



Waterloo Community School District Transportation Handbook



This school bus transportation handbook is intended for students and parents/guardians in the Waterloo Community School District.

These policies and procedures have been developed to promote safety with cooperation from students, parents/guardians, bus drivers, and school personnel. Parents/guardians are encouraged to review these policies and procedures with their child/children to become familiar with what is expected for safe and orderly transportation to and from school.

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Contract Bus Services

Waterloo Community Schools has entered into a contract with Durham School Services to provide school bus transportation services.

Blackout Dates

Blackout dates are the day following the final day of registration and fourteen days after. This allows time for students to be placed at an existing stop. Changes or additions to stops will not be added during this time to allow the routes to remain stable to ensure timely communication of route times to parents and students.

Routes and Route Changes

Approximately 3 days prior to the beginning of each school year, routing information may be found in **Infinite Campus Parent Portal**. To view your student's transportation schedule, navigate to the **"Transportation"** tab.

Please note the following regarding updates:

- **Regular Monitoring:** Parents/Guardians should check their parent portal frequently for updates to bus stops or pickup/drop-off times.
- **Change Schedule:** Transportation adjustments are processed twice weekly, taking effect on Monday and Thursday.
- **Direct Contact:** While the parent portal is the primary source of information, the school or bus garage may contact a parent/guardian via telephone for urgent or specific route changes.

In accordance with guidance from the Black Hawk County Program Advisor, it is not possible nor is the district required to move bus stop locations due to a sex offender in the area. If issues arise with an individual at your student's bus stop location, please contact the Waterloo Police Department.

Questions regarding routes and route time schedules should be directed to Durham School Services at 319-291-4879.

Transportation Eligibility – Regular Education Students

The District is required to provide transportation by the State of Iowa to students in grades K-8 only if they live more than 2.0 miles from the school designated for attendance. Students in grades 9-12 shall be entitled to transportation only if they live more than 3.0 miles from the school designated for attendance. Waterloo Community School District chooses to deviate from state guidelines in regard to elementary students and will provide transportation to students in grades K-5 who live more than 1.0 miles from and are attending the school designated for their attendance.

Preschool students are not provided with transportation. However, exceptions are made for preschool students with an Individual Education Plan (IEP) which includes the need for transportation or in homeless situations, and these students will be required to wear a safety harness.

Transportation Eligibility Policy

To determine eligibility for transportation services, distance is calculated using the **district's official routing software** rather than third-party mapping applications (e.g., Google Maps). The calculation is based on the following criteria:

- **Measurement Standard:** Distance is measured using the shortest route over public roads only.
- **Official Record:** All eligibility determinations are based strictly on the data provided by the Waterloo Community Schools information system.

Questions regarding school bus transportation eligibility should be directed to Durham School Services at 319-291-4879.

Transportation Eligibility - Special Education Students

The District shall provide transportation to eligible special needs students as determined by verification of the student's Individual Education Plan (IEP) requirements. Questions regarding special education transportation should be directed to the Director of Special Education at 319- 433-1854.

Assignment of Bus Monitor

The assignment of monitors to a school bus is determined by a student's IEP. Monitors are employed by Durham School Services. The District may approve the placement of a monitor on either a regular education or special education bus for safety purposes.

Medical Need for Transportation

If a student has a medical need which requires special transportation, parents/guardians should have their medical provider complete the medical transportation application. Application can be obtained at your student's school or on the district website. This form should be completed and returned to your student's school. Student Services staff will contact the medical provider for any clarification if needed, and transportation will be provided as directed.

Seat Belts/Child Restraints/Car Seats

School buses are exempt from child restraints unless a special needs child has an IEP; the student is in Pre-K, or parent/guardian request that defines the use. Durham School Services will follow the Iowa Code with respect to car seats.

Parental Request for Harness – Once a parent/guardian has signed the Parental Request for Harness Use form, the form must then be signed by the building administrators and emailed to District Transportation transportation@waterlooschools.org for Infinite Campus designation.

The District Transportation Manager will send the form to Durham School Services to assign the harness.

