



## **CUSTOM BUS PROGRAM FREQUENTLY ASKED QUESTIONS**

2021-2022 School Year

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### **When will 2021-2022 bus registration open?**

2021-2022 bus registration opens on July 16, 2021. Families will receive the signup link via email.

### **What if we do not sign up for Lakeside custom bus service during registration and realize later that we do need service after all?**

Late registration may be possible if there is room on the bus route you are interested in. Please contact the business office (206-368-3610) if you need further information about seat availability.

### **Can we cancel bus service before the end of the contracted period?**

We release families from their bus service agreements only when we have another family to take their place. Your cost would then be prorated based on your usage. For safety reasons we must have a record of all students riding the bus so please contact the business office to request a contract change.

### **What buses travel between Lakeside, University Prep, and Evergreen?**

Morning buses stop at University Prep, then Lakeside; Evergreen students transfer to school via the #989 at Lakeside. In the afternoon students from University Prep and Evergreen travel to Lakeside by riding buses #982, #986, or #989 and then transfer to their final buses. Having a shared route keeps the costs down for all families and provides a more robust transportation system.

### **Can members of the public ride the Lakeside custom buses?**

The custom buses are regular King County Metro buses that are designed to meet the needs of commuters including students. While the routes that serve Lakeside, University Prep and the Evergreen School are used primarily by our students, faculty and staff, they are available to anyone. Non-students looking for transportation along these routes can freely find them on Metro's website and use these buses as long as they pay the custom fare. This does not happen often.

### **How to use the ORCA pass:**

The ORCA pass must be "tapped" on a card reader to show proof of payment. Merely showing the ORCA pass on a bus, train, or light rail vehicle does not constitute proof of payment. Failure to "tap" the ORCA pass on a card reader may lead to your student receiving a citation. Lakeside School is not responsible for this citation.

### **What if my student loses or damages the ORCA pass or the pass stops working?**

Contact the business office immediately to report a lost or damaged ORCA pass (206-368-3610). Passes are replaced and the student's account is charged \$50. Occasionally the delicate antennae in the ORCA pass stops working. In this case, please notify the business office and a replacement pass will be issued at no cost.

### **Where can my student use the pass?**

Students in the custom bus program receive an unlimited use ORCA pass which can be used on the custom bus and anywhere else ORCA is accepted – including Metro, Sound Transit or community Transit – any day of the week including weekends and holidays.

### **What happens during inclement weather?**

If Lakeside is in session, the buses will be running. When snow or ice are present, bus routes with hills will be affected, some stops may be eliminated and there will most likely be significant delays. Find more details about snow routes and signing up for transit alerts at [www.lakesideschool.org/transportation](http://www.lakesideschool.org/transportation) and <https://kingcounty.gov/depts/transportation/metro/alerts-updates.aspx>.

*Additional information on Lakeside's custom bus service—including bus schedules, service calendar, and interactive maps of all routes are located on the Lakeside's transportation web page: [www.lakesideschool.org/transportation](http://www.lakesideschool.org/transportation)*