



## 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. Bus stop information will be mailed to you containing your bus number, location and time of pick up/drop off. **IT WILL NOT BE PUBLISHED ON THE WEBSITE OR IN THE LOCAL NEWSPAPERS.**
- 2) **Where will bus stops be located?**
  - a) Students will be assigned to "neighborhood" stops meaning that all students will walk to the bus stop located in their neighborhood. Because we transport more than 4,000 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 at the designated neighborhood bus stop at least five minutes prior to the scheduled stop time. We are unable to wait for students to come out from their homes, as doing so would cause tremendous delays!
- 5) **What students/grades do parents/guardians have to be at the bus stop in the afternoon?**
  - a) All Wilcox students (pre-school, kindergarten, first grade) and students with special requirements must have a parent/guardian receive their students off the afternoon bus. Students not received will be kept 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) 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. 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. Do not let your child run after the bus whether or not it is moving.
- 7) **Why isn't the bus always on time?**
  - a) The schedule is set as early as possible before school starts, but there will be variations during the first three weeks 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 150 runs operated every day, they cannot and are not expected to memorize every route. We appreciate your patience during these unforeseen delays.
- 8) **What about "Bus Notes"?**
  - a) Bus Notes will not be accepted. Parents/Guardians may sign up for ONE morning pick up location and ONE afternoon drop off location. Students may only ride the bus they are assigned to by the Transportation Department.
- 9) **How do I arrange or discontinue transportation for before and after school care?**
  - a) To arrange service, fill out the [Online Transportation Form](#). 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). **Please allow at least two weeks for processing.**
- 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, however, 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 high school buses we do not assign students a bus if they are driving themselves to/from school. In emergency situations, parents may call the Transportation Office the day before school or by 6:00 a.m. on the day of school to request for a bus to transport their child 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.**

*.....Where Schools and Communities are one.....*