



RSD17 Transportation **Frequently Asked Questions**



Can my child use a different bus for part of the week?

Yes. Please complete the *Alternate Transportation Request* form (on website) and return it to the School Secretary. The request is processed within 48 hours and will remain in place until the district receives further notice.

Our family moved. How do I let the bus company know?

Please contact the School Secretary to complete the change of address process. The school secretary will notify the bus company and inform the family of the new bus information.

If I have a transportation concern, who should I contact?

Depending on the type of concern, you can contact the school principal or the bus company STA at 860-345-8228.

If it is raining out, will the bus stop change?

No. The bus stop location will not change if it's raining. We encourage your child to be prepared with the necessities in case of inclement weather.

Will I be notified if the bus is running late?

Yes. If the bus is running late by 10 minutes or more, you will be notified via a SchoolMessenger alert. Please be sure that your contact information is current and that you are subscribed to SchoolMessenger, with which the school office can assist.

Does a parent need to be present at the AM bus stop?

High School and Middle School students can be picked up without an adult present. For Elementary and Intermediate students, please send an email to your child's school, and they will communicate this to the bus company if you are allowing them to be picked up without a parent present.

Does a parent/caregiver always need to be present to receive a student off the bus?

High School and Middle School students will be dropped off without an adult present. For Elementary and Intermediate students, please send an email to your child's school, and they will communicate this to the bus company if you are allowing them to be dropped off without a parent present.

Is there a BOE Policy related to bus transportation?

Yes. BOE Policies are posted on the district's [website](#).

[Policy 5131.1 Bus Conduct](#) [Policy 5131.11 Video Cameras on School Buses](#) [Policy 5160/3541 Transportation](#)

Is there a code of conduct?

Yes. Please refer to the BOE policies and the school's Student/Parent Handbook, both posted on RSD17's website. Each bus also has a code of conduct posted on the inside wall.

What is the allowed walking distance between my address and the bus stop for my child?

Please refer to BOE policy [5160/3541, section III](#).

Is a student's bus number the same in the morning as in the afternoon?

Bus numbers may differ. They are posted on the Transportation section of the RSD17 website. If you have difficulty finding information, please contact your school's main office.

How early does my child need to be at the bus stop?

Please have your child ready for the bus 10 minutes before the posted bus time.

Is every student provided with transportation?

All K-12 students are provided transportation and routed.

Do I need to let the bus company know if my child is out of school and does not need transportation for the day?

No.

Where can I find the bus schedule?

The bus schedule is listed on the Transportation section of the district website, www.rsd17.org.

How are the routes listed? Can I search by my child's name, or should I search by address?

Routes are listed by school. The route will list the AM bus number, the pickup times, and the locations.

Who do I contact if the bus is late - the bus company or the school?

If the bus is more than 10 minutes late and you have not already received a SchoolMessenger notice stating this, please contact the STA office at 860-345-8228.

Is eating and drinking allowed on the bus?

No. Eating or drinking is prohibited on the bus for several reasons, including student allergies, choking, and cleanliness. We want to keep all children safe. If there are extenuating circumstances (such as a health condition), please contact the school principal for support.

My child left their backpack or other items on the bus. What should I do?

When a bus driver finds items left on the morning bus, they will return the items to the school if time allows. When a bus driver finds items left on the afternoon bus, they will hold onto them and return them to the student the next day. If you have any specific questions, please feel welcome to contact the bus company at 860-345-8228.