Voluntary Transfer Students

Voluntary Transfer Students are students that are approved to transfer to another building based on guidelines set by the District. Voluntary Transfer Students will **NOT** receive busing.

Transportation Objectives

The district maintains oversight of all transportation eligibility. The district provides Durham School Services with a verified list of eligible students. Based on the data, the district establishes all bus routes and designated stops.

Routing Principles

Routes are designed to achieve **safety, maximum vehicle utilization, and the elimination of unnecessary mileage**, ensuring all students arrive and depart punctually within the established school schedule.

- **Primary Assignment:** Students are assigned to a specific bus route based on their **primary home address**.
- **Authorized Ridership:** To maintain safety and capacity limits, only students assigned to a specific route are permitted to board.
- **Route Adherence:** Students will be transported only on the route to which they have been assigned. Exceptions are made only for approved alternate route requests made with the School District (*e.g., child care providers; see Child Care Transportation*).

Efficiency and Route Design

Whenever feasible, routes begin at the farthest point from the school and proceed along the shortest charted course. The district reserves the right to deviate from the shortest course under the following conditions:

- When a different path is determined to be more economical.
- To bypass identified hazardous road conditions.

Target Ride Times

The district makes every effort to minimize students time in transit. Maximum one-way ride time targets are as follows:

Student Grade Level	Target Maximum Ride Time
Grades K-8	60 Minutes
Grades 9-12	75 Minutes

Note: In accordance with Iowa Code allows, exceptions to these ride times may be made when specific circumstances or geographic constraints arise.

Student Change of Address

To ensure your student has bus services, an updated home address must be on file before transportation can be established. Transportation cannot be established or modified until a new address is verified.

How to Update Your Address:

Parents/Guardians **should not** contact Durham School Services (the bus garage) to provide a change of address. Instead, follow these steps (choose one of the following two options):

1. **Contact a District Registrar:** Call the Education Service Center (ESC) at **319-433-2048**, and push option **#5**. Once proof of new address is updated by district registrar, families can request busing if they are eligible based on new address.
2. **Contact Your Student's School:** Provide proof of new address directly to the front office of your student's building and inform the school secretary of your student's transportation needs.

Important Timelines & Policies

- **Request Transportation:** If you qualify based on your new address you can request busing services for your student. Email District Transportation transportation@waterlooschools.org Please include your student(s) full name, school and home address in the inquiry.
- **Processing Time:** Please allow up to 5 days to determine if a student is eligible for transportation based on new address.

Note: *This could take even longer at the start of the school year*

- **Boundary Changes:** If you move outside your school's attendance boundary but receive special permission to stay at that school, transportation **will not** be provided.

Shared Custody

The district reserves the right to request documentation (i.e. custody/shared placement agreements, etc.). Once documentation is reviewed, the district will provide transportation to the primary home address that qualifies under state/district transportation guidelines. Transportation will be provided to the primary address only unless noted otherwise in the custody/shared placement agreement.

Homeless Student(s)

When a student is identified as homeless by District staff, the student(s) will be provided with transportation to and from their home attendance center for the remainder of the school year. For more information on homeless student transportation, please contact Student Services or the District Registrar at 319-433-1801/ 319-433-1872.

Bus Stop Procedures & Expectations

To ensure all students arrive at school on time, our buses operate on a strict fixed schedule. Please have your student(s) adhere to the following guidelines:

Arrival & Visibility

- **The 5-Minute Rule:** Students are to be waiting by the curb of the property or at the designated safe stop at least 5 minutes before their scheduled stop time
- **Visibility is Key:** Student must be visible to the driver. Driver will continue to the next stop if your student is not present at the stop. (Not in their house, on the front porch, or in the garage).
- **No Return Policy:** If your student is not at the stop when the bus arrives, the driver is **NOT** required to return. Frequent and extended stops cause delays in the fixed bus schedules, increase traffic congestion, and delay the arrival of students at school.

