



Lower Merion School District

301 East Montgomery Ave.

Ardmore, PA 19003-3399

Phone: 610-645-1940 ♦ Fax: 610-941-6208 ♦ www.lmsd.org

Transportation Department

August, 2019

Dear Parents/Guardians:

Welcome to the 2019-20 school year! Transportation information (bus stop, pickup time, bus #) for your child will be available through the *PowerSchool Parent Portal* the evening of August 23rd. Instructions to access *PowerSchool* can be found elsewhere in this packet.

Below are some common questions/concerns that arise each year – please read carefully before contacting the Transportation Department.

What do I do if I have questions about my child's transportation arrangements?

Please send a detailed email using the [Information Request Form](#) found on the Transportation page of the LMSD.org website. The Transportation Department will respond to your email usually within 5 business days. Please note that contacting us multiple times only serves to slow the process. The Transportation Department receives a large number of queries at the beginning of each school year and each one is very important – you will hear back from us.

When should my child go to their assigned bus stop?

Please have your child(ren) waiting at their assigned bus stop **5 minutes before** the scheduled pick up time.

I have noticed that there are fluctuating drop-off times – is this common?

During the first several days of school, it is common to experience fluctuating drop-off times. Getting several hundred children organized and loaded on the correct bus takes extra time for the first several days. We appreciate your patience and understanding and you will find that after a week or so, everything settles down into a predictable routine.

Can I tell the bus driver information regarding special arrangements for my child?

For the safety of your child, we ask that you communicate any issues or arrangements directly to our office (email: transportation@lmsd.org) and not through the bus drivers. We have occasionally encountered problems with parents and drivers that have made special arrangements where management was uninformed. The problem arises when the bus driver has a day off or is out sick and his/her route is covered by a substitute driver that is unaware of special arrangements. Confusion results and in some cases children can be placed at risk. ***Also, drivers are not empowered to make any changes to their routes without prior authorization from the Transportation office.***

Our goal is to provide safe and reliable transportation to and from school and to make it a positive and pleasant experience for your child. We urge you to contact us throughout the school year to report any issues of concern. Thank you in advance for your patience as we start a new school year.

Sincerely,

Uldis Vilcins, Supervisor of Transportation