

# Student Transportation Services Frequently Asked Questions



## **How are transported students notified of their bus schedule?**

All schools are provided routing information for their students on a regular basis throughout the school year. School staff can help you find your child's bus information at any time.

If you are a parent/guardian, bus route schedules can be found online and accessed by clicking Transportation InfoShare Parent Portal link - [InfoShare Login \(volusia.k12.fl.us\)](https://volusia.k12.fl.us).

## **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?**

By law, the State of Florida provides transportation for students that live 2 or more miles from the school of enrollment.

The only exception 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.

## **I have updated my address with the school. How long does it take to be assigned?**

Once the school has verified the residential address is correct and updated it in FOCUS, school bus assignment can take approximately 24 hours for completion.

If the student is attending an ESE program and requires specialized transportation services, the process can take approximately 7 – 10 days for completion.

## **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.

### **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.

### **How do you measure the distance from home to school?**

School bus stops will not be implemented within two miles of a school unless the area qualifies under Florida Statute under 1006.23 Hazardous walking conditions. To the extent possible, school bus stops will be no more than one and one-half miles from the home and the assigned school bus stop. The distance to schools and bus stops will be measured from the closest pedestrian entry point of the property where the student resides to the closest pedestrian entry point of the assigned school building or to the assigned bus stop. The pedestrian entry point of the residence shall be where private property meets the public right-of-way. The district shall determine the shortest pedestrian route whether it is accessible to motor vehicle traffic.

### **My child’s bus stop is too far from our home. Can a closer stop be added?**

School bus stops will not be created within two-tenths of mile from one another except in situations where unsafe conditions exist as determined by the Transportation Department and/or the School Safety Advisory Committee. A school bus route or bus stop will not be moved from an existing location until the Transportation Department has thoroughly investigated the circumstances and approved the relocation.

### **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.

### **Is my VPK student allowed to ride the school bus?**

No. VPK students are not permitted to ride the school bus due to state guidelines.

### **I have a student that needs to go to a daycare/babysitter in the afternoon. Do you provide transportation for child care?**

No. Students are assigned to and from the residential address in Focus. Alternate arrangements become parent responsibility.

### **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 is doing everything possible 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.

### **What can my student take onto the school bus?**

Large items that would interfere with the seating and/or the safety of others on the bus are not allowed on a bus. Other items not allowed on the bus would include things that could cause injury, i.e., athletic gear, large-sized class projects, skateboards, etc.

### **Who do I contact if my student left an item on the school bus?**

Please have your child check with his or her bus driver and/or monitor. Bus drivers and/or monitors are required to check buses before and after every pickup and drop-off. Any items found on the bus will be gathered and kept by the bus driver and/or monitor until the next day.

### **Can I request to make a change to my student’s bus stop or route?**

No. To ensure the safety and seating assignment of all student’s, bus stop assignment is determined per the guidelines as outlined in Florida Department of Education Rules 6A-3.001, **Basic Principles for Transportation of Students.**

### **What if my child's bus is too crowded?**

During the first two weeks of school, we can experience some unexpected bus crowding. **Our buses are designed to fit three (3) children in each seat**, and bus drivers will first make sure that all seats are being properly utilized. When the bus reaches its capacity, the bus drivers will call the Dispatch Office for assistance. At no time do we encourage students to sit on the floors of the bus or anywhere else other than a seat.

### **What do I do if my student is on a split custody schedule?**

To ensure student safety and accountability, students are only assigned to the primary address of record on file at the school. If the alternate address is eligible for transportation (outside of 2 miles) and there is seating space available on the bus, a temporary bus pass may be permitted and issued by the school. It is parents' responsibility to ensure the safety of their student and schedule.

### **Is my student allowed to bring food or drinks on the school bus?**

Both can be transported; however, food consumption is not permitted on the school bus due to student allergies, choking hazards, and pest control concerns.

### **A sexual offender lives in my neighborhood. How is a bus stop created for my students?**

Stops must not be within 1,000 feet of the residence of a sexual predator who is under conditional release supervision.

Stops may be within 1,000 feet of the residence of a sexual predator who is released (no longer under Florida Department of Corrections confinement, supervision, or any other court-imposed sanction).

OFFENDER: Someone convicted of a sexual offense.

PREDATOR: Repeat sexual offenders, sexual offenders who use physical violence, and sexual offenders who prey on children.

SOURCES: F.S. 943.0435 and F.S. 775.21

### **Is a resource available that I can use to track my student while riding the bus?**

Yes. Wheres The Bus application is a valuable resource that can be downloaded. Visit <https://www.wheresthebus.com/> to set up an account.