Route & Bus Assignments

- **Assigned Stops Only:** Students may only be picked up and dropped off at their officially assigned stop.
- **AM/PM Variations:** Please note that a student's bus number and stop location may be different in the afternoon than they are in the morning.
- **No Bus Switching:** Students are not permitted to ride any bus other than the one to which they are assigned.
- **Walking Distance:** Students could have to walk up to 0.3 miles to a stop.

Safety & Supervision

Parents/Guardians are responsible for the conduct of their student(s) while traveling to and from the bus stop, as well as while waiting at the bus stop.

Kindergarten Waiver- to- walk

To ensure the safety of our youngest learners, **all Kindergarten students are required to have an adult present at their bus stop.** If you would like your student(s) to walk home without an adult present, a signed waiver is required.

How to Obtain a Waiver

In-Person: Your student(s) school main office

Online: The Waterloo Community Schools district website.

Submission: Completed forms should be returned to your child(ren) school office or emailed to directly to transportation@waterlooschools.org

Important Drop-Off Procedures

If a Kindergarten student does not have a Waiver to Walk form on file and an adult is not at the stop:

1. **First Attempt:** The driver will keep the student on the bus and notify the bus garage.
2. **Second Attempt:** The driver will attempt a second drop-off later in the route while staff attempts to contact parent/guardian via the phone number listed in **Infinite Campus**.
3. **Return to School:** If contact cannot be made, the student will be returned to the school building administrator.
4. **Secondary Contact:** If the administrator is unavailable, the student will be placed in the **Executive Director of Student & At-Risk Services**
5. **Emergency Protocol:** In extenuating circumstances, when no contact can be reached after several attempts, the **Waterloo Police Department** will be contacted to assist.

Note: Please ensure your contact information is up to date in Infinite Campus to avoid delays or emergency protocols.

Missing Student Protocol (After Hours)

In the event a parent/guardian or district staff alerts Durham Schools Services and/or the Waterloo Community School District that a student has not arrived home after school, the following emergency response steps will be initiated immediately:

1. **Immediate Attendance & Boarding Verification:** *Verify the student's attendance at school for that day.
 - Confirm the student's assigned bus route and check if they boarded the bus at dismissal.
2. **Active Fleet Communication & Physical Search:**
 - An "all-call" will be issued to all drivers to check for students who may have boarded the wrong bus.
 - **The bus driver of the student's assigned route will perform an immediate, physical "Child-Check" (walking the bus to look in and under every seat) to ensure the student is not asleep or hiding on board.**
 - Dispatch will review **GPS tracking data** to confirm the bus stopped at the student's designated drop-off point.
3. **Visual & Contact Investigation:**
 - WCSSD staff will contact all phone numbers listed in **Infinite Campus**, including emergency contacts, to see if the student is with a relative or friend.
 - The building administrator will review school exit security footage to see if the student left the building via a different method (e.g., walking, getting into a car).
4. **Parental Coordination:**
 - The parent/guardian will be asked to remain at the home address or a primary contact number to ensure they are available the moment the student is located.
5. **Law Enforcement Escalation:**
 - Once District and transportation resources have been exhausted, the **Executive Director of Student & At-Risk Services** (or designee) will contact the **School Resource Officer (SRO)** or the **Waterloo Police Department**.

Parent/Guardian Providing Transportation

In situations where transportation by school bus is impassable, service is not available, or in special circumstances, parents/guardian(s) may be required to transport their children to the school designated for attendance. In these situations, parent/guardian(s) will be reimbursed for such transportation service in accordance with Iowa code.

Transportation due to a Hazard

The District has deemed some areas hazardous. Students who live within the mile minimums and attend their home attendance boundary building but would have to walk on, alongside, or across streets that pose a safety hazard could be considered eligible for transportation. If a parent/guardian believes a hazard exists, please contact Durham School Services at 319-291-4879 for a review of the hazard.

Each school year, the school District will be re-evaluating all areas to determine areas for which we will add, remove, or retain hazardous routes.

Child Care Transportation

Program Details:

The student first must be eligible for bus transportation from their primary home address. Therefore, the residence of the student is more than two (2) miles (middle school) or more than one (1) mile (elementary school) from the student's boundary school.

