**Uptown Ben Franklin Bus Service** **Frequently Asked Questions**

**Uptown Franklin Parents, Inc.**

* **Do you have a website?**
  + Though we are separate from Ben Franklin, the school does help by allowing us to present information about the uptown bus service on their website, [www.bfhsla.org](http://www.bfhsla.org). From the “Current Families” page, click on the box labeled “Transportation” or follow this link: (<https://www.bfhsla.org/transportation>) Scroll all the way down to the Uptown Bus Service where you will see links to our information.
  + Things you will find at the site include:
    - Bus route map showing stops and morning pick-up times
    - This FAQ
    - Ridership Agreement that you accept when you register
    - Rider Registration Form that you use to register
    - Cheddar-Up link that you use to pay for the bus
  + For any questions you can reach us at [uptownfranklinbus@gmail.com](mailto:uptownfranklinbus@gmail.com)
* **How do I sign up?**
  + From the “Transportation” page of the school website (<https://www.bfhsla.org/transportation>), scroll down to the Uptown Bus Service and click on “Rider Registration Form”. This will provide a registration form for you to fill out and submit online. You will receive an email confirmation of your registration.

* **How much does it** **cost and how many riders can ride?**
  + The cost is $1065.00 per rider for the school year. Historically, we run two buses (i.e., two separate routes). Our rider limit has been 100 riders total – 50 riders maximum per bus.
* **What is the service area?**
  + The service boundaries are as follows: the Orleans Parish line at Palmetto to Washington Ave. to Martin Luther King Blvd to Melpomene to the river and back up-river to the parish line.
  + **West Bank Bus?** Yes, but it is a separate entity from the Uptown buses. Info for that bus is on the same page on the BFHS website
* **How do I pay?**
  + The first payment is due by June 1st. It can be the whole amount, or a partial payment of $355. The second and third partial payments are due on July 1st and August 1st. A whole or partial payment by June 1st is necessary to keep your seat on the bus.
  + This year we are partnering with Cheddar-Up for online payments. There is a 45 cent transaction fee per payment. In addition, there is a service fee of approximately 3.5% for payments with credit cards, but no service fee for e-checks from bank accounts. You do not need a Cheddar-Up account to use their service; instead select to “pay as a guest” on their website.
  + Here is the link to Cheddar-Up: <https://uptown-bus-service-2019-20-to-bfhs.cheddarup.com>
  + Payment plans are not accepted. The entire cost must be paid by August 1st.
* **Where are the bus stops?**
  + The stops will depend on the addresses of the riders who are riding the bus. Typically we run a route where each bus has about 13-16 stops. Currently, riders have to walk approximately 2 blocks, up to about 5 blocks, from their residence. The route is arranged each year once the riders have paid and we have a full bus. In the past, we have considered but rejected a route based on a few centralized stops per bus, as it significantly decreases the convenience the bus service offers.
* **Is there a late bus that leaves school after the extra curricular activities?**
  + Yes, a late bus will leave school 4 days per week (M-Th), at 5:15pm. Be sure to check with your coach or sponsor about the compatibility of your activity with the late bus. There is no fixed route for the late bus so the time you arrive home will vary, but any rider can request being dropped off early in the route at Frosttop on Claiborne for parent pick-up.
* **Can you get on/off different stops on your assigned bus?**
  + Yes. Riders will be allowed to use different stops at their convenience, both in the mornings and in the afternoons (i.e., they miss their stop in the morning, and go to a later stop on the schedule).
* **Can I just pay for taking the bus to school, and not taking it home?**
  + No. All riders pay the same amount for the entire year regardless of how much they ride. The contract arrangements with the bus company are for a set amount for the year and all monies are collected prior to buses beginning to run for the school year.
* **Can a rider take both buses?**
  + Yes, paid riders can ride either bus. If a rider has two separate homes that are on different bus routes, the rider will be placed on both bus routes.
* **My child will only need bus service for the first ½ of the year. Can we pay ½ the price?**
  + No. In order to fill the buses for the entire year, each rider must commit to the full price for the full year, even if they only ride for ½ the year, or only mornings, or only afternoons. **Bus fees are non-refundable.** The board locks in a price with the bus company for bus services for the entire year which is based on the number of confirmed riders when the service starts.
* **What time are the stops?**
  + This year, the first stop of the day starts at 6:50 am, but the start time will be dependent upon the number of riders, number of stops, and the route schedule. The full ride home due to traffic can sometimes be an hour or more from the time the bus leaves the school at approximately 3:40 pm. The timing of the stops will fluctuate each year depending on the number of riders on the bus and the number of stops. Riders are expected to be at their stop 10 minutes before their scheduled pickup time in the morning to account for fluctuations in pickup times that may occur due to traffic patterns.
  + A map of current stops and morning times will be available on the BFHS transportation page
* **How do I get involved?**

**We need Board members! Please** email to volunteer.

If you have any further questions, please contact the bus board at [uptownfranklinbus@gmail.com](mailto:uptownfranklinbus@gmail.com) or Rick Ireland at 504 833-1793.

Thank you-

Uptown Franklin Parents, Inc. Bus Board

Uptown Franklin Parents, Inc. (UFP) is a non-profit corporation formed to contract with a private bus service for Franklin students living in Uptown New Orleans (Uptown & Garden District). The board is made up of parent volunteers, whose children use the bus service. The service is provided by K&S Transportation this year. If you do not provide your payments according to the outlined schedule set by the board, you will lose your seat to the wait listed students.