



## **Namekagon Transit**

14760 W County Rd. B

Hayward, WI 54843

Office: 715-634-6633

Toll Free: 1-866-295-9599

Fax: 715-634-0276

[www.namekagontransit.com](http://www.namekagontransit.com)

### **Namekagon Transit Welcomes You Aboard!!**

As a new rider on Namekagon Transit, we would like to take this opportunity to say thank you for choosing our services. We also understand that as a new rider, you may not be familiar with bus riding procedures, so below we have noted some “need to know” rider information!

- Please keep an updated phone number with us so we can call you if we need to change your ride or get other necessary information to you.
- Please be ready for your pick up 10 minutes prior to your scheduled time.  
Note: Route buses will not wait 5 minutes like door stop buses. Furthermore, if a door stop bus has multiple pick-ups at a particular time, they may get special permission from dispatch to not wait the full 5 minutes.
- Potential riders not wearing a shirt or shoes will not be allowed on the bus.
- There is no food or beverage consumption allowed while riding on a Namekagon Transit bus.
- Please know that each passenger is limited to three (3) carry-on bags/packages/items and are subject to size limitations. If you need further information regarding this policy, feel free to contact us. If in doubt, check with the driver before making specific purchases.
- Please have correct fare *ready* when boarding the bus. The Bus drivers are NOT able to make change; also it takes time to put your purse down, locate money, etc., and most buses do not have the spare time to wait.
- If you have a reduced fare card, please have it with you and ready to present to the driver in order to receive your ride at the half-price.
- In the same manner that you expect courteous and respectful treatment from our drivers, we also ask the same from the riders. Drivers are responsible for all the riders and therefore can ask that a belligerent passenger leave the bus.
- Lastly, please know that in the event that you need to cancel your ride, you must call and talk to dispatch directly. Leaving a message does not guarantee that a “no-show” will not be imposed. (Please refer to additional “No Show” brochure included in packet.)

All of us at Namekagon Transit strive to make your riding experience a positive one. If at any time you have a question or concern regarding our service, please call the number(s) listed above. ***We welcome your input!***

Sincerely,  
Namekagon Transit Staff