The program is provided on a space-available, time-available, first-come, first-served basis. Participation is limited according to capacity as determined by the district and is available to students in grades K-8, or special needs Pre-K who have transportation included in their IEP.

The student attends a child care facility; that is a licensed child care center, a preschool, or a registered

child development home. The child care facility is in an area where transportation can be serviced within the school's attendance boundaries and is also two (2) miles (middle school) or more than one (1) mile (elementary school) from the student's boundary school. **The child care center must be within the student's boundary school.**

Written authorization is received by the parents/guardians of the student, with a copy at both the student's school of attendance and Durham School Services, transportation department.

The request shall be submitted for a period of time of at least one semester and may not be submitted more than twice during a school year.

The program is only available on existing bus routes and at existing stops. **No additional routes and or stops will be considered for Child Care Transportation riding students.**

Students that are approved for child care transportation may have to surrender their seat to an eligible student should the need arise.

If there is no longer a need for the existing stop, child care transportation will end as well.

Buses/ Vans provided specifically for special education students may not be eligible for this program.

Bus stop locations and times are assigned by The District.

Availability of seats and location of bus stops is subject to change based on changes in enrollment, boundaries, and other factors determined by the District or Durham School Services and can occur at any time. When changes to routes or stops occur, families utilizing Child Care Transportation will be notified at the same time that the families of eligible students are notified.

Students must be picked up and dropped off at their assigned location only. **No guest students will be allowed to ride along with child care students.**

All students riding the bus are subject to the rules and regulations of conduct and safety established by the District and Durham School Services. The District and Durham School Services use video cameras on school buses as a means to maintain a safe environment for students and staff.

Once a parent/guardian has completed the Child Care Transportation application the form can be returned to their student's school or emailed to transportation@waterlooschools.org District transportation staff will then determine if there is a bus in the area and space available on the bus and verify the child care facility is a licensed child care center, a preschool, or a registered child care provider. If one of the criteria is not met, the application is denied. Parents/Guardians will be contacted of approval or denial.

Discretionary Transportation

Program Details:

Under the authority of Chapter 285 of the Code of Iowa, the Waterloo Community School District will provide transportation, or reimburse parents/guardians for all high school students residing more than three (3) miles from their designated high school; all middle school students residing more than two (2) miles from their designated attendance center; and all elementary students who live more than one (1) mile from their assigned attendance center.

Students residing closer than the distance listed above may apply to ride a school bus via the Discretionary application. However, please note the following restrictions:

- **Voluntary Transfers:** Students on a Voluntary Transfer or those attending a school outside of their residential boundary are **ineligible**. Applications for these students will be automatically denied.
- **Approval Timeline:** To ensure all students who meet state guidelines are accommodated first, discretionary transportation **will not** be available or reviewed for at least the first month of school.
- **Existing Stops Only:** Service is only provided on existing routes at established corner stops. **No new routes or stops** will be created to accommodate discretionary requests. (house stops will not be used for discretionary riders)

Participation in this program is a privilege, not a mandate. Seats are granted on a space-available, time-available, and first-come, first-served basis.

- **Surrendering Seats:** Enrollment and route needs fluctuate. Priority for bus transportation is given to students who meet state eligibility guidelines. If a bus reaches capacity, discretionary riders may be required to surrender their seats to accommodate eligible students. Additionally, stops or routes that are no longer required by students meeting state criteria may result in discretionary riders surrendering their seat.
- **Notification:** Families will be notified of seat loss.
- **Right to Change:** Availability is subject to change at any time based on enrollment shifts, boundary adjustments, or other factors determined by the District or Durham School Services.

Maintaining a secure environment is our top priority in transportation.

- **Assigned Locations:** For safety and accountability, students must be picked up and dropped off at their assigned location only.
- **Behavioral Standards:** All riders must adhere to the District and Durham School Services' rules of conduct. Failure to follow safety regulations may result in the immediate removal of transportation privileges.
- **Surveillance:** Please be advised that video cameras are utilized on school buses to monitor activity and ensure the safety of all students and staff.

