



Frequently Asked Transportation Questions for Parents/Guardians

- **Can I get a bus pass for my student(s) to be transported to another location?**
 - Bus passes are assessed on a case-by-case basis and are subject to review. They are granted exclusively for emergency situations or school-related purposes. Passes may be declined due to limited bus space. Requests can be made by parents or guardians by written note, email, or phone call before 1:00 PM.
- **Can I have my student(s) go to two different locations on a weekly basis?**

Example: Monday-Tuesday at location 1, and the rest of the week at location 2?

 - **No**, we do not allow dual stops due to the volume of students and space on our buses.
- **If my student misses their pickup, can they meet the bus at the next stop to get on?**
 - **No**, students may not board at a stop not assigned to them. However, you should call the Transportation Hotline at 651-289-1877, and we'll try to contact the driver to see if they can return to pick up your student. In most cases, parents/guardians will need to bring the student to school themselves. We'll follow up with an investigation and conduct a radio check the next day to help prevent future missed pickups.
- **If my student misses their drop-off, can I meet the bus at the next stop to receive them?**
 - **No**, for safety reasons, drivers are not allowed to release a student at a stop that is not assigned to them, even if a parent/guardian is present. Drivers have been trained to return students to their correct stop. If the driver is unsure of the student's stop or cannot identify them, they will contact the school and return the student there. Parents/guardians would then pick up the student from the school.
- **Can I request a house stop?**
 - Your safety is our number one priority. **We cannot guarantee house stops** for everyone; however, we will place your student in the safest location. House stops are subject to change due to grade level and will depend on whether there is a shared stop. We do not allow our buses to enter apartment parking lots, dead ends, cul-de-sacs, etc. We are not responsible for events that occur within your neighborhood (crimes/safety). We recommend an adult stay with their students at the bus stop until the bus arrives.
- **How do I identify if the bus is an HCPA Bus?**
 - All HCPA bus routes will have an identification bus/van tag located on the passenger window with our name and route information. Example: "HCPA #1"
 - During the first week of school, bus/van drivers will verbally verify with the student(s) if they will be going to HCPA.
 - We will only be working with a few transportation companies such as Hmong American Partnership (HAP), JME Transit, Minnehaha Transportation, Rice Street Transportation, and EZY Ride 4U Transportation.
- **Where can I obtain my student's route information?**
 - Route information will be mailed out by letter after Student Orientation by mid-August. We will also follow up by sending out a phone call with the same information. If you have not received your route information letter by August 31st, please call our transportation hotline number for help.
- **My student is being bullied on the bus. Who do I contact?**
 - At HCPA, we maintain a strict **No Bullying Policy**. If you have any concerns or require assistance, please reach out to our main office at 651-209-8002, where our staff will gladly connect you with one of our dedicated student support specialists.

For any transportation-related questions,
please email us at hcpatransportation@hcpak12.org or call 651-289-1877
Yog nej muaj lus nug los sis tsis nkag siab tsab ntawv nod, thov hu kuv ntawm 651-703-8333
ຖ້າຕ້ອງການຂໍສື່ສານກ່ຽວກັບການຂົນສົ່ງ, ຕົວຈິງສື່ສານກ່ຽວກັບການຂົນສົ່ງ 651-703-8324