myIPS

Indianapolis Public Schools Transportation Department



Transportation Guide for Parents and Families
2026 - 2027 School Year

BUS SERVICES

Important Information for Parents

The core mission of IPS Transportation is to provide students with safe and secure transportation in a supportive environment. Here are key details parents need to know:

- **General education students (K-12) can be dropped off at a designated stop without a parent present.** Parents should ensure their child knows their walking route home and their home address. Please make sure that students have their home address information
- Students should never enter a vehicle with a stranger or another parent without explicit parental consent.
- **Parents are expected to transport their students from school in case students get sick at school.** Please create emergency backup plans should you have to transport your student home from school.

Annual Transportation Opt-In

- Parents must opt in their student for transportation each year. If you experience issues, contact your school.
- High school students may not receive yellow bus service; they may use alternative transportation, such as IndyGo, if they meet eligibility criteria. For more information on IndyGo riders, click this IndyGo Criteria.

Transportation Eligibility

Except as specified in the Special Education and Transfers sections below, IPS provides transportation based on the following guidelines:

- All elementary school students who reside more than 1 mile from their assigned school.
- All middle school students who reside more than 1.25 miles from their assigned school.
- All high school students who reside more than 1.5 miles from their assigned school.
- Any student for whom the Superintendent determines transportation to be necessary due to verified health or safety factors.

Routing and Stop Assignments

- Bus stops are centrally located for efficiency.
- Families are notified of route changes through Student Change Forms distributed by schools.
- Parents must transport students until the official transportation start date.
- IPS take all parent concerns serious. However, we are unable to accommodate stop change requests based on personal needs such as work schedules, parent's medical conditions, or childcare concerns. If you have concerns, contact the IPS Service Center at 317-226-4000 or submit a Let's Talk! ticket via IPS website
- For public safety issues (e.g., streetlights, side walk conditions, stray animals), contact the Mayor's Action Center at 317-327-4622.

Walker Criteria

Students are classified as walkers if they live within the following distances:

- K-5: Less than 1 mile from school.
- 6-8: 1.25 miles or less from school.
- 9-12: 1.5 miles or less from school.

For more information please visit Walker Criteria.

Out of School Boundaries

Students attending a school outside their assigned zone will not receive transportation unless approved by IPS administration.

Childcare Requests

- Transportation to and from childcare locations is available only for grades K-8.
- The childcare address must be within the student's home address and school zone.
- AM and PM bus stops must be identical.

Appeals Process

Parents may appeal their student's transportation status if they believe they have extraordinary circumstances or unique needs. These could include but are not limited to:

- Parental separation/divorce, incarceration, or other change in family status resulting in a change of address.
- Death of parent or guardian resulting in temporary need for transportation.
- Parent believes the child is improperly coded in the system and qualifies for transportation.
- Wishing to complete the 5th or 8th grade year at the school at which the child has spent their academic career. This typically happens when a child is in the final months of their 5th or 8th grade year at school but recently moved to a different zone.
- Residing on the border of two zones and being able to walk a minimal distance to an existing bus stop at which there are currently seats available. This type of appeal is often colloquially called "Zone Walk to Stop."

Completion of an appeal based on any of the above, or other, reasons is not a guarantee that the appeal will be granted. Appeals will be carefully considered but the presence or absence of potential safety risks, existing routes, existing buses with adequate room, adequate driver and staff coverage, etc. may impact our ability to honor requests. Please note that students with special needs as codified by either an IEP or 504 plan, students experiencing homelessness, or students who otherwise qualify under McKinney Vento should follow those processes.

Displaced/Foster Students

- Contact your school's social worker for transportation assistance.
- High school students in IndyGo zones will be classified as IndyGo riders, regardless of displaced or foster status.
- Students that live within the walk boundary will still be classified as a walker regardless of displaced or foster status.

Special Education

Special transportation is available for students who have transportation as a related service stated in their IEP or 504 plan.

Additional guidelines for special transportation

- **Modified Stops:** Students requiring a modified stop will be assigned the safest/closest corner location, which may not be directly in front of their home.
- **Hand-to-Hand Transfer:** A responsible adult must be present for students requiring special transportation. Students will not be released without an adult present.
- **Pick-up/Drop-off Procedures:**
    - Students must be ready 10 minutes before and up to 10 minutes after their scheduled pick-up time.

- Buses will not wait for late students.

