

## 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 bus transportation. Special Needs student transportation service is mandatory and requests are submitted directly to us by BUSD Special Education Department. We do not provide general bus transportation for middle school or high school students.

### Will I get an automatic assignment for new enrollment in the district?

No. Parents are required to submit new request to Transportation by calling (510) 644-6182 or email us at [transportationdept@berkeley.net](mailto:transportationdept@berkeley.net)

### How do I request a stop if we are new to the district or we may not be eligible?

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

### 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](mailto: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 three (3) to five (5) 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 transportation 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 for students who are not eligible for home to school transportation. We grant service based on programs in your child’s attendance zone, time of pick-up and available space. All eligible students are priority. 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 currently have 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, bullying or harassment may warrant an immediate suspension. We continue to offer new trainings as they become available through state and national resources. Each year all elementary students are given bus evacuation safety guidelines and they practice evacuating a bus.

### How long will my child's ride be on the school bus?

While the District has no policy regarding maximum ride times, regular general education routes serving a school's attendance area may design routes to operate with maximum travel time of 90 minutes or less. Routes serving after-school programs, special education students may operate close to the maximum travel time due to open school zones and the extended geographic area involved.

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

No. All eligible students who currently receive home-to-school bus transportation, parents are not required to submit a request via email for the upcoming school year, unless there are any changes such as new telephone number or change of address, or if the student will not need busing for the school year. Please call our main office at 510-644-6182 to update the student's profile in our bus routing system.

### 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 with updates to the addresses in Infinite Campus.

### Can my kindergartner and 1<sup>st</sup> thru 5<sup>th</sup> grade siblings ride on the same bus?

Other than Wednesdays – No, because they are released from school at separate bell times. Please refer to the TK & KG ridership guidelines on our webpage.

### 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. No exceptions!

### Who can I call if I have questions?

You can visit the district website for a full list of staff and their email addresses and phone numbers. Please visit our Transportation page at <http://www.berkeleyschools.net/departments/transportation/>