

FREQUENTLY ASKED QUESTIONS ABOUT TRANSPORTATION CARLISLE CSD TRANSPORTATION FAQ'S

GENERAL TRANSPORTATION QUESTIONS:

1. I AM NOT HAPPY WITH MY BUS STOP. HOW CAN I GET A BUS STOP MOVED?

Bus stops are placed at centralized locations based foremost on safety and then on the distribution of student households on a given route. Stops are designated to serve the greatest number of students on the route and therefore, by definition, will not be optimal for a single student. If you have concerns, please contact the Carlisle CSD Transportation Department at 515-989-3137

2. THE BUS DRIVES RIGHT PAST MY HOUSE. WHY CAN'T IT STOP AT MY HOUSE TO PICK UP MY STUDENT?

"Door to Door" service is not possible to provide for a number of reasons including safety issues (frustrations of the car drivers behind the bus) and timing (but route time is limited to a max of 45 minutes). In order to be consistent and fair in placement of bus stops, we are not able to establish stops based on personal circumstances.

3. WHEN SHOULD MY CHILD BE AT THE BUS STOP TO BE PICKED UP IN THE MORNING?

Bus riders should be at their assigned bus stop at least eight to ten minutes prior to the scheduled pick-up time. This allows for some variation in the bus route due to unanticipated events.

4. WHY DOES MY CHILD HAVE AN ASSIGNED SEAT?

Seat assignments are a positive way for the ride to be consistent and safe. The bus driver and/or school administration have the right to assign a seat.

5. CAN A STUDENT'S CONDUCT RESULT IN SUSPENSION FROM THE SCHOOL BUS?

Yes. The school bus is an extension of the school itself, and the rules regarding conduct are the same as in school. It shall be understood that the right of the student to use transportation to and from is a qualified right dependent on good conduct. Refunds will not be made if a student is suspended from using the bus service.

6. MY CHILD'S BUS SEEMS CROWDED. CAN SOME STUDENTS BE PLACED ON ANOTHER BUS?

For efficiency, buses are loaded with the attempt of utilizing all of the seating space provided on the bus. Buses have a maximum seat capacity as designed by the manufacturer. As long as student numbers do not exceed the rated capacity, the bus is not considered to be overloaded.

7. HOW DO YOU CALCULATE THE DISTANCE BETWEEN MY HOME AND THE SCHOOL?

The district uses walking distances provided through Google maps when calculating transportation. Distance is based on the driveway to the district's main transportation hub located at 430 School Street. Walking paths are also considered when calculating this distance.

8. DOES MY CHILD NEED A BUS PASS TO GET ON THE BUS?

Yes, all students using school bus transportation will be required to carry a bus pass on a daily basis, beginning with the first day of school. Not doing so may result in exclusion from the bus. Bus passes will be available for pickup at the school at least one week prior to the opening of school. In the event a student loses a bus pass, a duplicate pass may be requested by contacting Zenda Adams at 515-989-3589. Students will receive one free replacement bus pass and any subsequent lost passes will have a replacement fee of \$5.00.

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9. WHAT IF MY CHILD FORGETS THE BUS PASS? WILL HE/SHE BE ABLE TO GET ON THE BUS?

The bus driver will not refuse transportation to the student if he/she forgets the bus pass. If the student does not have the bus pass, the driver will take the student's name and will notify the transportation department. If the student is not entitled to ride the bus, the parent will be contacted and will be responsible for getting the child home at the end of the day.

PAY-TO-RIDE (PTR) BUS SERVICES QUESTIONS

10. WHAT GRADE LEVELS CAN REGISTER FOR PTR BUS SERVICES?

PTR Bus Services are available to students in grades K-12th who live within Carlisle city limits are eligible for the bus service.

11. I WANT TO USE TWO DIFFERENT ADDRESSES FOR PICK-UP/DROP-OFF LOCATIONS.

Students must be picked up and dropped off at their assigned school bus stop. Pick-up and drop-off must be at the same location.

12. WHEN CAN I SIGN UP FOR PAY-TO-RIDE BUS SERVICES?

Carlisle CSD PTR Bus Services has two types of registration.

Zone Registration (May 28 – June 4): Registration is based on distance to main campus. Registration map available on district's transportation web page.

Open Registration (June 11th): registration are processed in order they are received and space is limited. Once space is full, students will be placed on a waiting list.

13. WHAT BUS STOP DO I SELECT FOR PTR BUS SERVICES WHEN I AM REGISTERING MY STUDENT(S)?

Parents need to select the bus stop that is closest to their home address or if pick-up/drop-off is at daycare center then the closest bus stop to that address.

14. WHEN WILL I BE NOTIFIED IF I AM ON THE PTR BUS SERVICE LIST FOR THE 2019-20 SCHOOL YEAR?

District will send out notification following Zone Registration. Placement based on Open Registration will be processed in order they are received. District will notify parents of placement on PTR bus list within 5 business days following registration.

15. I ONLY NEED ONE WAY TRANSPORTATION, CAN I PAY HALF THE FEE?

The policy of Carlisle CSD does not allow for fees to be prorated for partial semesters or for one-way transport. Each year we commit to a certain number of PTR buses and a limited number of seats are available.

16. IF MY CHILD ONLY TAKES THE BUS TO SCHOOL IN THE MORNING, AM I ONLY REQUIRED TO PAY HALF OF THE FEE?

No, the PTR Bus Service fee will not be pro-rated. The full PTR fee must be paid regardless of how often you child takes the bus. Whether your child only takes the bus in the morning, only takes the bus in the afternoon, or only takes the bus on Tuesdays, the full PTR Bus Service fee must be paid.

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17. I SIGNED UP AND PAID BY THE DEADLINE, BUT NOW MY CIRCUMSTANCES HAVE CHANGED AND I DON'T NEED TRANSPORTATION. CAN I HAVE A REFUND?

Refunds are only issued on a case by case for requests made prior to the start of each semester payment deadline. Once the semester starts, no refunds are issued.

18. WHEN IS FINAL PAYMENT DUE? CAN I MAKE INSTALLMENT PAYMENTS?

Payment for PTR School Bus Pass are due by August 9th and December 19th. Failure to pay by the deadline will make your pass available to the next student on the waitlist. Parents can make installment payments on fees – full payment is due by the district designated deadlines.

19. WHAT ARE THE DIFFERENT REGISTRATION ZONES FOR PTR BUS SERVICES?

