

## **TRANSPORTATION POLICIES & PROCEDURES**

**2021 – 2022**

Dear Parents/Guardians,

Please read over the following information so you are aware and understand our policies and procedures. 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 6, 2021, to be considered in the initial route development for to 2021-2022 school year **no exceptions**. Rolling Hills Transit is a public transit service, this is **not a guaranteed contracted service**, transportation schedules and routes are based upon vehicle capacity and route feasibility. Transportation **is not** evaluated on a first come first serve basis due to the complexity of route building.
2. Every transportation request will be evaluated based on location, the frequency of ridership, days and times of transport, the order in which the request was received, vehicle capacity and route feasibility. In some areas we are busier than others, so your location may affect the ease of which your children can or cannot be added to the route.
3. The bus may arrive up to 10 minutes before or 10 minutes after a scheduled pickup time. This is known as the "pickup window". Due to traffic, inclement weather or unforeseen circumstances it is necessary for the transit system to operate effectively. Please wait until the pickup window expires before calling to see where the bus is. The bus is not late until the pickup window expires, which is 10 minutes after your scheduled pick up time
4. **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 is not 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. Please be aware that you may need to find another means of transportation. We will only approve a varying schedule if your daycare is closed or there is a dire emergency, if your daycare closed we still need 24 hour advanced notice of any changes.**
5. Any scheduling changes **must be received and approved by RHT dispatch** and can be denied if they do not fit within the schedule. **DO NOT CALL THE DRIVER.** The bus drivers are not responsible for taking calls from the public. **YOU MUST CALL THE DISPATCH CENTER for any cancellations or schedule changes.** If your child won't be riding the bus, due to illness we need to be notified ahead of time. Please call the dispatch center to let us know. This call must be made **before** your child's route starts or **you will be charged for the ride.**
6. 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.
7. 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.** 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.**

8. 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 whomever is caring for your child to be available. Be prepared for such circumstances and look for them to be returned. **In case of inclement weather conditions and school is 2 hours late, there will be no morning pick up transportation, the preschoolers that do attend all day preschool will then be picked up for the PM sessions.**

Transportation request forms can be dropped off, mailed, faxed or emailed to our dispatch center at:

Rolling Hills Transit  
400 Commerce Dr. SE  
Kasson, MN  
55944

Fax: 507-634-4339

Email: [rhtbus@semcac.org](mailto:rhtbus@semcac.org)

**All forms must be received no later than August 6, 2121.**

The public transit rate for the 2021-2022 School Year is as follows:

One-Way In-Town \$2.00

One-way Out-of-Town within 3 miles \$3.00

One Way out of town more than 8 miles- \$6.00

Para Passes are available in the Kasson office or through the bus driver.

**All students MUST HAVE a Bus Pass prior to the first ride of the school year. NO EXCEPTIONS will be made.**

Para Passes can be picked up at the dispatch center, we can mail them out to you, or have it ready for your child on the bus if payment has been made ahead of time. Going forward for future payments the Para Pass can be loaded via a check or cash with the drivers (for exact amounts only, drivers do not carry change) or a check can be mailed or dropped off to the dispatch center. **NEW THIS YEAR** we have added an outside, locked, drop box for afterhours.

Please feel free to contact dispatch with any questions. 507-634-4340 or 800-528-7622 or [rhtbus@semcac.org](mailto:rhtbus@semcac.org)