, GUSTINE, GORMAN, MINGUS, GORDON, STRAWN	20.25
ZONE 12	ACTON, HAMILTON, ENERGY, COMANCHE, SIPE SPRINGS, RANGER, OLDEN	26.50
ZONE 13	PALO PINTO, CRESSON, MORGAN, MERIDIAN, CRANFILLS GAP, POTTSVILLE, INDIAN, PRIDDY, SIDNEY, CARBON, EASTLAND, MORTON VALLEY	32.75
ZONE 14	CADDO, MINERAL WELLS, WEATHERFORD, GODLEY, KOPPERL, LAKE SIDE VILLAGE, CLIFTON, JONESBORO, MAY, RISING STAR	39.00
ZONE 15	GRAFORD, ORAN, WHITT, PEASTER, ALEDO, BENBROOK, JOSHUA, CLEBURNE, RIO VISTA, BLUM, TURNERSVILLE, IRELAND, PURMELA, EVANT, PIONEER	45.25

PEOPLE GOING PLACES



THE
TRANSIT SYSTEM,
INC.

Serving
SOMERVELL
HOOD AND ERATH
COUNTIES

Passenger Handbook

Mission Statement

The Transit System, Inc.'s mission is:

To enhance access to transportation for people in and around non-urbanized Somervell, Hood, and Erath counties for the purpose of health care, shopping, education, recreation, rehabilitation, public services, and employment.

INTENT OF PASSENGER HANDBOOK

The Transit System, Inc. is pleased to serve Somervell, Hood, and Erath Counties with public transit service. This service has a set of policies that passengers must follow.

This booklet provides the policies pertaining to passenger safety and responsibilities for using our service.

It is for the benefit of all passengers that policies regarding passenger safety and responsibilities are followed. The policies in this booklet are critical to the efficiency and effectiveness of our system.

All passengers' policies will be enforced in a consistent, fair manner. If you feel you have been dealt with unfairly, an appeals process and telephone comment number are included in this booklet on pages 15 and 16.

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TRANSIT SERVICES

The Transit System, Inc. prides itself on providing safe and reliable transit services to the general public of Somervell, Hood, and Erath Counties. Transit is open to everyone. The Transit System, Inc. operates demand responsive, curb-to-curb service daily. Rural residents needing service should call The Transit System, Inc. Dispatch for schedule availability.

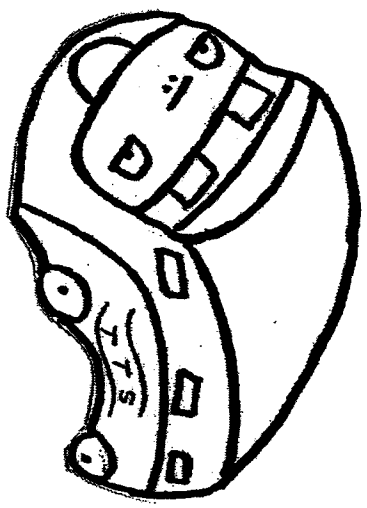
Public Transportation

Hours of service for The Transit System, Inc.'s service are:

- Monday through Friday – 7:00 a.m. to 6:00 p.m. (last ride taken at 5:45 p.m.)

No public transportation service will be provided on the following holidays:

- New Year's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday Following Thanksgiving Day
- ½ Day Christmas Eve
- Christmas Day



HAVE A WONDERFUL DAY!

GRIEVANCE POLICY

The Transit System, Inc. will not discriminate in the provision of services to an applicant because of their race, color, national origin, sex, age, religion, political affiliation, marital status, family status, or disability status.

It is our intent to provide courteous and professional services to all the general public who meet the eligibility guidelines for the individual programs we administer.

If a program participant or applicant has a complaint about an incident or denial of services they should immediately notify the General Manager of the program for resolution of the problem. This can be done by telephoning the General Manager at (254)897-2964.

If the participant or applicant is not satisfied with the response or if the problem involved the program manager, they may send a written statement of the grievance to the following address:

The Transit System, Inc.
Board of Directors
PO Box 332
Glen Rose, TX 76043

The Board of Directors will review each complaint and recommend a resolution in accordance with the program guidelines to the General Manager. The General Manager will notify the individual with the complaint, in writing, of the final decision of The Board of Directors.

