

TRANSPORTATION FAQ's

Q. How do I find my student's bus route or set up bus service?

We use the Bus Quest app for all bus service requests and to show all bus stop information.

The Bus Compass app shows the day to day operations of your student's bus. All Bus Notifications, such as a bus running late, are sent through the Bus Compass app.

Go to our [Bus Service Request and Tracking page](#) on our Transportation page on the District Website for more information and instructions on how to download and use each app.

Q: What is the procedure for releasing kindergarten students from the bus?

A parent/guardian must be present at the bus stop to receive the kindergartener.

The kindergartener may walk home with an older sibling or another adult once a completed [Kindergarten Release Form](#) has been submitted and is on file.

If the parent/guardian is not present and a [Kindergarten Release Form](#) is not on file, the student will be returned to their school.

Q. What happens if I sign up for bus service but my student does not ride the bus?

After 10 consecutive days of not riding the bus, your student will be dropped from bus service. If this occurs, you will need to sign up for bus service again through the BusQuest app.

Q. Will Bentonville Schools provide bus service to parent choice schools?

Transportation will be provided using a regional bus stop system. Bus stop information will be provided to accepted students after enrollment is finalized.

Q. What would I do if my child left an item on the bus?

Please check with the bus driver first as drivers will hold items they found on their bus until the following Monday. If it is no longer on the bus check with the schools lost and found as all items left on the bus are turned into the school each Monday.

Q: Are students allowed to bring musical instruments on the bus?

Please refer to the [Bus Behavior Guidelines](#) and the approved instrument list on page three (3).

Q. Is transportation provided for high school students who attend zero hour?

No, bus transportation is not provided for high school students who attend zero hour.

Q. Can another student ride the bus home with my student?

No, guest riders are not allowed on the bus.

Q. Where can I access bus stop guidelines and rules for riding the bus?

This information can be found on the [Bus Behavior Guidelines](#) on the Transportation page and in the student handbook.

Q. What time does my student need to arrive at the bus stop?

Students must arrive at least 10 minutes before the scheduled stop time. The bus cannot be expected to wait.

Q. What is Transportant?

Transportant is a transportation software designed to more efficiently and safely manage bus routes. The system allows parents and students to receive real-time messaging via an app on your cell phone. Parents and students will receive critical information regarding bus routes, when your child has boarded a bus and when he or she has exited.

Q. What is the name of the app used to track my student's activity on the bus? Should students also use the app?

Bus Compass. Yes, students who have cell phones can monitor when their bus is within three bus stops of their own.

Q. When will my child receive his/her badge?

Students will receive their badge and a breakaway lanyard at the beginning of the school year from the student's current school.

Q. Can you track my child with his/her badge?

ID Badges contain a unique string of numbers that are associated with the students' accounts in the Transportation Command Center. This is not their Student ID number and no identifying information is stored on the badge. When the badge is used to enter and exit a bus, this information is transferred to parents through the Bus Compass app.

Q. I understand free wi-fi will be available on the buses. How will you monitor student access?

Free wi-fi is available to students through Transportant. Students may use this service to complete homework assignments on the bus. The same firewalls used by Bentonville Schools on our campuses will also be implemented on school buses.

Q. If my child is not going to ride the bus on any given day, do I still need to call the transportation office?

Yes, you can call the Transportation office (479.254.5080) or the school to report your student will not be riding the bus.

Q. Can my student be dropped off at a different location?

No, students may only be dropped off at their designated bus stop. If proper documentation (Court Order) is provided to your student's school, a second designated bus stop will be permitted if it is located within the student's zoned school.

Q. Can my student get off the bus at a stop that is not their designated bus stop?

Parents must request a Bus Stop change with the Transportation Office if they wish for their child to get off the bus at a stop that is not their designated stop. Otherwise, students must exit the bus at their designated location.

Q. What is the Parent Responsibility Zone?

According to Policy 4.20.1, Student Transportation - Non Transport Zones

Bentonville School District has designated non-transport zones where it is the parent or guardian's responsibility to provide transportation to and from school. Non-transport zones are established beginning with a 1-mile radius of the school. Major highways, arterial roadways, speed limits, road blockages, and other factors are considered when identifying non-transport zones.

Non-transport zones are updated annually and are communicated online through the District website within the zone locator. Changes to non-transport zones will be communicated by July 1 prior to the start of school.

Bentonville Schools will comply with all federal and state regulations regarding the transportation of students.