

Thunder Bay Transportation Authority (Dial-A-Ride)
989-354-2487
Student Riding Policy 2026-2027

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 preferably with seatbelts fastened until reaching your destination.
- Abstain from throwing anything on or from the bus. No fighting, spitting, pulling hair 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". Because of cancels and add-ons there is a 10 minute minimum window on times given.
- 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.
- **Payment is mandatory when boarding the bus. We will not children without money or having a tripper pass.**

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:

- **Have the exact bus fare/coupon in hand when boarding the bus.** Drivers do not make change. Coupon booklets or tripper passes may be purchased from the office (see enclosed flyer). Checks

must be made out to TBTA. We also accept VISA and MasterCard at the office (processing fees do apply).

- 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.
- Please ensure that the rider’s trips are being properly paid for. TBTA does not give notices regarding outstanding accounts.

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!**
- The bus will not wait at the school – it will leave your child **at the school!**
- If you call us after the bus has left, we will send another bus that is in the area but your child may have to wait in the school office.
- We know that this will be very frustrating for your child as well as the school staff, **so PLEASE call us in advance to set up your after school rides.**

Changes in schedule:

- It is the responsibility of the parents to call one day in advance with changes to the student’s schedule. TBTA will no longer forgive “no shows” when schedules have changed and we not have been notified.
- 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.
- We have enclosed a card with our phone numbers. Please do not tell the driver to cancel a future trip – call this into the office! We also encourage you to use our answering machine if you need to call in a cancellation after 5pm, before 6am, or over the weekends. We do not accept transportation request for the next day left on the answer machine this includes messages left over the weekend for Monday transportation will not be allowed.

If making same day arrangements for your child you MUST contact the office at (989) 354-2487 by 1pm for pick-ups on that day. (TBTA faxes the schools a list of students riding by 1pm)

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 copy to TBTA office.

Thunder Bay Transportation Authority

(Thunder Bay Dial-a-Ride)

3859 US 23 North

(989) 354-2487

2026-2027

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

School Name and Grade

EMERGENCY CONTACT/ALTERNATE DROP:		
NAME: _____	ADDRESS: _____	PHONE: _____
NAME: _____	ADDRESS: _____	PHONE: _____

**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: _____

Would you be intersted in purchasing a tripper pass? YES NO

