



## Transportation FAQ

### **What if my child does not have a bus stop; how do I get one and how long will it take?**

Current bus stop information can be found via the link on the Bus Routes & School Zones page. Should a bus stop not be available within .25 miles of the student's home address and you reside in a subdivision, parents are encouraged to submit the request through the Contact Us button on Infofinder. Students living on main or rural roads have stops at the driveway and should request a new stop through the same process. The number of changes and work to be processed will affect the turnaround time for a child to receive a new bus stop or change to an existing stop. The goal is to have all bus stops assigned within two to three working days from the date of notice. School administrators should issue a "bus pass" for the student to give to the bus driver the first time they ride the bus.

### **If I need a different bus stop for my child, i.e. daycare, grandma, or friend's home, what do I do?**

Students are assigned bus service to and from their home address within their zoned school. If a student intends to ride a bus different from their assigned bus or get off at a different bus stop other than their assigned stop, they must have a note signed by the principal for the bus driver. School Administration will issue a Bus Permit with the appropriate bus number and street address. If the stop is to be permanent, parent/ guardian should indicate such in their written request to school so it can be indicated on the bus permit. The school or bus driver will send the request to the Planning & Zoning Department to make the addition in the bus routing software.

### **We have moved and I need to change my child's address for bus stop and information, how do I do this?**

The parent/guardian needs to contact the school with the new address and provide proof of residency. A new bus assignment and stop will be scheduled accordingly. If the address is not correct or is not updated, the student is listed on the wrong bus for the phone notification system.

### **My child's bus has not shown up and/or is consistently late; whom can I call?**

The parent should contact WCS Transportation to discuss their concern and receive resolution. Please be patient at the beginning of the school year due to the number of changes in schedules and the number of calls being handled in the transportation office. The goal is to serve all customers in a timely fashion and with accuracy.

### **Are parents and/or authorized persons required to accompany a student to a bus stop?**

All students, aged K-12, may wait for the bus and be discharged from the bus without the presence of an adult and/or authorized responsible party. WCS strongly recommends a parent/guardian be at the bus stop for their elementary students.



### **The bus did not show up on time for my child. How long should he or she wait at the stop?**

Your child should arrive at the stop at least five (5) minutes before the regular arrival time of the bus. If there is a substitute driver, the times may not be consistent with the regular times. If the bus is late—ask your child to remain at the stop. Buses break down, roads are blocked, drivers become ill or have emergencies, but there will always be a bus at every stop. If the wait becomes extreme, please call the transportation office.

### **My child left a belonging (coat, glasses, cell phone, retainer, books) on the bus. How does the student get it back?**

Drivers check their buses after every run. Items left by students are held by the driver for several days and may be claimed on the bus by the child. You can help by labeling all of your child's school belongings with the child's name and school.

### **Do state regulations for school buses supersede federal requirements?**

No. State laws do not supersede federal requirements. State regulations for school buses can and usually do add requirements for safety. These requirements are additional to the federal requirements.

### **Why are buses late sometimes?**

School bus drivers can have the same reasons as motorists for being late. Traffic delays, weather conditions, accidents or driver's illness are just a few reasons. School buses also have mechanical breakdowns or "no starts" that cause delays in picking students up on time. In cases where the regularly assigned bus or driver is unable to pick up students, a separate bus and driver are dispatched to pick up the students as quickly as possible. A call-out and email is sent if buses are expected to be more than 10 minutes late.

### **Why are spare replacement buses needed?**

Buses operate throughout the day with shuttles, and field trips, in addition to the normal to-and-from school transportation requirements. To have the required number of operational buses each day, a group of backup or spare buses must be retained. When a bus is in for service, a spare bus is required to continue its runs without interruption. Furthermore, when a bus has mechanical problems or damage from accident or vandalism that require it to be out of service, a spare bus is needed to perform the duties of the out-of-service bus. Often, this can be for an extended period, especially in the case of accident repairs. Our Dispatch Office makes the change in the bus app so parents can continue to track their child's bus.