

**Frequently Asked Questions  
Manchester Public Schools  
School Bus Transportation**

**1) What company does Manchester Public Schools use for student transportation?**

First Student, Inc.  
Manchester location:  
40 Glen Road  
Manchester, CT  
(860) 327-4445

**2) Where do I find my child's bus stop location and time?**

Bus stop information is accessible through the MPS app available through the Families page on the MPS website.

[MPS Mobile App](#)

**3) Who do I call if I have questions regarding school bus transportation?**

Barbara Walz  
[bwalz@mpspride.org](mailto:bwalz@mpspride.org)  
(860) 647-3476  
Transportation Coordinator

Karen Clancy  
[klclancy@mpspride.org](mailto:klclancy@mpspride.org)  
(860) 647-3444  
Assistant Superintendent of Finance

**4) Is there a school bus GPS app for my mobile device?**

Yes, below is a link to the transportation page on the school district website with instructions on how to access the FirstView 1.0 App for bus tracking and parent communication.

[FirstView 1.0 App](#)

**5) How do I find school bus transportation information?**

Below is a link to the 2025-2026 MPS Student Transportation Handbook that provides transportation guidelines, eligibility requirements, student safety, transportation for medical reasons, day care and other information.

[MPS Transportation Handbook](#)

**6) What do I do if my child leaves something on the bus?**

Contact First Student (Manchester location) directly at (860) 327-4445. They will check to see if the item is on the bus or in the First Student lost and found.

All other communication should still be directed to Barbara Walz, Manchester Public Schools Transportation Coordinator.

**7) What do I do if I have a change of address that may impact my child's bus stop?**

A change of address should be updated with your child's home school. The address will then be updated in the MPS student management system which will be communicated to Barbara Walz, Manchester Public Schools, Transportation Coordinator. Ms. Walz will update the bus stop information in the routing system and communicate a change back to the parent.

**8) When should I arrive at the bus stop?**

Allow for a 10 minute window on either side of the bus stop time. For example, if your child is scheduled to be picked up at 7:30 a.m., arrive at the bus stop by 7:20 a.m. The bus will arrive between 7:20 a.m. and 7:40 a.m.

**9) Do I need to be at the bus stop to meet my child? What happens if an approved adult is not at the afternoon bus stop for my grade K-2 child?**

Students in grades K-2 must have a parent or authorized designee to meet them at the bus stop. Provide a list of authorized designees to your child's school office. If an approved adult is not present at the afternoon bus stop for your grade K-2 child, your child will be brought back to school, you will be contacted and you will need to pick your child up at the school.

**10) How long should it take for my child to be assigned a bus stop if we just moved to Manchester?**

Once your child is fully registered to start school, if eligible for a school bus transportation, it should take approximately 48 hours to have your child assigned to a bus stop.

**11) What if I want to request a change in my child's bus stop? What is the process? How long will it take?**

Bus change requests can be submitted to Karen Clancy, Assistant Superintendent of Finance & Management, for review. There is a comprehensive review process in the District to evaluate bus stops. The review process includes: an on-site visit to the stop to assess safety; a thorough analysis of the route and implications for a change request; involvement of the town's traffic safety division; and the involvement of the First Student Safety Coordinator. Changes to bus stops may take approximately one week.

**12) What if I am divorced? Is my child allowed to be assigned a bus seat on two different buses to accommodate divorce situations?**

Yes, accommodations for a divorce situation is to be submitted to Barbara Walz, Transportation Coordinator for review and approval. Please allow 2-3 days for processing. Both parents must reside within the assigned school and must be over the 1.0 distance threshold for transportation eligibility.

**13) How far should my residence be from the school in order to be eligible for a school bus? And is there a maximum walking distance to a bus stop from my residence?**

**School bus transportation eligibility is as follows.**

Grades K-6 - 1.0 mile

Grades 7-8 - 1.5 miles

Grades 9-12 - 2.0 miles

**Maximum walking distances from your residence to a bus stop is listed below.**

Grades K-3 - 1.0 mile

Grades 4-8 - 1.5 miles

Grades 9-12 - 2.0 miles

**14) What is the best way to reach the Transportation Coordinator? And what is the expected turnaround time for a response to a voicemail or an email sent to her?**

The best way to reach the Transportation Coordinator is via email.

You should expect a return email or a phone call back within 24 hours of sending an email or leaving a phone message.

**15) What if my child misses his/her assigned morning bus stop? Do I have to drive my child to school? Will the bus return back to pick up my child?**

If the bus arrives within the 10 minute window and your child is not at the bus stop, the driver will move on to the next stop and will not return to pick your child up. If you are able to bring your child to another stop on the route, you can do that.

**16) Are students allowed to take a different bus home to a friend's house? If so, what is the process?**

Students are allowed to take a different bus home to a friend's house. Parents must send a note to school and a bus pass will be issued from the school office to the student to allow for this exception. This should not be a regular occurrence.

**17) What are the safety and behavior expectations on school buses and the potential consequences if they are not followed?**

Please review the MPS Transportation handbook, page 7, for student school bus safety expectations. Students may be subject to the loss of transportation privileges if safety rules are not followed.

[MPS Transportation Handbook](#)

**18) Are parents notified if their child's school bus is running late?**

Yes, an email/text alert is sent to families to notify them of a late bus.

**19) Is school bus transportation available for my child if they remain after school?**

There are buses available for students who remain at school for after school activities at MHS, Illing and Bennet. The late bus routes are developed to transport students to central bus locations throughout the town of Manchester and are different from the regular morning and afternoon bus stops.

**20) How does transportation work for private, non-public, charter or magnet schools?**

Transportation is provided for Manchester resident students who attend non-public schools, and charter and magnet schools located in Manchester. Routes are developed and implemented through the MPS public school contracted bus company.

**21) Are bus monitors assigned to every school bus?**

Bus monitors are assigned to school buses as needed for medical or behavior reasons.

**22) Are students assigned to specific seats on school buses?**

Students may be assigned to specific seats on school buses by school administration as necessary.