

RAINBOW ROUTE PRESCHOOL TRANSPORTATION: FREQUENTLY ASKED QUESTIONS

- **Will there be a use of face Coverings on SMART Buses?**
Face coverings will be required for all students and drivers (and aides if applicable) while transporting to and from school.
- **How many students will be allowed on the bus?**
SMART Buses will be operating at only 50% capacity
 - Students that are coming from same home will be allowed to sit next to each other which may increase total capacity for bus.
- **Will surfaces be sanitized?**
Safety railings and seats will be sanitized during and after transportation
- **How is my child placed on the Rainbow Route?**
When placing a student, we review the pick-up/drop-off address, seats available on the bus, distance to and from school, past incidents, etc. Once an application is submitted, we will review the application and work to find a bus route that best fits the student.
- **If I turn in my application early, is there a better chance of getting on the Rainbow Route?**
There are no placement guarantees when applying. We will review your child's application thoroughly and identify the appropriate bus route.
- **What if my child is placed on the waitlist?**
If a child is placed on the waitlist, he or she will remain on the waitlist until a route is available that fits the child's pick-up/drop off address and school location. There is no time limit. United Way of Mower County will call the parents when the child is placed on the Rainbow Route.
- **Will someone be riding with my child?**
Yes, an adult bus aide will always be on the bus to help children on and off the bus and to be available in case of any emergencies. This aide goes through background checks and all necessary certifications (first aid, CPR, etc).
- **Can other community members ride this bus?**
No, Rainbow Route routes are specifically for preschool age children going to and from school.
- **How much will this service cost?**
Each ride is \$1 and \$2 for round trip (to and from preschool). If you are paying for your child's rides, we encourage you to buy a bus pass rather than pay daily with cash and/or change.
- **What happens in the case of inclement weather?**
The Rainbow Route busses will follow the school district decision in case of inclement weather. If schools are closed, the bus will not run. If school closes early the bus will pick kids up early. If schools are two hours late the bus will not pick up for morning preschool classes.
- **What happens if I am not there when the bus drops my child off?**
The bus driver will contact the SMART dispatcher who will attempt to reach the parent or emergency contact person identified on the child's registration form. The Bus Aide will stay with the child at the SMART bus garage until the child is picked up by an appropriate adult. If an appropriate adult cannot be located, Law Enforcement will be called.
- **What if my child is sick or does not need to ride the bus?**
If your child is sick, or will not be riding the bus, parents must call SMART to notify the bus driver that a pick-up/drop off is not needed. Please call 855-762-7821.
- **What is the pick-up/drop-off procedure?**
For SMART to accept a child on the bus, the bus aide must visually see the parent/caregiver send the child out to the bus. When a child is dropped off, the bus aide will not release a child unless they visually witness a parent/caregiver at the home to accept the child.
- **What if there is an incident on the bus or my child is aggressive towards other children or staff?**



If an incident occurs on the bus, SMART will record a written Incident Report and the parent will be contacted to address any physical, verbal or accidental incident. If verbal or physical aggression continues without change, it is at the discretion of SMART, Parenting Resource Center and or United Way of Mower County to remove the child from riding the bus.

- **What if we move during the school year?**

If you move during the school year, call United Way of Mower County to change the pick-up/drop-off address. There is no guarantee that transportation will continue.

If you have additional questions please feel free to contact United Way of Mower County at 507-437-2313 or via email at ksalasramirez@uwmower.org.