To apply for discretionary busing a parent/guardian has to complete the Discretionary Transportation application. Once the application is complete it can be submitted to your student's school, or emailed directly to transportation@waterlooschools.org

Transportation staff will determine if an existing stop is available and if the bus capacity allows for additional riders.

If the student's address has changed and they still do not qualify under state/District transportation guidelines a new discretionary form is required with the new address.

How to Verify Students Status

Since individual approval notifications are not sent, parents/guardians should use the following methods to confirm if their discretionary application has been approved and to view routing details:

- **Check the Parental Portal (Infinite Campus):** Once an application is processed and approved, transportation details will be uploaded to Infinite Campus parent portal. We recommend checking the "Transportation" tab regularly starting in October.
- **Direct Inquiry via Email:** Families may check the status of a pending application (**starting October 1st**) by emailing the District Transportation office at transportation@waterlooschools.org. Please include the student's full name, school and home address in the inquiry.

Application Process

To apply for Child Care or Discretionary Transportation, please download the form(s) on the Waterloo Community School District website (www.waterlooschools.org) or obtain the form(s) from your child(ren)s school.

Mail your application to Durham School Services at:

Durham School Services

1601 Black Hawk St

Waterloo, IA 50702

Or, deliver your application to your child(ren)s school.

Or, email your application to district transportation transportation@waterlooschools.org

Waterloo Community School District will begin processing applications upon receipt, in the order they are received. Each application will be kept on file until it is determined if the student is eligible for a seat on the bus.

Seat Assignments & Bus Capacity

The primary focus of our transportation team is the safe operation of the vehicle and the timely delivery of students. To maintain a safe and orderly environment, the following seating policies apply:

Capacity & Routing Standards

To ensure room for new families moving into the district throughout the year, the District routes buses at **90% capacity**.

- **Elementary Level:** Students are routed at three (3) per seat.
- **Middle & High School Level:** Students are routed at two (2) per seat.

Important Note on Discretionary Riders: If a bus has reached the 90% capacity threshold, no additional students applying for **Child Care** or **Discretionary Transportation** will be added to that route. This margin ensures we can fulfill our legal obligation to transport primary-eligible students who move into the boundary area during the school year.

Behavior & Assigned Seating

While many buses operate families with open seating, **assigned seats** may be established at any time at the discretion of the bus driver or the building administrator. Assigned seating is frequently used to:

- Address and manage disruptive behaviors.
- Ensure the safety of all passengers and the driver.
- Streamline loading and unloading procedures.

Safety Reminder: All students are expected to follow the driver's instructions regarding seating immediately and without dispute to ensure the bus remains on schedule and the driver can focus on the road.

Other District Provided Transportation

- After-School Activities – Students who participate in extracurricular activities/sports after school are eligible for the Activity Bus.
- Field Trips – Students who participate in approved school sponsored field trips or activities will be provided transportation to and from the destination.

Student Responsibilities

School bus transportation is a privilege and should not be taken for granted. Anything that happens on the bus to divert the driver's attention from his/her job immediately endangers the safety of the riders. Student refusal to adhere to the following responsibilities may result in transportation privileges being revoked.

The student's responsibilities (including safety precautions) are as follows:

1. Students shall be at their designated pickup location at least 5 minutes prior to the time scheduled for the bus to arrive. The bus will not leave the stop before the designated pickup time. Students are to stay off the roadway at all times while waiting for the bus at the designated stop.
2. Students who must cross a roadway when boarding or leaving a bus must go to the front of the bus and wait for a signal from the driver before crossing the road. The driver shall see that the way is clear before signaling students to cross. Students must never cross behind the bus.
3. Students are to wait until the bus has come to a complete stop before attempting to enter or leave.
4. Students must keep their arms and head inside the bus at all times and refrain from throwing objects out the window or in the bus. Windows shall not be lowered more than halfway.
5. Students must remain in their seats while the bus is in motion.
6. Students shall conduct themselves in an acceptable manner at all times. Fighting, vulgarity, rude or abusive behavior, damaging the bus, or other improper conduct shall not be tolerated.
7. Students may ride only those buses to which they are assigned. Inviting friends to ride the bus will not be permitted.
8. Students will be picked up and unloaded only at approved stops unless another regular route stop is requested by the parents/guardians and approved by the District or designee.

