



TRANSPORTATION DEPARTMENT FAQ: FREQUENTLY ASKED QUESTIONS



- 1) When will the bus schedule be set?
 - a) The schedule is set after the New Student Registration is done in August. IT WILL NOT BE PUBLISHED ON THE WEBSITE OR IN THE LOCAL NEWSPAPERS. Bus stop information will be mailed to you - it will contain your bus number, location and time of pick up/drop off.
- 2) Where will bus stops be placed?
 - a) Students will have "neighborhood" stops meaning that all students will walk to the bus stop located in their neighborhood. Because we have to transport more than 3,000 children every day, **we must determine bus stops based on safety and efficiency while appropriately managing district funds.**
- 3) Why can't all students be picked up at their driveway? I want to see my child get on the bus.
 - a) Every stop requires additional tax money for gas, wages, wear and tear on the busses, etc.
 - b) To maintain efficiency, we are making more neighborhood stops and less house stops (with approved exceptions).
- 4) Yes, but I like for my child to wait inside the house until the bus comes.
 - a) Please have your child wait at the designated neighborhood bus stop. We would like the ride to school to be as short as possible. (If 3,000 children were all to wait inside their houses, it would cause tremendous delays!)
- 5) What students/grades do parents/guardians have to be at the bus stop in the afternoon?
 - a) Only Wilcox students (pre-school, kindergarten, first grade) and those students with special requirements must have a parent/guardian receive their students off the afternoon bus. Students not received will be held on the bus and after a failed attempt to call parent/guardian will be returned to Wilcox.
- 6) What time should I be at the bus stops?
 - a) To ensure your student does not miss the bus, please be at the stop five (5) minutes before the assigned stop time. Students should be waiting at the place of safety at their stop before the bus arrives. **Do not let your child run towards the bus whether or not it is moving—that is very unsafe and how children get injured.** In bad weather, please have your child at the stop, not waiting inside for the bus. This helps keep our buses on time and avoids delays.
- 7) Why isn't the bus always on time?
 - a) The schedule is set as early as possible before school starts, but there may be variations during the first three weeks or so of school as the times for the routes become more firm.
 - b) During the school year there are sometimes unforeseen problems (traffic, weather, etc.). Our substitute drivers are skilled, but with 36 vehicles and approximately 144 runs operated every day, they cannot and are not expected to memorize every route. We appreciate your patience. Please report any problems to the Transportation Office.
- 8) What about "Bus Notes?"
 - a) **There are NO Bus Notes.** Parents/Guardians may sign up for ONE address schedule for morning pick up and ONE address schedule for afternoon drop off.
- 9) How do I arrange or discontinue transportation for before and after school care?
 - a) To arrange service, fill out the [Online Transportation Form](#). Please allow at least two weeks for processing. A new online transportation form must be submitted only when you are making a change (example: back to neighborhood stop, different daycare/sitter or to discontinue service).
- 10) Where is the [Online Transportation Form](#) located?
 - a) The online form is available through the Transportation website's home page. Paper forms are available in the school buildings. The online form is the quickest way to notify the Transportation Office of any changes.
- 11) My student drives to/from school, may they still be assigned a bus stop?
 - a) No. To avoid over-crowding on our middle and high school buses we do not assign students a bus stop if they are driving themselves to/from school. In case of an emergency situation, parents may call the Transportation Office the day before school or by 6:00 a.m. on the day of school to make arrangements for a bus to transport your student to/from the closest existing neighborhood stop.
 - b) **Students that do not ride their assigned bus for three weeks will be removed from the bus route.**

It is the parent's responsibility to pick up and sign out the child at their school if the parent desires a different destination for that child on a given day.