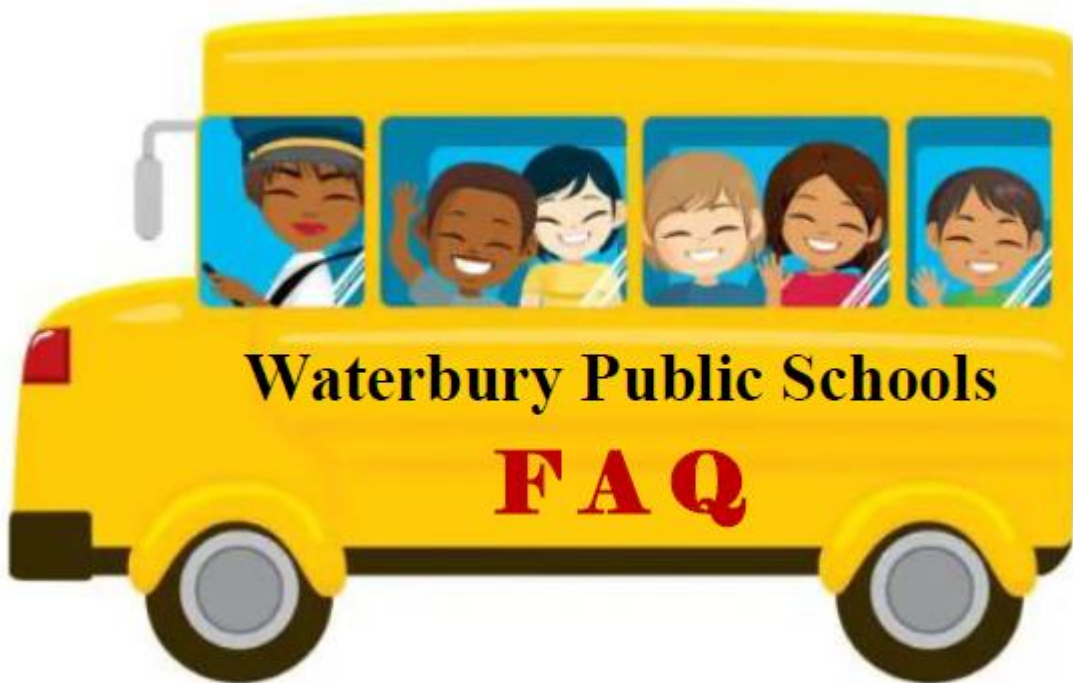




BUS TRANSPORTATION PROGRAM & HOTLINE



***HERE ARE SOME FREQUENTLY ASKED
QUESTIONS ABOUT
WATERBURY PUBLIC SCHOOLS
BUSING PROGRAM***

Where can I find my child's bus route?

Waterbury Public Schools (WPS) uses the transportation services of both Durham School Services and All-Star Transportation. Regular Education busing is serviced by Durham School Services and Special Education in-town and out-of-town busing is serviced by All-Star Transportation.

All Durham bus routes for regular education students can be found on the WPS website at www.waterbury.k12.ct.us. Click the Bus Routes quick link on the homepage. A listing of all 2024-2025 bus routes appears at the bottom of the page; click the Elementary tab if your child is in Kindergarten to fifth grade or at a Kindergarten to eighth grade school, or click the Secondary tab if your child is in middle or high school. After clicking your child's school, a morning (AM) or afternoon (PM) bus route that can be viewed. Find the nearest intersection to your home address and that is your child's bus stop. If you do not know your child's bus route, please contact Durham School Services Transportation Department, or your child's school office directly.

Durham School Services Transportation Department	
(203) 405-0632	(203) 405-5490

HIGH SCHOOLS	
Crosby	(203) 574-8060
Kennedy	(203) 574-8150
Wtby Arts	(203) 573-6300
Wtby Career	(203) 574-6000
Wilby	(203) 574-8100
MIDDLE SCHOOLS	
North End	(203) 574-8097
Wallace	(203) 574-8140
Wtby Arts	(203) 573-6300
West Side	(203) 574-8120
PK - 8 SCHOOLS	
Carrington	(203) 574-8184
Cross, Wendell	(203) 574-8171
Duggan	(203) 574-8875
Gilmartin	(203) 574-8175
Reed	(203) 574-8180

ELEMENTARY SCHOOLS	
Bucks Hill	(203) 574-8182
Bunker Hill	(203) 574-8183
Chase	(203) 574-8188
Driggs	(203) 574-8160
Generali	(203) 574-8174
Hopeville	(203) 574-8173
RC International	(203) 741-8364
Kingsbury	(203) 574-8172
Maloney Magnet	(203) 574-8162
Regan	(203) 574-8187
Rotella Magnet	(203) 574-8168
Sprague	(203) 574-8189
Tinker	(203) 574-8186
Walsh	(203) 574-8164
Washington	(203) 574-8177
Wilson	(203) 574-6660

Can I change my child's bus stop?

