

GENERAL INFORMATION

- STAR Transit will begin operating the Rowlett Senior Shuttle Service on **Mon., January 4th**.
- Riders can begin **calling December 21st** to schedule rides.
- Riders must be at least 60, live in the Rowlett city limits and have a current Rowlett Community Centre membership.
- This **FREE** transportation is only provided round-trip from home to the Rowlett Community Centre.

BUS SCHEDULE

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| Monday: | 7:00 am – Noon, 3:00 pm – 5:30 pm |
| Tuesday: | 7:00 am – Noon |
| Wednesday: | 8:00 am – 10:00 am, 11:00 am – 2:00 pm |
| Thursday: | 8:00 am – 11:00 am, Noon – 4:30 pm |
| Friday: | No Service |



The bus schedule is subject to change. Call STAR Transit at 877-631-5278 and press 5 or go to www.STARtransit.org for details.

TO SCHEDULE A RIDE

- 1 **Call STAR Transit:** Customers are required to telephone STAR Transit during the designated booking hours and at least one (1) business day but not more than two (2) weeks in advance of the desired trip. A dedicated scheduling agent will be available Monday – Friday, 10:00 am – 2:00 pm at **(877) 631-5278, press 5**. Se Habla Español.
- 2 **Give the scheduling agent your information:** State your name, address, destination, desired pick up time and desired return home time.
- 3 **Be Ready:** Confirm the “Be Ready Time” with the scheduling agent.
Note: There is a 15 minute window for pick up. Bus may arrive 15 minutes before or 15 minutes after the pick time.



TO CANCEL A RIDE

Call STAR Transit: Customers are required to telephone STAR Transit as soon as they know they need to cancel their ride. **Call (877) 631-5278 and press 4.** If the dispatcher is assisting another caller, the call will be routed to a voicemail. Please speak clearly and state your name, the city you live in and the specific ride you are canceling including the date and time.

RIDING THE BUS

Passenger must show the driver their Rowlett Community Centre membership card or program receipt upon entering the bus.

PASSENGER ASSISTANCE

STAR Transit service is provided curb-to-curb. You will be picked up at the curb of your home and transported to the curb of the Rowlett Community Centre.

Drivers are not permitted to assist you from your house to the curb or into the destination. Drivers will assist you from the curb into the vehicle and provide assistance boarding and exiting the vehicle. This assistance is limited to the movement and placement of wheelchairs, scooters, walkers and canes for your general safety.

PASSENGER SECUREMENT

All passengers riding in a regular vehicle seat must be secured with the safety restraint devices available. In addition, STAR Transit requires that all wheelchairs, and/or mobility devices, along with the individual be secured with all provided securement devices and seatbelts required by the state. When loading or unloading any securement mounted, such as a lap belt, on a personal mobility aid is required to be worn. Passengers are not allowed to stand or change seats while the bus is in operation.

On board, the driver will secure the mobility devices to ensure a safe ride. Specialized straps will be attached to the mobility device to create the four point tie down securement ensuring safe transportation. If you are not satisfied with your securements, inform the driver immediately. The bus will not proceed until all passengers are safely seated and secured.

The STAR Transit driver may not assist the passenger riding in a regular seat in the latching or unlatching of seatbelts unless specifically requested by the passenger or in the case of emergency evacuation.

Service may be denied to any passenger unwilling to use seatbelts or shoulder restraints.

LIMIT OF CARRY ON BAGGAGE

For your protection and the protection of others, you are permitted to carry on up to five shopping bags or up to two boxes that you are able to manage independently without assistance of the driver. All items must be secured with no loose items. The following are examples of securement:

1. Under your seat where it can be secured by your feet.
2. Held in your lap.
3. Seat belted in the seat next to you (if available).