



November 30, 2009

Dear Mason Transit Dial-A-Ride Rider,

In order to improve our service and efficiency of operations, starting Monday, December 14, 2009 we will be making a change to how our 30-minute pick-up window is scheduled for Dial-A-Ride service.

While customers will still be given a specific pick-up time, the Driver may arrive at your location sometime between 15 minutes ***before*** your schedule pick-up time or 15 minutes ***after*** your scheduled pick-up time. For example, ***“Mr. Jones your pick-up time is scheduled for 7:00 a.m. but the Driver may arrive at your location between 6:45 a.m. and no later than 7:15 a.m. Please be ready to board the bus at 6:45 a.m. When the Driver does arrive, the Driver can wait no more than three minutes.”***

By changing the pick-up window we will be able to be more flexible in our scheduling and be able to provide more rides to our customers.

Our Customer Service Center is open for scheduling from 7:30 a.m. to 6:30 p.m., Monday through Saturday. The phone lines stay open until 8:30 p.m. for cancellations and emergencies. However, ride requests are not taken after 6:30 p.m. Please call our Customer Service Center, 360.427.5033 or toll free 1-800-374-3747 if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read 'J. F. Rosapepe', is located below the word 'Sincerely,'. The signature is stylized with a large, sweeping 'J' and 'R'.

J. F. Rosapepe
Operations Manager