

Thunder Bay Transportation Authority (Dial-A-Ride)

989-354-2487

Student Riding Policy 2024-2025

TBTA is curb to curb service, therefore; students will be required to meet the bus at the end of their driveway unless special accommodations have been arranged ahead of time.

For the safety and comfort of all riders all passengers must:

- Remain seated with seatbelts fastened until reaching your destination.
- Abstain from throwing anything on or from the bus. No fighting, spitting, or other abusive behavior will be allowed.
- Keep voices at a low, respectable level. (The driver must be able to hear the radio and communicate with the dispatch office, as well as focus on safe driving).
- Abstain from changing seats once on the bus.
- Be ready when the bus arrives. The bus will only wait (3) minutes at each stop. All pick up times are approximate; cancellations make the bus early and "no shows" will make them late. Students or the parents must call in to cancel their rides or you will be charged a "no show".
- Do not eat, drink, or smoke on the bus.
- Do not use profanity or obscene gestures/language.
- Weapons of any kind are prohibited on the bus.
- Any deliberate damage to buses will result in immediate, permanent suspension.
- Bus drivers watch to make sure the rider is able to get inside when being dropped off, but are not required to do anything beyond that. In the event that a rider is undeliverable they will remain on the bus until someone is reached to meet with the bus at another drop off location or back at our facility. It is the parent/guardian responsibility to make all proper arrangements, if TBTA is unable to locate parent/guardian after the bus has made it back to our facility the Police will be contacted.

In the event that the above rules are violated, the following steps will be taken (depending on the severity of the offense):

- Violation #1 – A warning will be issued to the student and the parent/guardian notified.
- Violation #2 – The student will be taken immediately home or returned to the school, and his/her riding privileges will be suspended for up to 5 days, depending on the infraction. Parent/guardian will be notified, and the parent/guardian **and** student **must** meet with TBTA **before** the student's riding privileges are reinstated.
- Violation #3 – The student will be returned immediately to the school or home and riding privileges will be suspended for the remainder of the school year.

Payments:

- **Payment is mandatory when boarding the bus. We will not transport children that are without money or a tripper pass.**

- **Have the exact bus fare/coupon in hand when boarding the bus.** Drivers do not make change. Coupon booklets can be purchased from our office or from the bus driver. Tripper passes can be purchased in our office or over the phone by credit/debit. Checks must be made out to TBTA. We also accept VISA and MasterCard at the office
- We **do not** offer refunds or credits. There is no paying ahead other than with the purchase of a tripper pass. Failure to pay for 3 no shows or unpaid trips will result in cancellation of future trips. Reinstatement will only be made when all unpaid balances are paid in full at the TBTA office.
- Students on a recurring ride with three consecutive “no shows” will be removed from the schedule.
- If we get to the school and you have not called us in advance to take your child, your child will be sent back into the school office to contact you. **We will not be calling you and the bus will not be able to wait.**

Changes in schedule:

- It is the responsibility of the parents to call in advance with changes to the student’s schedule.
- It is not necessary to call TBTA to cancel on the days when school is not in session, as TBTA uses the school calendar to cancel off days this includes snow days as well.
- All changes **MUST** be called into the office. The drivers do not make schedule changes. We also encourage you to use our voicemail if you need to call in a cancellation after 5pm, before 6am, or over the weekends.

TBTA will make every effort to assure all requested rides will be accommodated, but realize that some rides may not be accommodated, as buses are limited.

I have received the rider policy and understand it. Please sign and return to TBTA office and keep a copy of the policy to review with your child.

Rider Name: _____

Parent Signature: _____

Thunder Bay Transportation Authority

(Thunder Bay Dial-a-Ride)
3859 US 23 North
(989) 354-2487

2024-2025

RIDER NAME: _____	HOME PHONE: _____
PARENT/GUARDIAN: _____	CELL PHONE: _____
DATE OF BIRTH: _____	WORK PHONE: _____
MAILING ADDRESS: _____	

Male <input type="checkbox"/>	Female <input type="checkbox"/>	School & Grade: _____
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EMERGENCY CONTACT/ALTERNATE DROP:		
NAME: _____	ADDRESS: _____	PHONE: _____
NAME: _____	ADDRESS: _____	PHONE: _____

IN THE EVENT OF AN EMERGENCY/ACCIDENT THE PARENT/GUARDIAN HAS GIVEN PERMISSION TO TRANSPORT RIDER TO PHYSICIAN/HOSPITAL FOR EMERGENCY TREATMENT AND TRANSIT WILL CALL 911 ENROUTE.

**PLEASE BE ADVISED IF WE CANNOT REACH YOU OR YOUR EMERGENCY CONTACTS AND YOUR CHILD CANNOT GET INSIDE THE HOUSE, WE MAY BE SUBJECT TO CALL LOCAL AUTHORITIES.

Parent/Guardian Signature: _____

Date: _____

P/U Address : _____

D/O Address: _____

Days Riding: M T W TH F AM / PM

Additional comments: _____

