

# NEW MADRID TRANSIT RIDER GUIDE

1. Passengers shall remain seated and in a seat belt while the bus is moving.
2. Unload from the bus only when it has come to a complete stop.
3. No Smoking allowed on the City Transit Bus.
4. No Open Containers of Alcohol allowed on the Transit Bus.
5. All Children under the age of 13 must be accompanied by an adult
6. Please no bills greater than \$5.00. (unless paying for 3 or more)
7. Only 4 bags per passenger (12 packs count as 1 bag).  
The bags must stay with you in the seat for passenger safety.
8. If you decide that you don't need a ride please call back and cancel.
9. When you call for the bus you should be ready to go.
10. The bus will wait a maximum of 2 minutes for pick up.  
(If you will require more time to reach the bus from your residence, please inform the Dispatcher when you call.)
11. Ambulatory passengers may use the lift to enter the bus when requested.

**Hours of Operation: Monday – Friday 8:00 am – 12:00 pm/ 1:00 pm – 4:00 pm\***

\*Any change in the schedule due to equipment repairs or inclement weather will be posted at City Hall and on the City's Website [www.new-madrid.mo.us](http://www.new-madrid.mo.us).

**ANY VIOLATION OF THESE POLICIES MAY RESULT IN REMOVAL FROM THE CITY TRANSIT BUS**

**Anyone wishing to file a complaint and/or needs assistance doing so, may contact Karen Chapman, Transit Manager at 573-748-2866.**

“No person in the United States shall, on the basis of race, color, or national origin, sexual orientation or disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”