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SCHEDULING RIDES

Request Service:

All out of town rides must be scheduled with the The Transit System, Inc. Office at least **12-24 hours** prior to service. Rides may be requested by calling our office between 7:00 a.m. and 6:00 p.m. A telephone answering machine is available on Saturdays and Sundays and after hours. All appointments should be set so that they are not before 7:00 a.m. We understand there are extreme cases when these guidelines may not be followed, however, due to the nature of our services, rides requested with a shorter notice will be scheduled on a first come first serve basis.

Regularly Scheduled Rides:

Riders who require regular transportation service (work, therapy, school, etc.) may schedule up to 30 days in advance.

Canceling Rides:

To cancel a ride, passengers must call The Transit System, Inc. office at least **one hour** before scheduled pick-up time. If you do not call one hour in advance, the trip will be regarded as a "no show." The rider will be responsible for paying for this ride next time he/she rides.

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Scheduling Trips:

The Transit System, Inc. makes every effort to arrive as closely to the scheduled pick-up time as possible. Due to the nature of the service, arrival times may vary. A 15-20 minute window has been established to accommodate for this variance.

- All passengers should anticipate an early arrival of up to 10 minutes or the possibility of a 10-minute delay.

Example: If you schedule a 9:30 a.m. pick-up, the bus may arrive as early as 9:20 a.m., so you should be prepared to leave at 9:20 a.m. The bus may be delayed, so be prepared to wait until 9:40 a.m. for the bus arrival.

- All bus operators will wait five (5) minutes past the scheduled pick-up time before leaving without the passenger.

- In the event the appointment is completed prior to the scheduled return time, passengers are encouraged to notify The Transit System, Inc. office that they are available for early return. Every effort will be made to pick up the passenger as soon as possible, but if the demand for service does not allow, passengers will be picked up at their scheduled return time.

APPEAL PROCESS

If a passenger is in disagreement with any penalty resulting from the enforcement of the policies, a written request for appeal may be submitted to:

The Transit System, Inc.
PO Box 332
Glen Rose, TX 76043

Appeals may be presented in writing. If you prefer a hearing, please indicate this in your written request for appeal. Also indicate if special accommodations or requirements are needed.

REFUSING SERVICE

The Transit System, Inc. reserves the right to refuse service to any passenger who displays the following behaviors:

- Intoxicated
- Disruptive
- Belligerent/rude
- Poses a safety or health threat to themselves or others
- Unreasonable personal hygiene
- Operating any audio or visual equipment which infringes upon other passengers' comfort or safety or impairs the drivers ability to transport passengers safely.

The Transit System, Inc. has zero tolerance towards violence. Any overt act of violence or threat of violence will result in termination of passenger rides.

The Transit System, Inc. also has set a policy for normal and standard behaviors when using the system. If these behaviors cannot be followed by the passenger, the following steps may be taken:

Behavior penalties:

First offense – A warning letter will be sent.

Second offense – A second letter will be sent and rides will be discontinued for thirty (30) days.

Third offense – A third and final letter will be sent, and rides will be discontinued indefinitely.

The Transit System, Inc. reserves the right to terminate services immediately.

CURB-TO-CURB SERVICE

The Transit System, Inc. provides "curb-to-curb" service. The following policies explain the meaning and intent of curb-to-curb.

1. Private Homes:

Transit bus operators will not enter private homes for any reason.

Bus operators may assist passengers to board and to exit the vehicle only.

2.

Business/Medical facilities/Public Buildings:

- Transit bus operators may assist passengers to board and to exit the vehicle only. Bus operators will not assist passengers past this point.

- It is the individual's, personal care attendant's, or care provider's responsibility to ensure that passengers are on time and waiting for their ride.

- Bus operators will not enter nursing homes, medical facilities, shopping centers or businesses in an attempt to find passengers. Passengers must be waiting at the designated pick-up point at least ten minutes before their pick-up time or the no-show policy will apply.

NO SHOW POLICY

Any passenger who is not at their designated pick-up point within **five (5) minutes** after their scheduled ride time will be considered a "no show" and the bus operator will continue with the daily schedule. If you anticipate being late for your scheduled pick-up, please notify our office at (254) 897-2964 in Glen Rose, or (817)573-0575 in Granbury, or (254)968-6876 in Stephenville.

It is the goal of The Transit System, Inc. to provide timely service to our passengers. "No shows" pose a unique problem for our service. It is vital that each rider make their arrangements in a timely manner. Abuse of the system, such as scheduling rides and repeatedly not taking them, will be dealt with on a case-by-case basis.

FARES

All passengers are required to pay one fare for each one-way or round-trip ride. Fares may be paid with a Bus Pass (if applicable), Farebucks, or cash.

