MONONA GROVE
SCHOOL DISTRICT

5301 Monona Drive, Monona, WI 53716 P: 608-221-7660 F: 608-221-7688

School bus transportation is a cornerstone of our daily operations, ensuring that nearly two thousand of our students arrive at school ready to learn and return home safely each day. We are committed to providing the safest possible environment for your student; this commitment is a shared responsibility among families, the school, and our transportation partners at Nelson's.

When concerns arise regarding bus transportation, knowing the appropriate contact helps us address issues quickly and effectively. By working together, we can ensure smooth, secure, and reliable transportation for all students.

To help streamline this process, we've outlined common situations and the best point of contact for each.

When should I contact Nelson's?

- Questions about routes
- Questions about stops
- Questions about delays
- Questions about Stopfinder app

All other concerns should be directed to the school principal or designee, who will work with Nelson's as appropriate.

When should I contact the school?

- Questions or feedback about student behaviors on the bus
- Feedback about student safety on the bus

When should I contact the district office?

- Questions about fees
- Questions on transportation zones/eligibility for transportation services
- As necessary to resolve questions or concerns after first contacting school and/or Nelson's. The first step is to communicate directly with Nelson's or the school principal for all transportation-related inquiries or problems. If you're unable to find a satisfactory solution through these channels, please then escalate the matter to the district office.