

## Houston Transit Rules

**1. Eating, drinking, smoking, using chewing tobacco, possessing open containers and soliciting of any kind are not allowed on the bus.**

**2. Fighting, physical abuse, verbal abuse, and cursing are not allowed. Riders presenting a danger to the driver or passengers will not be allowed to board or will be asked to de-board.**

**3. Behavior that distracts the driver or shows disrespect to or offends the driver or other passengers will not be permitted.**

**4. All riders are required to wear seat belts while the vehicle is in motion.**

**5. Passengers must be appropriately clothed at all times, including shoes and shirts.**

**6. Passengers are limited to carrying items they can load and unload themselves.**

**7. Service animals are permitted on vehicles. Service animals presenting a danger to the driver or other passengers must be confined or constrained.**

**8. Oxygen tanks and other necessary medical equipment are allowed on all vehicles. The equipment must be secured to prevent injury in case of an accident or sudden stop.**

**9. The driver is trained to manage emergency situations. Obey the driver's directions to ensure your safety.**

**10. If a rider violates a rule, the driver will show the rider the rules and ask him/her to comply with them. Continued violation of the rules may result in denial of service. "No shows" beyond the rider's control shall not be held against the rider**

The City of Houston receives funding under Federal Transit Administration, Section 5311 non-urban public transportation program and complies with all state, federal, and local regulations.

Bus Stops	8:30-9:30	9:30-10:30	12:30-1:30	1:30-2:30
Infinite Entertainment	8:40	9:30	12:45	1:40
Oak Hill at Family Services	8:43	9:33	12:47	1:42
Oak Hill at Plainview	8:45	9:35	12:49	1:44
Walnut & Grand	8:50	9:40	12:54	1:49
Texas County Library	8:51	9:41	12:55	1:50
Forbes Drug	8:53	9:43	12:57	1:52
Houston Senior Center	8:54	9:44/12:30	12:58	1:53
Ozark Terrace (Ozark Street)	8:55	9:45	12:59	1:54
Ozark & Hamrick	8:58	9:50	1:04	1:55
Skyview Terrace	9:00	9:53	1:06	1:57
Chestnut & Hamrick	9:03	9:56	1:10	1:59
Chestnut Terrace	9:05	9:57	1:11	2:00
Ozark Terrace (Mill Street)	9:06	9:58	1:12	2:02
Lakes Residential	9:08	9:59	1:15	2:04
Hawthorne & Bryan	9:10	10:00	1:18	2:05
Hamrick Terrace	9:15	10:05	1:20	2:10
Houston Apt. Hwy 17	9:18	10:07	1:22	2:12
Corner Express	9:19	10:10	1:25	2:14
Wal-Mart	9:20	10:10/12:35	1:30	2:15
Town & Country	9:22	10:13/12:38	1:32	2:20

**Passengers with disabilities may request modifications to current service procedures to access the service. To make a request, please call 967-2013. Please submit requests at least the day before the trip**

## What Riders May Expect From the Driver:

- Assistance when getting on and off the bus
- Courtesy and respect
- Assistance in fastening seat belt when needed. (Your driver has the right to refuse service to anyone who will not wear a seat belt.)
- Guidelines as to how much time may be spent at each destination.
- Guidelines concerning scheduling of the bus.
- Cancellations of a planned trip when necessary and with timely notification of the contacts.
- The right to request that other riders follow the Rules of Conduct.
- A safe manner of driving including following the posted speed limits.

Riders who feel their driver has not followed these guidelines should report the infraction to the City of Houston, 417-967-3348, including date, time, and place. Any rider who feels their civil rights have been violated or that the City of Houston has not complied with the requirements of the Americans with Disabilities Act should request a copy of the grievance procedure as adopted by the City of Houston and act accordingly.

**The bus will deviate up to ¾ of a mile from the route with 24 hour notice. Route deviation requests may be made by any passenger. The demand responsive curb to curb riders are required to give 24 hour notice. Notice for Monday deviation or demand responsive service should be made on Friday. The service hours are the same for both types of service.**

## City of Houston Rider Grievance Procedure

The City of Houston believes every rider is entitled to express any concerns, whether positive or negative, about the service he/she has received. To ensure that all riders receive quality transportation, the City of Houston has established the following procedure concerning complaints and grievances.

Complaints involving violation of Title VI of the civil Rights Act of 1964 or the Americans with Disabilities act are included in this policy.

1. All new riders will be given a copy of this grievance policy.
2. Each vehicle will have an interior sign stating that a copy of this policy may be obtained by calling 417-967-3348.
3. Complaints must be made in writing and state the following information:
  - a. date,
  - b. time
  - c. location
  - d. driver/dispatcher/other employee(s) involved, and
  - e. nature of the complaint.

Complaints received anonymously, or by telephone, will be documented but no action will be taken unless a written complains is also received. The City of Houston will use all complaints as a source for training drivers and other employees in customer service.

4. Complaints will be resolved at the lowest possible level. Initial complaints should be mailed to :

City of Houston Transit Director,  
601 South Grand Avenue  
Houston, Missouri 65483  
417-967-3348
5. Upon receipt of a complaint, the City of Houston Transit Director will gather evidence about the complaint and document all findings. Every effort will be made to resolve the complaint within 30 days of receipt.

6. If the rider is not satisfied with the decision, he/she must then ask that the next highest level of authority consider the complaint and issue an opinion. Complaint will be considered by the following authorities in this order:
  - a. Houston City Administrator  
601 South Grand Avenue  
Houston, Missouri 65483  
417-967-3348
  - b. Houston City Council  
601 South Grand Avenue  
Houston, Missouri, 65483  
417-967-3348
  - c. Missouri Department of Transportation  
ATT: Transit  
PO Box 270  
Jefferson City, MO 65102  
573-526-5505
  - d. Federal Transit Administration—  
Region VII  
901 Locust Street, Room 404  
Kansas City, MO 64106  
816-329-3920

7. If, after all authorities have issued a decision, the rider is still not satisfied, he/she may contact the State Attorney General of the United States Department of Justice.



**Houston, Missouri**  
**967-2013**

**HOURS OF OPERATION Monday - Friday 8:30 am – 2:30 pm**  
**HOLIDAY SCHEDULE The Transit does not provide service on the following holidays:**

New Year's Day	Columbus Day
Martin Luther King, Jr. Day	Veteran's Day
Presidents' Day	Thanksgiving Day
Memorial Day	Friday after Thanksgiving
Independence Day	Christmas Day
	Labor Day