

SCHOOL AGE TRANSPORTATION: POLICIES & PROCEDURES

1. **All request forms must be received by Rolling Hills Transit dispatch no later than the first Monday of August to be considered in the initial route development for the coming school year.** RHT is a public transit service, this is not a guaranteed contracted service. Routes are based upon helping the maximum amount of people possible and are not evaluated on a “first-come-first-serve” basis.
2. Every transportation request will be evaluated based on location, the frequency of ridership, days and times of transport, vehicle capacity and route times. 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. Varying schedules, such as “every other week” or non-fixed schedules (schedules that change every week) can be difficult to work into the bus route due to how complex the route is on a given day. **We will do our best to fit a varied schedule rider into the route, however, we can make no guarantees.** You may need to find other means of transportation for your child.
4. **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.**
5. **If your child won't be riding the bus, we must 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 two hours before their ride time. **If we do not receive word that your child will not be riding the bus, it will count as a No-Show and you will still be charged for that ride. After a child has received 3 No Shows in a 60 day period, their subscription may be subject to suspension/cancellation.**
7. **Your child must be visibly waved ON AND OFF of 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 you cannot guarantee visual contact can be made we will not be able to provide transportation.
8. When school is canceled part way through the day, children will be returning back to their 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. In the case of early-release due to weather you will be contacted with drop-off times for your child.

All of our policies are located on our website: rhtbus.com

