

BUS RULES

All passengers are expected to follow these rules while on any HIRTA Public Transit vehicle:

- Pay upon entering the bus or be pre-paid with online pay option.
- Inside voices ONLY—no yelling.
- No foul language.
- Be courteous to other passengers. **No Bullying!**
- No fighting (hitting or rough housing).
- All children will be dropped off at the pre-arranged destination.
- Any changes to the schedule can only be made by a parent or legal guardian.
- No food, drinks, or candy.
- Personal belongings remain stowed.
- Remain seated.

WHAT SHOULD YOU KNOW?

- We do not know if you will need our services from year to year, so you need to register your child every year by calling or emailing us to ensure we have them in our system.
- You need to setup and put money in a prepaid account for your child(ren).
- If your child does not have money in their prepaid account, they will not be able to ride and our driver will send them back inside the pickup location.
- Our drivers are only responsible for transporting those pay to ride. Your responsibility is to ensure your child is paid to ride.

WEATHER DELAYS

- Delays: HIRTA will operate at the delayed time. If there is a change in pickup location, you must email or call between 7-8am with new pickup location.
- Cancels: If school cancels, HIRTA will not provide any student transportation.
- Early Release: If weather deteriorates throughout the day, you must contact HIRTA, as we will NOT automatically pickup.

HIRTA PUBLIC TRANSIT



**STUDENT
TRANSIT
SERVICES**

CONTACT US

1-877-686-0029
erides@ridehirta.com
www.ridehirta.com

Working Together

Young people riding the HIRTA bus to school or extracurricular activities such as band, choir, after school program etc., are very important and we must work together to ensure they get picked up and dropped off safely on-time.



Any child attempting to board the bus who is not pre-paid in our system will be sent back inside to call a parent/ guardian for alternate transportation and will be considered a No-Show.

No Show

HIRTA has a 20 minute window (10 minutes before or 10 minutes after) the scheduled pickup time. Passengers must be ready to board the bus at the beginning of the 20 minute window.

One of the reasons we have this policy is to better allow drivers to remain on time, and run as efficient as possible.

If the passenger still wants a ride, they will have to wait until a new ride can be fit back into the schedule, and the passenger must pay the fare of the missed ride plus the same day fare. The passenger may not be permitted to ride again until the “no show” fee is paid.



Passenger Suspension

Any misconduct on the bus will result in a warning or suspension depending on severity of the misconduct.

If the problem persists the rider will be suspended from riding with HIRTA. The length of time will depend on the seriousness of the misconduct, and the parent/ guardian will be notified of the misconduct.

Please keep contact information up to date so HIRTA staff may notify the parent/guardian of any issues.