

## Custom Bus Service at U Prep

**Metro Custom Bus Service** is offered in May to U Prep families for the upcoming school year. University Prep will continue to partner with Lakeside School and the Evergreen School for bus service. Without these other schools, we would not be able to offer this service at a reasonable cost. The Custom Metro buses run on special routes using custom stops. The cost of bus service is covered entirely by the riders, so passes and tickets must be purchased from the school.

### **Options:**

There are two options for bus service. Students who regularly ride the bus should purchase a bus pass. A pass allows the student to ride on the morning and afternoon bus routes at any time during the year. A student who needs very short-term transportation may purchase a 20- or 50-ticket package. These tickets can be used on the afternoon routes only. Families may not purchase more than 50 tickets. Passes and tickets are non-transferable and non-refundable.

### **Other uses for a pass:**

If you choose a pass, it is considered a two-zone pass and is good for your custom route **and** for regular Metro, Community Transit, and Sound Transit transportation. We encourage you to look at the following Web sites to find other uses for your student's pass:

[www.transit.metrokc.gov](http://www.transit.metrokc.gov)

[www.communitytransit.com](http://www.communitytransit.com)

[www.soundtransit.org](http://www.soundtransit.org)

### **Signing up:**

Families wishing to use the Custom Metro bus service must complete the Bus Service Agreement form and return it to the U Prep Business Office. Financial Aid families need to consult with the Associate Director of Admission and Financial Aid to sign up. In August, every family that signed up for a pass or tickets receives a Final Custom Bus schedule in the mail along with a Custom Bus Transportation Agreement and "Expectations for Bus Riders." The Custom Bus Transportation Agreement must be signed and returned to the U Prep Business Office. Families will be billed for passes/tickets in September.

### **Picking up bus passes and tickets:**

You must bring a signed copy of the Custom bus Transportation Agreement when you pick up your pass/tickets, available in the U Prep Business Office the week before school starts. Passes/tickets will not be released without a signed copy of the Custom Bus Transportation Agreement.

### **Loss of original bus pass:**

University Prep will issue one replacement pass when a student loses his/her original pass for a fee of \$50. If a student should lose the replacement pass, the student will be charged the full bus pass price for a second replacement. So, do everything you can to NOT lose your pass.

### **Purchasing of bus tickets (when a student forgets his/her pass or book of tickets):**

Tickets for a one-way ride will be available through the Business Office on an emergency basis only when students forget to bring their pass or book of tickets. Each one-way ride will cost \$6.00 for westside rides and \$6.50 for eastside rides. The Business Office will apply the cost of the ticket to the student's tuition account.

### **PLEASE NOTE:**

*Bus schedules do not change for late starts or early dismissals at U Prep. The **LAST** day of bus service for the 2009-2010 year will be Tuesday, June 15, during finals week. Please make other transportation arrangements for June 16, 2010.*

**Afternoon bus service:**

The afternoon departure times from U Prep are 3:05 p.m. and 3:09 p.m. Please be at the Metro bus stop on 25<sup>th</sup> Ave NE at least two minutes before the scheduled departure time. The stop is just south of NE 80<sup>th</sup> St. and is where students are dropped off in the morning. Remember that all U Prep students board two buses at U Prep in the afternoon – the #982 and the #986. When they arrive at Lakeside, the students who do not ride the #982 or #986 home will transfer to their second bus. Two security guards and other adults are available at Lakeside in the afternoon to help any of our students who are transferring buses there. Students just need to know their bus route number. Security guards are also able to contact Metro if there is a bus issue.

**Contact information:**

- 1) **Metro Customer service by phone:** 206.553.3000. At prompt, press 0.  
They should be able to give the location of any bus at any time.
  - Ask for time of arrival at your stop. (You will need to provide bus number and stop location.)
  - If the operator does not have information, please ask for the base chief to contact the control center.
- 2) **Metro Tracker on the Internet:** <http://transit.metrokc.gov/oltools/tracker.html>.
  - This works if the bus has a transponder.
  - This does not work if the bus has been detoured.
- 3) **Metro Custom Buses by e-mail:** [custombus@metrokc.gov](mailto:custombus@metrokc.gov).
- 4) **U Prep Main Office:** Report chronic bus problems or bus delays.
  - Call Linda Smith, during business hours, 7:30 a.m.-4:30 p.m., Monday-Friday.
  - E-mail at [lsmith@universityprep.org](mailto:lsmith@universityprep.org).

**Note:**

- 1) Metro usually does not have information about buses that are less than ten minutes late. Please wait ten minutes and then pursue contact information above. If all else fails, have one person at the bus stop page our Metro bus liaison at 206.982.8909. It might take a while, but Julie will call you back as soon as possible.
- 2) Buses are known to arrive early, so arrive at least five minutes before the bus is scheduled to depart. All riders must be at the bus stop and in the bus zone, NOT sitting in cars where the driver cannot see them.
- 3) Metro Lost & Found phone number: 206.553.3090

**Questions? Please contact:**

Main Office Coordinator Linda Smith at 206.832.1100 or [lsmith@universityprep.org](mailto:lsmith@universityprep.org) or  
Bookkeeper Christina Coleman at 206.832.1145 or [ccoleman@universityprep.org](mailto:ccoleman@universityprep.org)