

## Agency Name

### Transit Policies and Procedures

<b>Subject</b>	Standing Orders / Subscription Trips
<b>Section</b>	Customer Service
<b>Effective Date</b>	
<b>Approved By</b>	
<b>Approval Date</b>	

#### **Purpose**

Establish guidance for standing orders and subscription trips.

#### **Definitions**

*Standing Order:* An ongoing general public reservation for a repeated trip from the same place to the same place at the same time on the same day or days of the week for a period of at least one month. Common examples include trips to work, school, worship, dialysis, or physical therapy.

*Subscription Trip:* An ongoing ADA paratransit reservation for a repeated trip from the same place to the same place at the same time on the same day or days of the week for a period of at least one month. Common examples include trips to work, school, worship, dialysis, or physical therapy.

#### **Procedure**

Develop written instructions for standing orders and subscription trips. Passengers can request a standing order or subscription trip by calling the Dispatcher. Once it is set up, the Dispatcher will automatically schedule the trips, so the passenger will no longer need to make reservations for those trips. Standing order and subscription trips must be limited to 50% of the Agency's total trips unless extra capacity is available and next-day requests are not being denied.

Standing order and subscription trips do not start immediately. The Agency requires one week to set up the request and start the regular trips. In the meantime, the passenger can still schedule trips using the standard reservation system. Standing orders and subscription trips can be terminated at any time by either the passenger or the Agency.

Standing orders and subscription trips are offered at no additional cost to the passenger. Fares are the same as fares for individually reserved trips.

If a passenger is sick or out of town during a scheduled trip, the passenger should call the Dispatcher and suspend the standing order or subscription trip temporarily. Drivers cannot set up, cancel, or suspend a standing order or subscription trip. The passenger must call the Dispatcher to complete these actions.

Standing orders and subscription trips cannot be changed. If changes are needed, the standing order or subscription trip must be cancelled, and a new standing order or subscription trip must be requested. Except for trips to and from dialysis, standing order and subscription trip service will not be available on the following holidays:

- New Year's Day
- Birthday of Martin Luther King Jr.
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Day

If a passenger wants to schedule a trip on one of these holidays, they must call to make a regular reservation for that day.

### **Responsibilities**

The Dispatcher is responsible for setting up, cancelling, and suspending a standing order or subscription trip at the passenger's request.