Changes to bus stops can be requested through the WPS Transportation Department. Starting on Monday, September 16, 2024, the WPS Transportation Department will be accepting requests for changes to bus stops. Prior to September 16, 2024, we ask all students to continue taking their current bus route until new bus stop changes are made. All change requests will be thoroughly reviewed, but not all changes will be approved depending on the request.

Why is my child's bus late? How can I know when the bus is on its way?

We anticipate expected delays on pick-ups and drop-offs for the first week of school due to traffic, new drivers and new routes. We apologize for the inconvenience these delays may cause. We invite parents and guardians to download the bus tracker app. The Durham Bus Tracker App allows you to view your student's name, bus number, bus route and current school bus location and information about the route in near real time, including the scheduled arrival time to the designated bus stop.



To provide parents and guardians with a greater sense of comfort with your children's transportation, we developed an app that allows monitoring of your children's bus: **The Durham Bus Tracker.**

Durham Bus Tracker allows you to view your student's, your children's current school bus location and information about the route, **in near real time**, including the scheduled arrival time to your home.

Benefits Include:

- Free for our customers to download and use
- User-Friendly
- Manage all your students, your children
- View all routes and scheduled stops
- View bus location within a route
- Parents and guardians are able to track all of their children and buses in one grouped view
- Available in English and Spanish



FOR PARENTS AND GUARDIANS SIMPLE. SAFE. SECURE.

WWW.DURHAMSCHOLSERVICES.COM/DURHAMBUSTRACKER



1. Download the app:
m.durhambustracker.com

Scan this QR Code with your smart phone to download the app immediately



View multiple stops along the route, including the scheduled arrival times for each stop



ACTUAL APP VIEW: "Routes" screen



2. Create a **secure** User Name and Password
3. Enter your state, customer service center location, student ID number and child's last name
4. Log in and track your bus



ACTUAL APP VIEW: "My Buses" screen

View all your children's buses simultaneously

BEGIN BUS TRACKING IMMEDIATELY

Students



Enter all of your children into the app to be viewed simultaneously

Settings



Modify and update your account through this portal

My child's bus stop is not the same as last year. Why is that?

Bus stops may change from year to year. Several reasons for bus stop changes can be an increase in students at a new location, finding a new location to accommodate more riders and/or bus stop requests. We recommend all parents and guardians visit the bus routes listing located on the WPS website at www.waterbury.k12.ct.us to confirm your child's bus routes.

My child is not aware of their bus route in the morning or afternoon. How can I find out which route my child is on?

Students are provided their bus routes with their student identification. You can call the school directly to find the bus route or check the school's website. If the bus route does not pick-up or drop-off your child at the same location, please contact Durham School Services to make those changes.



TRANSPORTATION HOTLINE

Waterbury Public Schools has instated a Transportation Hotline to address questions or concerns during the start of the 2024-2025 school year.

The hotline is open to answer questions during the weekdays for both regular and special education busing from Monday, August 26, 2024 to Monday, September 30, 2024.

Parents and guardians may call the following phone numbers to reach knowledgeable transportation staff who can answer questions or assist with concerns. All staff members are fluent in English and Spanish.

DURHAM (Regular Education Busing)

**Phone lines open 5:15 am to 5:30 pm
(203) 405-0632 or (203) 405-5490**

ALL STAR (Special Education Busing)

**Phones lines open 5:30 am to 4:30 pm
(203) 753-8366**

Please consider downloading the Durham Bus Tracker mobile application at m.durhambustracker.com. This will allow you to see where your child's bus is traveling in near real time.

Due to high call volume with the start of the school year, we apologize for any inconvenience or delay. Please know the transportation staff is working to address and resolve your issues.

We look forward to serving you.
