Parent Calls – Simplified Q&A for School Staff

General Procedures

- All parental communication **must go through the school**, not directly to A&S Transportation.
- Once a parent registers online, A&S will process the request and send a bus pass to the school. Processing may take up to **two weeks or more**, depending on the time of year.
- ***Do not refer parents to call, email or visit A&S Transportation.*** The office is not open to the public.
- Only students with bus passes or listed on attendance sheets will be allowed to board the bus. This includes siblings of students that are assigned, but they are not.
- No same day bus passes will be provided.

Frequently Asked Questions & How to Respond

1. "When can my student start riding the bus?"

Answer:

- **Do you have the students' names and assignments (or information) on the bus roster?**
- **Do you have a copy of the bus pass from A&S?**

If Yes to above:

You may print the bus pass and provide it to the student to take home.

If No:

Ask the parent:

1. **Did you register online?**
2. **Do you have a registration confirmation number?**
3. **How long ago did you register?**

If NO:
They must complete online registration before anything can be processed.
Once the parent registers online and A&S processes the request. This may take up to **two weeks or longer** depending on the season. The student may not ride until the school receives the bus pass to provide it to the driver.

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2. "Why can't my new student ride with their sibling who is already assigned?"

Answer:
Assignments are based on registration order, available seating, and eligibility. New students must **register and be assigned individually** before riding, even if a sibling already rides.

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3. "I moved and need a new stop."

Ask the parent:

4. **Did you register online?**
5. **Do you have a registration confirmation number?**
6. **How long ago did you register?**

If NO:
They must first complete the online registration before anything can be processed.

If YES to all:
A&S will receive and process the request as soon as possible. If the student is eligible and space is available, a new bus pass will be issued to the school and sent home from the school.
If the student is on a waitlist or **not eligible**, the school will be notified so the school can inform the parent.

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4. "My child was assigned last year, but we never received a bus pass for this year."

Answer:
At the start of the school year, the school receives a full roster to refer to showing:

- **assigned students**
- **waitlisted students**
- **withdrawn/non-riders**
- **NEZ students**

A&S also provides a **copy of every bus pass** for school files.

- If you have them listed on your roster, you may request parents to check their email and Spam mailbox for the bus pass that would have been sent before the start of school.
  If a student **did not ride for the last two weeks of school**, they may have been withdrawn. In that case, the parent must **register again online**.

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5. "The stop is too far. Can we get a closer stop?"

Answer:

- Students may walk **up to 1.5 miles** to a bus stop.
- Grades **K–2 must have a parent/guardian** walking with them to and from the stop.
- Stops farther than 1.5 miles are **Depot Stops** and **must be driven to**; students should not walk to a Depot Stop.
- All stops have been reviewed and deemed safe. The stop will remain as assigned.
- If construction has begun at the stop, the school will notify A&S, and they will review.

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6. “Why did my stop or time change from last year?”

Answer:
Routes and times may be changed at any time. Adjustments are made based on ridership, route efficiency, and safety.

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7. “Is the bus running late? Where is the bus?”

Answer:
All Parents are encouraged to register for the **BusZone app**, which shows real-time bus location and sends all route delay messages. This is our means of communicating with parents. No other notifications are sent, and phone calls will be recommended to download the app. Instructions are available below.

Note:

If you have students attending two different schools, you will need to set up two separate accounts in BusZone.

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8. “Parents have split custody. Can my child ride from two addresses?”

Answer:

- Students may only be assigned to **one primary bus**.
- An exception may be possible **only if the second parent lives near an existing stop on the same route**.
- Otherwise, transportation between homes is the **parent’s responsibility**.
- Funding is based on the **primary guardian’s address**.

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9. “Why am I not eligible for bus transportation?”

Answer:

- Students that live within 0–2-mile walkouts from the school using our proprietary programs are not eligible for transportation.
- Students that live outside the transportation zone will not be eligible for transportation.

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10. “Why am I on a WAITLIST for bus transportation?” “How long will I be on a WAITLIST?”

