



Standing Order Request Form

Start Date: _____

End Date: _____

First Name: _____ Last Name: _____

Address: _____ City: _____

*Emergency Phone Number (Required): _____

Secondary Phone number: _____

Circle one: Full Fare Elderly Disabled Child/Student

Circle ADA needs: Walker Wheelchair Other _____

PICK UP: (CIRCLE HOME ADDRESS OR SCHOOL) _____

DROP OFF: (CIRCLE HOME ADDRESS OR SCHOOL) _____

DAYS: (CIRCLE) Monday Tuesday Wednesday Thursday Friday Saturday

PICK UP: (CIRCLE HOME ADDRESS OR SCHOOL) _____

DROP OFF: (CIRCLE HOME ADDRESS OR SCHOOL) _____

DAYS: (CIRCLE) Monday Tuesday Wednesday Thursday Friday Saturday

PICK UP: (CIRCLE HOME ADDRESS OR SCHOOL) _____

DROP OFF: (CIRCLE HOME ADDRESS OR SCHOOL) _____

DAYS: (CIRCLE) Monday Tuesday Wednesday Thursday Friday Saturday

PICK UP: (CIRCLE HOME ADDRESS OR SCHOOL) _____

DROP OFF: (CIRCLE HOME ADDRESS OR SCHOOL) _____

DAYS: (CIRCLE) Monday Tuesday Wednesday Thursday Friday Saturday

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Harbor Transit will send a reminder call the evening before the scheduled pick up(s). It will give a pick up time at the emergency/primary phone number. Please specify phone number, to receive this call, if different than emergency/primary phone number. _____

The undersigned acknowledges receiving Harbor Transit's: No Show Policy Passenger's Rules & Guidelines

SIGNATURE: _____ **DATE:** _____

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RULES AND GUIDELINES FOR RIDING HARBOR TRANSIT

Any passengers exhibiting unruly or inappropriate behavior while riding a Harbor Transit vehicle not only disrupt, but create an unsafe situation for the driver, other passengers and other vehicular traffic on the roads. It is the bus driver's responsibility to control the situations on the vehicle and report the unruly or inappropriate behaviors as soon as possible. Actions will be taken up to and including termination of rides for passengers demonstrating unruly and/or inappropriate behavior, or creating an unsafe situation for the driver. The drivers have the option of dropping off any passenger at the dispatch office who are not abiding by the rules of Harbor Transit.

1. Passengers shall remain seated at all times while the bus is in motion. Seat belts are available for use, we encourage passengers to utilize them.
2. Passengers shall not use profane or provocative language. No abusive teasing will be tolerated. Absolutely no hitting, kicking or physical contact with another passenger is allowed.
3. Hanging from the bars, climbing over seats or standing on the floor is prohibited.
4. Riders are not permitted to put hands, head, etc., out of the bus windows at any time.
5. Throwing of items on or out of the buses is not permitted.
6. No eating or drinking on the bus. Littering or vandalizing on any vehicle is not allowed.
7. All electronics must be used with personal headphones. Please do not disturb other riders.
8. Passengers will be dropped at points indicated by the Dispatch office only. Passengers must make changes to rides through the Dispatch office, no driver changes will be made.
9. All rides MUST be pre-arranged. Passengers without a scheduled ride will not be permitted to board. This includes friend riding home with pre-scheduled students, they must their ride scheduled through the dispatch as well.
10. No tobacco product of any kind, including vapes and chew, are permitted on any vehicle.
11. Passengers with a "Standing Order" must call 30 minutes prior to the scheduled pick-up time to cancel a trip, otherwise it will be considered a no-show. Any passenger with (3) no-shows within a (30) day period risk losing their riding privileges. *See No-Show Policy
12. During inclement weather, tune to 103.5 or 92.1 for school closings. Please refrain from calling the Ride line for school closings. Harbor Transit will automatically cancel student pick-ups when schools are closed.
13. **ALL STUDENTS ATTENDING A HALF DAY OF SCHOOL, MUST HAVE THE TIME CHANGE CALLED INTO OUR OFFICE. HARBOR TRANSIT WILL NOT PROVIDE RIDES FOR STUDENTS WITHOUT UPDATED PICK-UP TIME FOR HALF DAYS.**
14. Students will not be able to ride under a "Billed" fare without required documentation and authorization prior to scheduling the trip(s).

Thank you for your patronage. If at any time you have a question regarding the above mentioned, please feel free to contact the Harbor Transit business office at 616-842-3200. Thank you!

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No-Show Policy

If you do not cancel your ride within 30 minutes before your scheduled pickup, you will be considered a no-show. The following situations also qualify for no-show status:

- A passenger **does not** board the bus after the driver 1) stops, 2) waits for two minutes after the scheduled pickup time, and 3) honks.
- A passenger is not ready to board within two minutes after the arrival of the Harbor Transit vehicle.
- A reservation is canceled less than 30 minutes before the scheduled pickup time.

After Two Reported No-Shows

Passenger will receive a letter warning that any further no-shows can result in the suspension of ridership privileges.

After Three Reported No-Shows Within a 30-Day Period

Passengers who have accumulated 3 no-shows within 30 days risk the suspension of Harbor Transit services. A suspension means that the passenger will not be able to schedule or receive rides during the suspension period. Reinstatement of Harbor Transit ridership will be considered following the suspension period. Harbor Transit reserves the right to extend the suspension period or withhold reinstatement of ridership dependent on the passenger's frequency of missed trips.

No-Shows Due to Extenuating Circumstances

If you are unable to make your ride due to a medical emergency, snow day, extreme weather, or any other extenuating circumstance, your no-show will not be counted. However, you are responsible for notifying Harbor Transit that the no-show was beyond your control.

*Please note that only Non-ADA Passengers will be charged a fare for the no-show trip. Final reinstatement of ridership privileges only occurs after all previously owed fees are paid in full.

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