

Dear Parents/Guardians,

Here is a clarification of our scheduling procedures. Please read over the following information so you are aware and understand our policies and procedures. I know it is lengthy, however, this information is critical to the successful transport of your children.

- 1) **All request forms must be received by Rolling Hills Transit dispatch no later than August 19, 2016.** To be considered in the initial route development all forms must be received by August 19th, no exceptions. Transportation is provided by a public transit service, this is **not a guaranteed contracted service**, transportation schedules and routes are based upon vehicle capacity and route feasibility. Every request will be examined for route feasibility. Rolling Hills Transit strongly recommends any parent/guardian interested in public transit for their child to request transportation as early as possible. *If you have not returned the forms prior to the deadline, they will be considered on a first come first served basis, after the initial route development, with no guarantee your child will have a seat on the bus.* Out of town addresses will be considered for route feasibility and determined if they can be included on the route.
- 2) Every transportation request will be evaluated based on the frequency of ridership, days and times of transport, the order in which the request was received, and route feasibility. In some areas we are busier than others, so your location may affect the ease of which your children can be added to the route.
- 3) You will be contacted if you turned in a transportation request prior to the deadline. We will review the information provided with you before we begin to build the bus route. You will not receive a call until the deadline has passed and the forms have been reviewed. Please allow us time to review the requests and contact you.
- 4) In some areas we will not travel out of city limits due to the high demand for our buses and the additional travel time and cost incurred by doing so. Please check with the dispatchers if you have questions about your area.
- 5) **Varying schedules** have been a source of conflict in the past. There are many varying children's schedules and many variables in locations for drop off and pickup, it may not be possible to accommodate all varied schedules. These schedules are of lesser priority than the more common schedules, and remember, there is no guarantee that a scheduling variance will get a seat on the bus. If you have a varying schedule and need transportation, I encourage you to fill out a form, keeping in mind the difficulty in being placed on the bus. Please be aware that you may need to find another means of transportation.
- 6) We know work schedules can change and situations will arise up that are unexpected. Please keep to the requested scheduling, days, pick-up and drop off locations listed on the form. After the bus route is finalized, you will be allowed to make one change to your pick up or drop off location within the school year. After that we will not accept any more changes unless an emergency should come up and you need it to change for the day or week due to the emergency. We will do our best to try to accommodate this temporary change, but we can't make any guarantees. **Any scheduling changes must be approved by RHT management, and can be denied if they do not fit within the schedule.**
- 7) If your child won't be riding the bus, due to illness we need to be notified ahead of time. Please call the school **and** the dispatch center to let us know. This call must be made **before** your child's route starts. If you continually call and cancel your child's ride, we will have to open up the seat for the next child on our waiting list. We can't hold a seat for your child if they are continually absent, because, there are always people on a waiting list who need the transportation and will have their child on the bus for the days they signed up for.

DO NOT CALL THE DRIVER. The bus drivers are not allowed to take calls from the public. **YOU MUST** call the dispatch center. If you call the driver instead of dispatch about ridership changes you will be charged for those rides.

8) If we arrive to pick up your child and they are not riding and we haven't received a phone call (no show), you **will be charged for the ride**. If this occurs 3 times, your child will lose their seat on the bus.

9) We **will not** reserve anyone's seat. If you need to hold your child's seat for longer than 2 weeks, you will lose it. There is a high demand for the buses and there are children on a waiting list. It isn't viable for us to hold a seat when another child needs it.

10) The biggest concern when dropping off your child after school, is to ensure that your child is being released to someone that is aware that they are arriving and prepared to care for them. Therefore, drivers must be waved off by that person before we will allow your child to exit the bus. **This is extremely important and a point of contention with some daycare providers** (*be sure your provider is public transit friendly*). We will not drive off without knowing your child has someone available to care for them. We have had countless issues with daycare providers unwilling to wave our driver off. We understand that they are busy at this time, however, they must comply with the wave off procedure. If you have hired them to care for your child, it is their responsibility to look for and receive *your child*.

Providers must come to the door or window and wave us off, no different from parents and guardians. (No Exceptions). Our driver will not deliver children into the home or school, just as no one is required to come out to the bus to retrieve the child.

If we do not make visual contact with an adult, your child will be returned to the school and a phone call to the parent/guardian will be made.

PLEASE INFORM YOUR DAYCARE PROVIDERS THAT THE "WAVE OFF" IS A MUST. IF WE DO NOT RECEIVE VISUAL CONTACT, WE WILL NOT BE ABLE TO PROVIDE YOUR CHILD WITH TRANSPORTATION.

11) When school is canceled part way through a route (or throughout the day) children will be returning back to the designated location promptly. It is the responsibility of you or whom ever is caring for your child. Be prepared for such circumstances and look for them to be returned.

Tickets and tokens can be purchased at local city halls, bus drivers, dispatch center, schools and throughout the other locations within your town. Please feel free to contact dispatch to find out where they are located.

**** Please don't forget to share this information with your daycare providers or whoever is going to be watching for your child. Also, reminder that you are not to call the driver. ****

If you have questions or concerns, please call the dispatch office @ 507-634-4340 or 1-800-528-7622.