Answer:

- Students that are eligible for transportation and buses are full to capacity, are placed on a WAITLIST until room opens up.
- Students may be on a waitlist for a week or for the full school year. Students are assigned in the order we receive them for transportation.

- A seat on a bus is never guaranteed it is a privilege and there is no way to determine how long this may be for.
- Parents should not call checking on the placement; we will assign students and send bus passes to the school when room becomes available.
- The school will then provide a bus pass for the student to take home.

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11. "Does my (or will my) address qualify for Transportation?"

Answer:

- A&S Transportation are unable to verify if an address qualifies without the parent first registering and being accepted to the school and fills out a request for busing.
- Instruct the parent to register for the school and once accepted they may then register for the bus.
- Once the registration is processed a bus pass will be sent to the school for the student.
- For safety reasons no information regarding stops or routes will be provided to any person other than a parent of currently assigned students.

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12. "I only need bus transportation in the afternoons (or only mornings)?"

Answer:

- Students are assigned to AM and PM routes together only. It is important to assign students that are in need of transportation both AM and PM and who rides daily.

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13. "Will my child have a bus for the start of school?"

- Bus assignments cannot be guaranteed.
- Instruct them to register online on your website. The sooner they register helps their placement on the bus as we assign seats.
- The school does their best to accommodate students on a first come first serve basis.
- If eligible but the bus is full, they may be placed on a waitlist until a seat opens.

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14. "HAZARDOUS WALKING"

- There is no busing offered within the 2-mile walkout from the school to home if the district determines there are no hazardous walking conditions to school.
- All Middle and High Schools do not qualify for Hazardous walking conditions

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15. “How do I request a bus?”

Do **not** refer parents to call or visit A&S Transportation.

- Instruct them to go to your website and under the parent link they should find “Transportation”.
- Register the student(s) using this form.
- They must register each sibling using their own form.
- Once submitted, they will receive a confirmation email with a confirmation number.
- They should have one for each student to hold onto this number.
- Students that register before the deadline of June 15th will receive bus information approximately two weeks before the start of school via email. Watch their Spam also.
- Students that register after June 15th will receive their bus information after the start of school as soon as possible if eligible and room permits.
- The school will receive the bus pass to print and provide to the students.
- During the school year, please allow up to two weeks to process requests.

- Website Posting (School Action Required)

- Please post the registration link on the school’s website so families can easily access it. Suggested path: **Parents** → **Transportation** → **Registration Link**.
- https://studentregistration.summitllc.com **School Code: __AAOH_____**
- **Register only once per student**. Families will receive Bus information via email approximately two weeks prior to school start. No information will be available until passes are sent.

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16. Parent calls to place a complaint regarding anything to do with busing, you will

- Do **not** refer parents to call or visit A&S Transportation.
- The school representative will:
- Write down the following information:
    - Date of Complaint
    - Name of person making complaint
    - Childs name of complainant
    - Date of occurrence
    - Time of occurrence
    - Location of occurrence
    - What is the complaint in detail
    - What bus route do they ride
    - What is their stop location
    - Name of school
    - Name of school employee that took the complaint
- Instruct them that this will be investigated

- Email the information given to the area Operations Supervisor and your Route Coordinator.
- This will be investigated and handled internally.

BusZone

How to Download the BusZone App

The BusZone app can be downloaded at the Google Play Store (https://play.google.com/store/apps/details?id=com.zonarsystems.csu_mobile&hl=en_US) on Android devices and the App Store (https://apps.apple.com/us/app/zonar-otair-for-cummins-engine/id1494211626) for iOS:

1. Navigate to:
   - The Google Play Store at: https://play.google.com/store (https://play.google.com/store/apps/details?id=com.bytecurve360.parentapp.nellc) from your Android device; or
   - The App Store at: https://apps.apple.com/us/app (https://apps.apple.com/us/app/buszone/id1637157853) from your iOS device.
2. Tap **Install** or **GET**.
3. Tap on the app icon to open BusZone.

Learn how to use BusZone
Scan the QR code to see the user guide.