Cash Fares:

Payment is required at time of service. If paying cash, correct change is preferred. Bus operators are not authorized to give refunds.

Charge Accounts:

Charge accounts will be provided to only those individuals whose rides are charged to an agency or facility with a contract for services with The Transit System, Inc.. Individuals will not be allowed to charge rides.

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SERVICE FOR WHEELCHAIR USERS

Service will be provided utilizing specialized equipment (lifts, ramps, etc.) for wheelchair users. The Transit System, Inc. reserves the right to refuse service for unsafe equipment. (I.E. unsafe wheelchairs, and other mobility devices.)

The Transit System, Inc. bus operators are not allowed to assist passengers in wheelchairs up or down any steps. If such a condition exists, passengers are responsible for arranging assistance from someone other than The Transit System, Inc. bus operator.

SPECIAL SERVICES OFFERED

The Transit System, Inc. vehicles are equipped with wheelchair lifts for the physically challenged. If the rider is unable to complete travel by his or herself, an attendant/escort will be required to assist the rider. The attendant/escort fare will be waived while accompanying their attendee.

- If unable to board a bus because of steps, passenger may use wheelchair lift to board bus, only if lift is equipped with handrails.

THE TRANSIT SYSTEM, INC. BACKING POLICY

No backing of The Transit System, Inc. vehicles is permitted, unless absolutely necessary.

Severe Weather Passenger Guide

Severe rainstorms and icy roads can affect The Transit System, Inc.'s service. The following may occur any time hazardous road conditions exist:

- Travel time may increase.
- Bus service on less traveled streets, especially those not sanded, may be cancelled.
- Absolutely NO alley travel allowed.
- In case of severe weather, all passengers will be taken home immediately.

Passengers and/or care providers are responsible for ensuring that passengers are properly dressed for their ride. Bus operators will not assist passengers with their clothing. This includes proper coats, hats, gloves, and footwear.

SEAT BELT POLICY

It is requested that all passengers wear an approved safety device while riding on the bus. State laws apply toward child passengers. Car seats are *not* provided.

ESCORTS/GUESTS

Personal care attendants are persons who are directly involved in the mobility assistance of their attendee and will be allowed to ride free of charge while accompanying their attendee.

Any other person riding with a passenger will be considered a guest and will be required to pay full fare.

CHILD RIDER POLICY

It is the policy of The Transit System, Inc. to provide the most effective, efficient, safest, and uninterrupted transportation service to all residents of Somerville, Hood and Erath Counties. In providing this service it is necessary to establish policies that govern The Transit System, Inc.'s role and responsibilities in the transportation of children under the age of 16. These roles and responsibilities are as follows:

1. All children must follow all Transit rules, regulations, and policies. Violations of these rules by either the child or parent may lead to service suspension.
2. All children under the age of six (6) must wear an approved safety restraint. Parent or guardians are responsible for providing an approved safety restraint.
3. Children under the age of sixteen (16) must be accompanied by an adult. Exceptions to this policy include:
 - Transportation where the parent or guardian provides supervision for the child at both the pick up and destination of the child's trip.
4. Children under sixteen (16) will be transported only to the destination scheduled by the parent or guardian. Children are not allowed to change scheduled rides.
5. Due to safety considerations, children under sixteen (16) will not be transported, unless accompanied by an adult. A signed waiver by the child's legal guardian is required if not accompanied by an adult.
6. Parent or guardians must notify The Transit System, Inc. at the time of trip scheduling the child's age.

WEATHER

Discontinuing Service Due to Weather Conditions

Transit bus operators will make every effort to provide service whenever scheduled. In the event extreme weather conditions exist which make travel unsafe, The Transit System, Inc. reserves the right to discontinue services until conditions are more favorable. We do not consider routine appointments (medical, hair, etc.) necessary during severe weather. If service is temporarily discontinued, all rides, regardless of trip purpose, will be cancelled.

Winter Riding Tips:

- Keep current on weather conditions, which may affect The Transit System, Inc. services.
- If streets are icy, allow additional travel time.
- Avoid delays by being on time and having correct fare ready.
- Clean footwear of mud and slush before boarding so it does not gather on the steps and floor of the bus, causing danger to others.
- Wait until the bus comes to a complete stop before leaving your seat and before boarding.
- Be prepared for sudden stops while riding the bus.
- At all times, watch your step, wear your seatbelt, and wear appropriate winter clothing.