Discipline/Awards

Waterloo Community School Bus Expectations include being safe, being respectful, and being responsible. The procedures to be followed for infraction of student responsibilities outlined above are:

Minor infractions:

1st Offense – Warning & parent notification

2nd Offense – Referral, 1 day+ bus suspension & parent conference (includes student, parent, administrator)

3rd + Offense – 3-day suspension; students may be removed from the bus for an extended period of time (administrator discretion).

Major infractions:

1st Offense – Parent notification & 3-day suspension

2nd Offense – Parent conference (includes student, parent, administrator) & 5-day suspension

3rd + Offense – Students will be removed from the bus for an extended period of time or permanently for the remainder of the current school year; transportation will be the responsibility of the guardian.

Consequences issued may be more severe than those listed depending on the nature of any incident based on administrative discretion.

When the behavior by a student is such that it becomes an immediate threat to the safety of other riders the student

may be suspended or bus privileges immediately revoked without going through the steps above.

Awards

Drivers may use an award system of bus tickets provided by Waterloo Community School District to recognize students when the students meet or exceed expectations of being safe, respectful, and/or responsible. Drivers will not give every student a ticket every time they ride the bus but rather as recognition for meeting or exceeding expectations.

Bus Accidents

When a school bus or any vehicle transporting students is involved in any accident, Durham School Services shall contact assigned District personnel, immediately. Durham School Services shall then call the parents/guardians of each student on the vehicle.

Durham School Services will complete the appropriate accident report and file it accordingly with the District.

Health Needs

Parents/Guardians should notify the Nurse or Health Assistant at their child(ren)s school of any specific health needs (asthma, seizures, diabetes, etc.). This information will be kept confidential and shared only with school personnel and Durham School Services transportation personnel as needed.

If a student requires medical treatment as determined by the bus driver and Durham School Services while on a bus, the driver will contact emergency medical services.

Late Buses

Weather, traffic, maintenance difficulties, and unforeseen incidents may be responsible for delays in the arrival of school buses. In the event your bus does not arrive at the designated time, please allow 10-15 minutes before calling Durham School Services at 319-291-4879. If a school bus is running more than 30 minutes late before or after school, Durham School Services will attempt to contact the building administrator as well as the parent(s)/guardian(s) of each student through the ConnectEd telephone system to let them know the estimated bus arrival time.

Cameras on Buses

The District administration has authorized the use of video recordings on school District buses. The video cameras will be used to monitor student behavior, maintain order on the school buses, and promote and maintain a safe environment. Students and parent/guardian(s) are hereby notified that the content of the video recordings may be used in a student disciplinary proceeding. Video recordings are handled in accordance with District policy 706.4-R2 and procedures.

Complaint Process

Parents/Guardians should contact WCSD Transportation Manager to report concerns/problems with busing at 319-433-1835. If a parent is unable to resolve the matter with the Transportation Manager the next step is to contact their child(ren)s building administrator.

Emergency Numbers

Parents/Guardians should provide at least two (2) emergency contact numbers to the student's school. These numbers will be kept on file and only used to contact the parent(s)/guardian(s) if necessary.

Key Contacts

Durham School Services – 319-291-4879

District Transportation Manager – 319-433-1835

Frequently Asked Questions & Quick Reference Information

1. Who Gets Busing to and from School?

- i. Chapter 285 of the Iowa Code has minimum requirements for students that qualify for District-provided transportation. In MOST cases, the Waterloo Schools provide transportation services that EXCEED the minimum requirements as provided by Iowa Code.
- ii. Preschool Students — Only those students with an IEP that includes transportation or in a homeless situation. Elementary School Students — Elementary students who attend school in their attendance area and who live more than one mile from school are eligible for transportation.
- iii. Middle School Students — Middle school students who attend school in their attendance area and who live more than two miles from school are eligible for transportation.
- iv. High School Students — High school students who attend school in their attendance area and who live more than three miles from school are eligible for transportation.
- v. Parochial Students — Through our contract with Durham School Services Transportation Services, we transport students who attend parochial or other private K-12 schools and who meet the state's distance-from-school requirement (2 miles for elementary and middle school; 3 miles for high school).
- vi. In cases where there are fewer than ten students in an area who are eligible for transportation and who attend school in their attendance area, the parents/guardians may be required to furnish transportation.
- vii. Parents/Guardians are eligible for reimbursement by the District at the rate per mile set by the state.

