

# TRANSPORTATION - FREQUENTLY ASKED QUESTIONS

## **When can I expect to receive my letter with the bus or van route information?**

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

## **The bus or van route information in 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](mailto: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 or van stop to be picked up in the morning?**

Riders should arrive at their assigned stop at least five minutes before the scheduled pick-up time. This allows for some variation in the bus route due to unforeseen events, such as traffic, construction, or weather.

## **Where can I find information about stops?**

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

## **Is there an app with bus or van route information?**

No, we do not currently offer that option.

## **My bus or van is late. Who should I contact?**

Please be assured that we do everything possible to ensure all buses and vans run on schedule daily. On any given day, stop times may vary due to traffic, trains, roadwork, construction, or weather conditions. We kindly request that your student arrive at the assigned location at least five minutes before the designated pick-up time. If your bus or van is more than 10 minutes late, please call us at 224-765-3011. We will try to provide you with more information.

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

Students should arrive at their designated bus stop at least five minutes before the scheduled pick-up time. Unfortunately, drivers will not return to pick up students who missed the bus. Parents must make arrangements to transport their child or children to school. The same rules apply for van riders.

### **Does my child wear a seat belt?**

We encourage children to wear seat belts while riding the bus. Drivers are not permitted to assist children with fastening their seatbelts. There are monitors on the PreK buses that will help with seat belts. All students riding on vans must wear seatbelts.

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

During the school year, parents or guardians of Kindergarten and Preschool Students must be at the bus stop for the student to be released. Parents or guardians of students riding vans must be present and visible at the stop to receive the student.

### **What happens if I am not at the stop to receive my student?**

The driver might come back around for a second intent or will take the student back to their school. Dispatch or the school will call parents to inform them that the driver will return a second time.

### **How do transportation services work with a daycare?**

Free transportation to a daycare or sitter's house located 1.5 miles or more from the attending school is only granted to eligible students who qualify for free transportation. Bus routes do not serve all childcare facilities or neighborhoods, and the facility must be located within the student's assigned school boundary. The personnel from the daycare must be outside, waiting for the students' arrival and departure at the center. Daycare staff must be visible at all times at the pickup and drop-off locations.

### **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.

Please notify the school office if your child will not be 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 is 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 that other accommodations can be implemented.

### **How are bus stop locations determined?**

Bus stops are typically located within an acceptable walking distance of residences, often at corners or intersections. We make every effort to select safe locations for loading and unloading students. Van riders have a home stop.

### **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 results in a longer ride time for the student. 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.

### **What options of bus services does my student have if he/she live on a cul-de-sac or dead-end?**

Our buses do not travel on cul-de-sacs nor go into dead ends. The closest bus stop will be assigned to the student. Only van services are allowed for this option.

### **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 or van pass but lost it. How can I get a replacement?**

Please email the Transportation Office at [transportation@nssd112.org](mailto:transportation@nssd112.org) and request a new 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 at (224) 765-3011 to discuss the next steps. Please download the Student Transportation Request Form on the [District 112 website](#) and send it to [transportation@nssd112.org](mailto:transportation@nssd112.org).

### **I am moving. Whom should I contact to change my bus stop location?**

Parents should notify the Central Registrar's 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 email it to [transportation@nssd112.org](mailto:transportation@nssd112.org).