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NORTH SHORE
SCHOOL DISTRICT 112

TRANSPORTATION - FREQUENTLY ASKED QUESTIONS

When will my letter arrive with the bus route information?

All letters are mailed out the second week of August. The letter includes the name of the student, the school of attendance, the bus route number, the pickup time, and the bus stop location. If you have not received a letter, please contact the Transportation Office at (224) 765-3011.

The bus route information on the letter is incorrect. How can I update the stop locations?

Parents can download the Student Transportation Request Form on the District 112 website, send it to transportation@nssd112.org, and contact the Transportation Office at (224) 765-3011.

Please note: As of August 1st, no route changes will be made until after Labor Day.

When should my child be at the bus stop to be picked up in the morning?

Bus riders should be at their assigned bus stop at least 5 minutes before the scheduled pick-up time. This allows for some variation in the bus route due to unanticipated events (traffic, construction, weather, etc.).

Where can I find bus stop information?

The bus information can be found on the Parent Portal on Infinite Campus. Search for your student, and under the *Transportation tab*, you can see the bus number, the bus stop location, and the pickup times.

Is there an app with bus route information?

No, currently, we do not have that option.

My bus is late. Who should I contact?

Please know that we do everything possible to have all buses running on schedule daily. On a given day, the stop times may vary due to traffic, trains, road work, construction, or weather conditions. We ask that your student be ready at the stop for the bus at least 5 minutes before the assigned pick-up time. If your bus is more than 10 minutes late, we will notify the family via email and text. Please make sure your contact information is up to date with our systems.

My child missed the bus. Will the driver come back?

Students should be at their bus stop 5 minutes before the scheduled pick-up time. Unfortunately, drivers will not return to pick up students that missed the bus. Parents must make arrangements to transport their child/children to school.

Does my child wear a seat belt?

We encourage children to wear seat belts while riding the bus. Drivers are not allowed to assist children with fastening their seat belts.

Does a parent need to be at the bus stop after school?

During the school year, parents/guardians of Kindergarten and Preschoolers must be at the bus stop for the student to be released.

My child's daycare will be closed on a specific school day. Can I change the pick-up/drop-off information for that day?

Unfortunately, we can not make last-minute changes to the bus schedule. Parents are responsible for their child's transportation when their alternative pick-up or drop-off location (other than their home) is closed.

Remember to notify the school office if the child is not riding the bus home on a specific day.

My child is having a play date after school. Can my child ride home with another student?

Parents are encouraged to make separate transportation arrangements for play dates after school hours.

Unless there's a family emergency and a child must go home with another student, please contact or email the school office to provide additional information and authorization so other accommodations can be implemented.

How are bus stop locations determined?

Bus stops are within acceptable walking distance of residences, typically at corners or intersections. We make every effort to select safe places to load and unload students.

The bus drives right past my house. Why can't it stop at my house?

Bus stops are being created to reduce the number of stops and accommodate all students in the area. A higher frequency of stops makes the student ride time longer. If you cannot see the bus stop from your home and have concerns about your child's safety, you are encouraged to accompany your child to the bus stop or arrange for a neighborhood buddy to walk with your child.

I am not happy with my bus stop. How can I get the stop moved?

The School District and the bus company determine the bus stops in centralized locations based on the number of students in the area. We are not able to establish stops based on personal circumstances.

School bus drivers do not have the authority to alter bus routes or stop locations.

If you have safety concerns with a stop, please call the Transportation Office at (224) 765-3011.

My child received a bus pass but lost it. How can I get a replacement?

Please email the Transportation Office at transportation@nssd112.org and request a new bus pass providing the student's name, the school the child attends, and the student's grade. When the new pass is ready, it will be sent to the school office and given to the student.

My child is not eligible for transportation services. Can I pay for the service?

Parents can pay a yearly fee if a route is available. Please contact the Transportation Office for more information at (224) 765-3011 to discuss the next step. Please download the Student Transportation Request Form on the [District 112 website](#) and send it to transportation@nssd112.org.

I am moving. Who do I contact about changing my bus stop location?

Parents should notify the Central Registrar Office regarding address changes, phone number changes, and/or bus transportation requests. Once changes are made with the Central Registrar Office, parents can download the Student Transportation Request Form on the [District 112 website](#) and send it to transportation@nssd112.org.

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