

Frequently Asked Questions

How do I find my child's bus information?

Bus information for students eligible for transportation can be found on Transportation Parent Portal at Information for most students can be found at <https://veo.volusia.k12.fl.us/ISParent/>.

Volusia County Schools has also established a "Let's Talk" feature for students and parents on the Volusia County Schools District webpage.

I am told that my child is not eligible to ride the school bus because my address is located within 2 miles from the school. Are there any exceptions?

No. By law, the State of Florida provides transportation for students that live 2 or more miles from the school of enrollment.

- The only exception made is for students receiving special educational services through Exceptional Student Education (ESE).
- This exception requires that each student has an active Individual Education Plan (IEP), or has been approved under the guidelines of Section 504. Both plans require supporting data stating the student's need for specialized transportation services.

Why does my child have to walk so far to the bus stop?

A reasonable walking distance for a student is defined by the Florida Department of Education Administrative Code as; "any distance not more than two (2) miles between the home and the school or one and one half (1-1/2) miles between the home and the assigned bus stop" following the guidelines outlined in the Florida Department of Education Rules 6A-3.001, Basic Principles for Transportation of Students.

Gated communities, apartment complexes or subdivisions, will have bus stop locations placed at the entrance of the community, which may be further.

Who is responsible for student safety at the bus stop?

It is the responsibility of the Parent/Guardian to ensure the safety of their student to and from the bus stop, along with at the bus stop.

How are bus stop locations identified?

A specialized transportation team reviews the walking distances and assign bus stops following the guidelines outlined in the Florida Department of Education Rules 6A-3.001, Basic Principles for Transportation of Students.

How long does it take to coordinate transportation for students with Special Needs?

Once the parent meets with school personnel to request school bus transportation, the process takes approximately 7-14 days for completion. Notification will be distribution to school personnel upon finalization.

What if my child's bus is too crowded?

During the first two weeks of school, we can experience some unexpected bus crowding. Due to social distancing guidelines, eligible students will be assigned two per seat when feasible. Students attending a school of choice, IB, or Academy program will be assigned on a first come first serve basis – pending space available on the bus.

Why is my student's bus late?

Weather, traffic, driver absenteeism, maintenance difficulties, and unforeseen incidents are responsible for delays in the arrival of school buses in the morning and afternoon.

- Sometimes bus routes need to double up or run as a second load to/from the school due to driver shortage.
- Traffic congestion around the school location increases and could cause a delay.
- An incident could have occurred on the bus cause the driver to pull over or return to school, which will cause a delay.

Our Transportation Team diligently works to ensure all buses are running on schedule each day. If your bus is running later than schedule, a school messenger will be distributed to the primary phone number on file at the school informing parents/guardians of the late arrival.

Additionally, you can download the “WheresTheBus” application to track your student’s assigned school bus. Please reference <https://www.vcsedu.org/student-transportation/parent-resources> for more information.

Can I change my student’s assigned bus stop or route?

No. Students are assigned bus transportation per the guidelines as outlined in Florida Department of Education Rules 6A-3.001, **Basic Principles for Transportation of Students.**

- To ensure social distancing guidelines are followed, students are not permitted to be assigned to alternate routes.
- To ensure student safety and monitor bus seat assignment, students are assigned home>school>home based on the residential address of file at the school.

Can I change my student’s assigned bus stop because of a split custody agreement?

No. Students are assigned bus transportation per the guidelines as outlined in Florida Department of Education Rules 6A-3.001, **Basic Principles for Transportation of Students.**

- To ensure student safety and monitor bus seat assignment, students are assigned home>school>home based on the residential address of file at the school.

Whom do I contact with Transportation concerns?

To determine the appropriate transportation representative to contact, please reference <https://www.vcsedu.org/student-transportation/bus-route-information>. Click on the “contact information for your child’s school” link for further details.