2. What if there are special conditions?

- i. Transportation Is Also Provided in the Following Special Conditions:
- ii. Special Education — If required by the student's IEP, transportation will be provided. Otherwise, eligibility is the same as for all regular education students.
- iii. Medical Necessity — If a student's Individual Health Plan or 504 Plan requires it, or if a medical statement requires it, transportation will be provided. (Medical Transportation Application must be completed by parent and physician) Walking Hazard Zones — Students who live within the mile minimums, but who would have to walk on, alongside, or across streets that pose a safety hazard are eligible for transportation. If a parent/guardian believes a hazard exists, please contact Durham School Services Transportation at 319-291-4879.

3. Which Students ARE NOT ELIGIBLE for District-Provided Busing?

- i. Those students who do NOT live at least the minimum distance referenced above by grade level and who do not meet one of the special conditions listed above.
- ii. Those students who have MOVED to a new school attendance area, but who wish to REMAIN at their former school and were given notice that they were not eligible for transportation from their new residence.
- iii. There are 5 or more students from that area who are going to the same school, and there is space on an existing bus that would stop at one neighborhood location.

4. How do I find out my child's bus route or bus stop?
 - i. Approximately 2 weeks prior to the beginning of each school year, routing information may be found in the Parent Portal.
 - ii. Initial routing questions should be directed to Durham School Services Transportation at 319-291-4879.
5. After reading the information above and I still have questions, how do I know if my child qualifies for transportation?
 - i. Questions about eligibility can be answered by Durham School Services.
6. If I live at the exact same address and have had transportation in the past, am I automatically eligible in the future?
 - i. No, a number of things might have changed. Contact WCSD Transportation Router – 319-433-2054
7. Who determines where a bus stop is located?
 - i. The Transportation Department determines where bus stops are centrally located.
8. Who should I call if I wish to appeal an eligibility decision?
 - i. Transportation Manager at 319-433-1835.
9. Can I purchase transportation for my student(s)?
 - i. Please refer to the Discretionary Transportation process in this handbook for the application process and guidelines.
10. Does my student qualify for an Activity Bus?
 - i. Yes, all students participating in an activity qualify for the activity buses.
11. Can my kindergarten student be picked up and/or dropped off without an adult present?
 - i. Parent/Guardian(s) can sign a waiver to have an older sibling or another adult present at the bus stop. Please refer to the Kindergarten - Waiver to Walk section of this handbook.
12. What do we do if the bus is late to pick my child up in the morning? Or late dropping off in the evening? Depending upon the season this may be expected (example – Winter). Please allow the bus an extra 10 minutes. If after 10 minutes the bus still has not arrived, please contact Durham School Services at 319-291-4879.
13. Why does it take 3-5 days to establish a new stop for my child?
 - i. To establish a new, safe bus stop location the new route must be identified and then reviewed by dispatch for any potential hazards. If the new stop requires a time change for other students on the bus, the bus garage will notify each student and family. This may take a couple of days. Parents/guardians are responsible for safely transporting their child to and from school until the change can be made. Safety is the first item taken into consideration when establishing a new stop.
14. There is a special education bus stopping next door, going to the same school. Can my child ride that bus instead of walking a distance to the current stop?
 - i. Due to the special needs of the students, we do not allow other students to ride, except in the cases of siblings, and only if space is available.
15. My child is a voluntary transfer student, do they get transportation?
 - i. As stated in the Voluntary Transfer section Voluntary Transfer Students do not receive busing.