

Rolling Hills Transit Pre-school Policy Letter School Year 2018-2019

Transportation Agreements will be made with each school that wishes to have Rolling Hills Transit provide transportation for their program. If parents would like to request transportation, fill out a Rolling Hills Transit Pre-school Transportation Request Form and return it to:

Rolling Hills Transit
20 East Veterans Memorial Hwy
PO Box 36
Kasson, MN 55944

The forms can be dropped off, mailed, emailed to RHTBus@semcac.org or faxed (507-634-4339) to our new dispatch center at the address above. If your school would like to collect the forms and return them to us that will also work. Please inquire with your school to determine if that is an option for you.

All forms must be received no later than August 10th 2018.

To be considered in the initial route development all forms must be received by August 10th, no exceptions. Transportation is provided by a public transit service, this is **not a guaranteed contracted service**, transportation schedules and routes are based upon capacity and mileage. 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 feasibility and determined if they can be included on the route.

If transportation is provided, fares are to be collected based on the method of payment agreed upon by the district you are in. The public transit rate for the 2018-2019 School Year is as follows:

One-Way In-Town	\$1.50
One-Way Out-of-Town	\$3.00
One Way Over 8 Miles	\$6.00

**All requests and changes MUST route through the dispatch center. The driver is not to be contacted.
Remember: No Calls to Drivers! Thank you**

Please look over the policies and guidelines on the next few pages, these guidelines will be **strongly enforced** during the 2018-2019 school year. Please share this with all of your daycare providers, it is important that providers are aware of these guidelines, since they are delivering/accepting your children on and off the buses.

Rolling Hills Transit will notify the school immediately with any updates or changes to this policy.

Kristine Maier
RHT Bus Transportation Coordinator

Rich Anthony
Rolling Hills Transit Operations Manager

Policies & Procedure Manual

Policy on: Preschool	Procedure on:
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Purpose: To ensure the safety of all STRHT clients and passengers as well as STRHT employees and drivers.

Policy Statement: To ensure the safety and well-being of all children and passengers on the bus during preschool services. In addition, this policy will address aspects of functionality including but not limited to; Deadlines, method of payment, scheduling and feasibility, no-shows, pick-up/drop off times, wave-off procedures, walk-through and unattended busses.

Guidelines:

1. Any child to be considered for transportation must have the appropriate paperwork in to RHT prior to the deadline.
2. All transportation request forms must flow through the dispatch center (**not the drivers**). All request forms must be received by the dispatch center before the deadline to be considered. Dispatch and the Operations Manager will work with the drivers to determine the most accommodating/feasible preschool route. Transport outside of the city limits and varying schedules need to be examined by the Operations Manager/ Dispatchers to ensure feasibility on route.
3. Drivers **will not** put children on the bus unless instructed via dispatch and/or Operations Manager.
4. If forms are turned in after the posted deadline has passed, they will be considered only as availability of seating and route coordination will allow.
5. Any scheduling changes (Drop/Pick Location Changes, Date/Time Changes) are to be handled through dispatch and operations management in coordination with the parent/guardian.
6. *The drivers are not to make changes or take notes/calls from the parent/guardian.* This is the dispatchers' role, **communication for changes in schedules need to go through dispatch or management only.** Dispatch will notify the drivers of changes. **Drivers will reroute all calls/notifications through dispatch.** Dispatch must then notify management of any changes.
7. Communication with the schools:
 - a. When schools are modifying schedules or operations that affect transportation they (the schools) must be in contact with dispatch or the Operations Manager to notify. **Drivers will reroute all calls/notifications through dispatch.** Dispatch must then notify management of any changes.

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8. Drivers are **NEVER** to leave the vehicles unattended. It is the responsibility of the school to meet the bus and take the children inside. Drivers will at no time be authorized leave the vehicle to take passengers inside any building.
9. When dropping a child off after school with Daycare Providers, Parents/Guardians, Grandparents, etc., the driver is not to leave the vicinity of the vehicle.
10. The driver **MUST BE WAIVED OFF BY THE ADULT AT THAT RESIDENCE BEFORE ALLOWING THE CHILD TO STEP OFF THE BUS.**
 - a. Sound your horn as you stop to signal your arrival, if you wait a few moments and there is no adult present, sound your horn a second time, after you have waited a total of five minutes call dispatch and make them aware of the situation.
 - b. The driver will continue on route at this time, dropping the child/children at the school as the route permits.
 - c. Dispatch will then make contact with the school, notify them that we will be returning the child/children to the school as the route permits.
 - d. It is then the responsibility of the school to contact the parents and make arrangements.
11. A trip is considered a **“No Show”** when the driver/dispatcher has made every reasonable effort to locate the passenger for a period of five minutes.
 - a. Mark that they are “No Shows” on the log and make dispatch aware.
 - b. Riders will be charged for their No Shows on the invoicing (if invoiced) or the next time that they ride (extra punch on their ticket, extra token or have exact cash).
12. The STRHT driver shall not wait longer than 5 minutes past a scheduled stop or pick-up time for any client.
13. All payment methods will be discussed before a child receives rides. These are discussions between the dispatchers/operations management and the parents/guardians.
14. Exact amounts are due at time of service. No STRHT driver should ever have to track the amounts and total rides for a child that did not have the payment at time of service.
The only exception to this would be if prior arrangements were made with dispatch and dispatch had the approval of the Operations Manager

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15. It is the responsibility of the STRHT driver to assist in the latching and unlatching of preschool children seatbelts.
16. STRHT driver **MUST CONDUCT A WALK THROUGH** on their bus each time the bus has unloaded all preschoolers. (This includes at the schools and after the last preschooler is dropped off at a residence/daycare facility).

Refer to: Policy on Curb to Curb Service, Hand to Hand Passenger Transfer, Passenger No-Show and Cancellations, Payment Due at Time of Service, Seatbelt & Restraints, and Wait Time

Consequences:

Failure to comply with terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.



Office Use: # _____
AM PM

Please sign if you have read and agree with the policies and procedures.

SEMCCAC TRANSPORTATION REQUEST

1. School Name _____

School Address _____

School Phone _____

School Start Date (month/year) _____ Teacher _____

2. Child(s) Name _____ Age: _____

Parents' Name _____

Parents' Work Phone _____ Work Email _____

Home Phone _____ Home Email _____

Home Address _____

Emergency Contact: Name _____

Emergency Contact: Phone _____

3. Pick-up Point _____

Pick-up Address _____

Pick-up Phone _____

Pick-up Day: (circle all that apply) Mon Tues Wed Thurs Fri

School Start Time _____

4. Drop-off Point _____

Drop-off Address _____

Drop-off Phone _____

Drop-off Day: (circle all that apply) Mon Tues Wed Thurs Fri

School End Time _____

Pick-up Point is where we are picking up your child from to take them to school.

Drop-off point is where you would like your child dropped off after school is out.

NOTE ** All cancelations and changes have to come through the dispatch office. Do not call your driver as they are not the ones making changes on the logs. If you need to cancel a ride for whatever reason and you do not notify dispatch before the start of the route, you will be charged for that ride. EMAIL: RHTBUS@semcac.org

Dispatch Center Phone Number is 1-800-528-7622 or 507-634-4340 FAX: 507-634-4339