

Riding the Bus: Frequently Asked Questions

Is my student eligible to ride the bus?

Elementary students who live within their zone of attendance and beyond the 1.5 mile “walk boundary” are eligible for transportation. Special Needs student transportation service requests are made directly to us by our Special Education Department. We do not provide general bus service for middle school or high school students.

Will I get an automatic assignment?

No. Parents are required to request Transportation by emailing transportationdept@berkeley.net or call (510) 644-6182.

How do I request a stop if we are not eligible?

Please email us at transportationdept@berkeley.net to make your request. You can also call us at 510-644-6182. Please give us your student’s name, grade, school of attendance, home address and contact phone number(s). Briefly describe your request.

How do I request a stop change?

Once all eligible students are assigned we will process change requests for eligible riders. Please email us at transportationdept@berkeley.net to make your request. You can also call us at 510- 644-6182. Please give us your student’s name, grade, school of attendance, home address and contact phone number(s). Briefly describe your request.

What is the response time after a request is made?

Eligible students who request a bus stop assignment will be assigned within 3 days. Ineligible students who request bus service may take up to 10 days.

My child is in an after-school program. How do I get transportation?

Requests for bus service from After School Programs are made by the after-school programs once your child is enrolled. We do our best to transport students who attend after-school programs; however, we cannot guarantee this service. We grant service based on programs in your child’s attendance zone, time of pick-up and available space. Every effort is made to grant requests within these guidelines.

Where and when will my children be picked up and dropped off?

Students will be picked up and dropped off at their designated stop closest to the address they provided with the admissions office. Bus stop assignments and pick up times will be mailed to families who requested bus service prior to school by the 3rd week of August - located on the outside of the envelope.

Are students safe on the bus?

Our school bus drivers are well-trained and are dedicated to the safety of our students. They explain the rules to students throughout the year. Students who behave inappropriately are given Bus Conduct Reports. Serious behavior such as fighting may warrant an immediate suspension. We continue to offer new trainings as they become available through state and national resources: such as the current focus on bullying. Each year all elementary students are given bus evacuation safety guidelines and they practice evacuating a bus.

Do I need to contact the transportation department at the beginning of every school year in order for my student to receive transportation?

Yes.

How important is it that parents update their new addresses and phone numbers with the Transportation Department?

Very important, please contact the Transportation Department with the updated phone number(s) and contact the Admissions Dept. with updates to the addresses.

Can my kindergartner and 4th grade siblings ride on the same bus?

Other than Wednesdays - No.

Can my student get on at any bus stop we want other than our assigned bus stop?

No, students must use their designated stop only.

Who can I call if I have questions?

Please click "[How to Contact Us](#)" for a full list of Staff and their email addresses and phone numbers.