Medical Transportation-Special transportation requests based on medical needs require approval from the Health Services Director. The family will need to provide medical documentation to the social worker at the school to begin this process.

Wheelchairs-If your student is transported in a wheelchair, the following criteria must be met:

- The wheelchair must have working brakes and either a lap belt or vest to ensure the student's safety.
- It is the responsibility of the family to ensure the wheelchair is in good working order as the manufacturer intends.

If a wheelchair does not meet these criteria, the student will not be able to be transported. This must be assessed by the special needs manager of the Transportation Department.

Transporting students who are sick/dysregulated-If a student is sick, experiencing a medical emergency, or is dysregulated they will not be put on the bus. **Parents are expected to transport their students from school in case students get sick at school.** Please create emergency backup plans should you have to transport your student home from school.

Bladder/Bowel Accidents- If a student has an accident before boarding, please do not delay the bus. Contact the IPS Service Center at 317-226-4000 for an extra pickup if needed.

Parent Communication/Concerns

Parents should not communicate requests or routing changes with bus teams. Unauthorized arrangements between families and bus teams will not be honored. For all questions and concerns regarding routing please contact your child's school or the IPS Service Center at 317-226-4000. You can also submit a Let's Talk! ticket via IPS website.

FIRSTview 1.0 App

In collaboration with our transportation partner, First Student, Indianapolis Public Schools is relaunching FIRSTview®, a real-time GPS vehicle tracking and student transportation monitoring platform. If there are any issues with this app, please contact 888-889-8920 between 7 am and 5 pm ET.

Step 1: Download* the free, easy-to-use mobile app, which is available on both iOS and Android devices. Search for app name: **FIRSTview 1.0** and register for a new account.

Step 2: Set up your FIRSTview 1.0 mobile app profile. You'll be asked to provide:

- The 5-character District Code: **S4V4U**
- Your student's ID number
- Your student's last name

Confirm your student(s) name to add them to your profile.

Step 3: Add distance notifications to be alerted in the app or via push notification when the vehicle is close to your student's stop location. To set this up in the app, click on Set Distance Notifications. You can edit or add additional distance notifications by clicking on the notification bell and selecting Notifications Settings.



Optional: Add yourself and/or other family members and caregivers as a notification recipient to receive email alerts. To set this up in the app, click on the notification bell and select Manage Recipients.

Step 4: Once you have added your student(s), set-up distance notifications, and signed up for email alerts, begin tracking your student's daily trips on the map!

LATE AND SUBSTITUTE BUS INFORMATION

Bus Bulletin (Bus Delay and Bus Substitution)

If you are not receiving bus delay and substitution information, check with your student's school to ensure that your contact information is up to date in PowerSchool.

STANDARDS

Bus Stop Arrival

Buses are considered on time if they arrive anywhere +/- 10 minutes of the stop time. Students should be at their stop the entire pickup window time.

Student Missed the Bus

Morning Routes:

- Arrival Time: Buses are considered on time if they arrive within **±10 minutes** of the scheduled time.
    - If the bus missed the stop, a replacement bus will be deployed as soon as possible.
- Missed Bus: If GPS confirms the bus arrived on time, it will not return for late students. Replacement buses will only be dispatched after 9:00 a.m.

Inclement Weather

- Two-hour delay: No morning field trips, extracurricular runs, or mid-day pickups. Tracking services will be unavailable.
- Morning mid-day students will not attend on these days.

Student Discipline Overview

Students will receive a bus discipline referral for behaviors not aligned with transporting students safely and efficiently. Below are common reasons for referrals that your student may receive:

Bullying/intimidation/threatening	Motorist safety endangerment/throwing items from windows
Destruction of property	Moving/standing while bus is in motion
Getting on/off a stop that they are not assigned	Non-compliance/disrespectful to driver and/or attendant

Fighting	Not sitting in seat
Inappropriate student contact	Smoking/drinking/drug use
Late to bus stop	Use of inappropriate language
Littering/throwing items	Weapons
Misuse of electronic devices	

- We ask that you assist with correcting your student's behavior.
- We are not permitted to release identifiable images of other students who may appear on the recording. However, a school can request video and provide information to you on any concerns that you may have.
- If you have any questions or concerns, please contact your school directly or submit an Let's Talk ticket via IPS website or call IPS Service Center at 317-226-4000.
- Please do not address the driver regarding any disciplinary concerns. For the safety of our students, please do not board the bus without permission. Failure to comply may result in a criminal offense.