

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?

Eligible students who are assigned by the admissions office prior to the third week of August will get an automatic assignment. This assignment will be mailed to the home address of the student. The bus stop location and AM time is on the mailing label on the outside of the envelope.

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.

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. In addition, every effort is made to provide for unique scheduling requests.

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

Specific Bus Stop location and times are mailed to eligible bus riders the third week of August. The Stop Location and AM time are located on the mailing label on the outside of the envelope.

After the mailing, new student bus stop assignments for eligible students are made throughout the beginning of the school year. Transportation Department staff call families with times and locations. Please make sure that you have submitted your most current contact information to the Admissions Office.

How do you keep students safe on the bus?

Our school bus drivers are well-trained. They are dedicated to safety for 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.

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.