

# Parental Flat Rate Pilot Program

## FAQ's

### Payments

- When will I receive my first payment?
  - The first payment will take time due to processing. Please allow for at least 75 days from the initial month services were provided, to receive the payment.
- Why is my first payment taking so long to be received?
  - The School District of Philadelphia is implementing a new accounting system and will need the extra time to process payments in accordance with the system's capabilities. We thank you for your patience and understanding.
- When will I receive payments as the school year moves along?
  - Please allow 30-45 days from when the monthly form is submitted, to receive payments (Post Initial Payment). The earlier in the month that the form is submitted **and** completed by the school, the sooner the payment will be mailed.

### Enrollment

- How do parents get notified of the pilot?
  - Parents of eligible students will be mailed a letter inviting them to apply for the program.
- What is needed for families to be eligible for the program?
  - Students must be currently eligible to be assigned to a District bus, van, or cab.
  - Parents must know their Transportation Student ID. The ID is sent in the letter informing parents of enrollment. It is the ID generated by Compass in each student's Transportation profile. Parents/guardians should reach out to their school to get their Transportation ID if they do not know what it is,
  - Parents must complete a monthly form (**Submitted electronically through the District website - Forms will no longer be sent to the schools**).
  - Students must attend 70% of the **in-person** school days for each given month.
  - Parents must submit a correct VIN number for their registered automobile on the monthly form.
  - **W-9s will NO longer be required.**
- When will parents/guardians know if they've been approved for eligibility?
  - They will receive a letter from the District of their enrollment status.

## **Forms**

- Why am I being asked to complete a monthly form?
  - The monthly form will be completed by the parent/guardian and submitted through the District website each month to confirm active students. The school will then confirm attendance and submit their portion also on the District website.
- The monthly form is no longer printed out and submitted to the school?
  - No, the monthly form will now be completed and submitted directly online. It is recommended that parents/guardians submit their forms in the beginning of the month, that follows the month services were provided, to help with quicker payment.
- When and how do schools and parents complete the “Monthly Form”?
  - The “Monthly Form” is completed every month by both the parents and the schools on the District website at the link:  
[www.philasd.org/transportation/parent-flat-rate-pilot/](http://www.philasd.org/transportation/parent-flat-rate-pilot/) Parents and schools will both submit their applicable portions each month to confirm general information and monthly attendance. Parents and schools will both be redirected to their respective portions. In-person attendance days must be confirmed (**virtual days do not apply**).
- Why am I being asked for a Transportation ID when completing my monthly form?
  - The Transportation ID is crucial and must be completed in order to receive payment. The ID will identify the parent and the student, which is needed for payment. The Transportation ID is sent to parents via mail on the top of the enrollment letter. The ID is the same that is generated within Compass.
- Schools will no longer email forms to the Department of Transportation?
  - Forms will no longer be emailed. All forms are submitted electronically on the School District website. Monthly forms will be completed by a school official directly through a form on the website. Schools do not need to submit all of their eligible students at one time, especially if the quantity is very high.
- Are there two locations on the website for the monthly forms? One for parents/guardians, and one for school officials?
  - The monthly form for both parents/guardians and school officials will be at the same location. At the beginning of the form there will be a question asking whether you are a parent/guardian or the school. Please click on the accurate selection and you will be redirected to the applicable page. The form is located at the following link: [www.philasd.org/transportation/parent-flat-rate-pilot/](http://www.philasd.org/transportation/parent-flat-rate-pilot/)

## **Opt-Ins/Outs**

- What are the expectations regarding when parents can opt out?
  - Parents will also have the ability to opt-out at any time by requesting to their school that they would like to be removed from the program and return to a transportation route. The school will then submit a Transportation Action Request (TAR) requesting the change.  
**\*It will take 10-14 days for the student(s) to be removed from the program and return to a route. Parents will receive a confirmation letter notifying them of their new route. Parents should expect to continue transporting their child until confirmation is received.**
- How are schools notified of students who opted in/out or want to make changes? Does a formal accessible list exist for Schools?
  - Schools will receive a list from the Transportation Scheduling Analyst of all eligible/non-eligible students that have enrolled in the program
  - Once confirmed as eligible, the students will be taken off their route. If deemed ineligible they will remain on their existing route.
- Once my family opts in to the program are we committed to participate through the end of the school year?
  - No, the guidelines have changed and parents will have the ability to opt-out at any time.

## **Enrollment Issues**

- Why is my child's attended school not listed in the drop-down list on the enrollment form?
  - The school may not be eligible for District transportation services.
  - The school may be named differently than what is familiar to the parent/guardian (i.e. MAST Community Charter - Byberry, is (3328) Math Science and Technology in the drop-down list).
- Where do I find my child's Student Transportation ID number?
  - Each student's Transportation ID number will be located in the upper right corner of the letter they received in the mail that invited them to enroll in the pilot program. Some students may be eligible for the first time, and may not yet have a student ID. For students that have not yet had a Transportation ID created for them, or for students who do not know their ID, **please contact your school.**
- I enrolled in the program but received a letter saying I was not eligible. However, my school is eligible and my child is eligible for transportation services. How can this be?
  - If there was an error and the student is in fact eligible for Flat Rate, please contact your school and ask them to submit a Transportation Action Request (TAR). It is

possible the school has not created a profile in the transportation system (Compass/SIS) and the student was not able to be confirmed as eligible.

## **Guidelines**

- Do parents get paid for each child they drive to school?
  - No, parents will receive one monthly check per household.
- My child's school has decided to go 100% virtual for the first semester, will I still receive payment?
  - No, the program is only for in-person days attended. Payment will not be made for virtual days. The program will not begin for that school until it begins in-person learning.
- Are schools eligible which provide their own private busing?
  - No, the program is only for schools that are provided busing, van, or cab services by the District.
- I received a letter inviting me to enroll in the pilot program, but my child has changed schools since last school year. Am I still eligible?
  - The new school will have to contact the Scheduling Analysts of Transportation Services to determine eligibility.
- I have received mileage reimbursement in previous years, should I fill out a Flat Rate form?
  - No, parents that were in the mileage reimbursement program for the school year 2019-20, and are still eligible, will remain in the program, and should not fill out a Flat Rate form.
- Will there be a Compass indicator letting dispatchers know if a student is in the program?
  - Yes, students will be marked, "Flat Rate," in Compass, once eligibility is approved by the analyst.
- Can a child be on two forms of transportation (i.e. Flat Rate and busing).
  - No, each student is only eligible for one form of transportation.
- If a parent participated in the Mileage Reimbursement Program in the school year 2019-20 can they switch over to the Flat Rate Program for 2020-21?
  - No, any parent who participated in the Mileage Reimbursement Program in 2019-20 will be offered the same program for 2020-21 (if still eligible), and will not be eligible for the Flat Rate Program.
- If a student was eligible for bus, cab, or van transportation in 2019-20, can their parent/guardian choose which Parental Program (Flat Rate or Mileage) they will be in for 2020-21?
  - No, all students who received District bus, cab, or van transportation in 2019-20 and wish to participate in a Parental program this year, will automatically be placed in the Flat Rate Program.