

SCUSD Transportation Frequently Asked Questions

Transportation Eligibility

Is my child eligible for Home to School Transportation?

In February, 2012, SCUSD eliminated all regular education Home to School transportation in grades PK-6. Mandated transportation, such as busing for Special Education students and busing required by federal No Child Left Behind policies, continues. For more information about Special Education programs, contact Special Education at (916) 643-9174. For more information on No Child Left Behind, contact State and Federal Programs at (916) 643-9051.

In addition, transportation is provided for some safety routes. To find out if you qualify for one of these routes, or to submit a route for consideration, contact the Transportation office (916) 277-6701. Additionally, many of the communities impacted by 2013 school closures will receive transportation to their new assigned home schools.

Students eligible for Home to School Transportation

- Special Education students with an Individualized Education Program (IEP) in which Transportation is part of their Instructional Program.
- Students attending a school of choice through federal No Child Left Behind policy
- Students who qualify for the following Safety Routes:
 - All students who need to cross railroad tracks on their route to Cesar Chavez, Edward Kemble, David Lubin, Theodore Judah, William Land and Woodbine Elementary Schools
 - AM Winn students living east of Bradshaw Road
 - Caleb Greenwood students living near Cal Expo
 - Sequoia students from the Camellia Basic boundary area
 - Abraham Lincoln students living north of Hwy 50 (Routier Light Rail area and south of AM Winn)
- Students from the following schools impacted by 2013 school closures:
 - Fruitridge Elementary (transportation to Oak Ridge and Father Keith B. Kenny)
 - Maple Elementary (transportation to Ethel Phillips)
 - Joseph Bonnheim Elementary (transportation to Peter Burnett)
 - Washington Elementary (transportation to Theodore Judah and William Land)
 - CP Huntington Elementary (transportation to Harkness and Hollywood Park).

Color coded neighborhood maps and routes for families at closing schools are available at your current school site so you can locate your route for your new school. This information is also available on the district's transportation web site: www.scusd.edu/transportation.

*Students being transported on one of these routes will need to complete the **Transportation Ridership application** which will be available on the web site under Transportation Safety Plan or from your driver. This will need to be returned to SCUSD Transportation Department within 5 days after starting services.*

For more information on transportation services, please contact your assigned school.

I do not live within the boundaries of the school I attend. Am I eligible for transportation?

SCUSD *no longer* provides transportation for regular education PK-6th grade students with some exceptions (see "Is my child eligible for Home to School Transportation?" for specific exceptions). The district does not provide transportation to schools of choice selected through the Open Enrollment process. However, students attending a school of choice through federal No Child Left Behind policy are eligible for transportation to some schools outside your school of residence. Please contact the Enrollment Center at (916) 643-2400 for more information.

I do not live within district boundaries. Am I eligible for transportation?

The SCUSD does not provide transportation for students living outside the district boundaries.

Is there transportation available following district After School programs?

Transportation is not currently provided for After School Programs at any SCUSD school.

General Transportation Information

Who should I call if the bus does not arrive on time?

Transportation Services has established a Hotline to announce any delays in service over 15 minutes. You may call **(916) 643-7999** to receive any announcement regarding late buses. This line will be updated 3 times a day. Otherwise you may contact a transportation dispatcher at (916) 277-6701.

What information should I have when I call a Dispatcher?

Please have your student's name, route information, school and bus stop available, including location and times.

What are the hours for Transportation Services?

Transportation morning shift starts at 5:30 A.M. and the afternoon shift ends at 5:30 P.M.

Will my student have the same driver every day?

Other than usual absences, most students will have the same driver on their route every day.

Why is the bus late and why wasn't I called?

From time to time buses will run late due to circumstances beyond anyone's control. Transportation Services understands that communication is important to the families. An automated Transportation Hotline (916) 643-7999 has been created to help announce late routes. In addition, families and schools can call if there are any concerns regarding a late bus. The Hotline will be updated at approximately 6:30 A.M., 11:30 A.M. and 2:00 P.M. If the route is continually late you may also contact a Supervisor at (916) 277-6701.

Can a driver make a stop at my house to pick up or drop off my student?

School bus stops are designated by the Superintendent or designee and authorized by the California Highway Patrol. Any deviation or "Courtesy" stops are against Policy and Law. Certain individuals with Special needs through an Individualized Education Program or 504 may receive service to their home based on their disability.

How many bus stops may my child have?

Bus stops are based on the students address and one bus stop is assigned. A ridership application will need to be filled out. If the family needs a different stop in the afternoon, that should be identified on the application. Please contact a Supervisor for prior authorization. If the request is last minute, the school Administrator will need to be contacted to authorize the change. That information must be sent to transportation to communicate to the driver.

Who do I call if I cannot locate my child in the afternoon and the school is closed?

A call to the Transportation Department is usually your best option at this point. Students that are identified as "must be met" are usually returned to the school when somebody is not there to meet them. The student is then turned over to school personnel. If the student is not identified as "must be met" then transportation can assist the family in contacting the correct department or agency so they can assist you in locating your child. In most cases when this situation arises the student has gone home with a friend or other classmate, so knowing who your student's friends are is a valuable tool when trying to locate your student. Any cases of missing children will be directed to the Sacramento Police Department and school administration. All Kindergarten students are considered "must be met" students and must have a parent present at the bus stop and at the designated time of drop off.

I have a question regarding a bus stop, location or time. Whom do I call?

Please contact transportation services at (916) 277-6701 and speak to a Dispatcher or Supervisor.

Why doesn't my bus have seatbelts?

English/FAQs Transportation Transition/

Any buses manufactured after April 1, 1977 are designed for compartmentalization. This includes high back padded seats to absorb any impact from passengers involved in an accident. Buses also include double steel wall protection with steel bowed roof rails for increased roll-over protection, raised floor above general side impact area and bumpers similar to highway guardrails. To enhance safety, all buses currently manufactured are required by law to have a 3-point seat belt system and designed for compartmentalization. Together, both systems are a safe and reliable method to reduce injuries in the rare case of a school bus accident. At this time, school buses are not required to be retrofitted with seat belts since the passengers would not have the full advantage of compartmentalization. For more information on this subject please visit www.nhtsa.gov.

Can I appeal the location of a bus stop?

Yes. Staff will form a committee to review any written requests that identify other serious safety hazards and will work with the City and County Transportation Engineering departments if additional safety concerns arise and make the appropriate recommendations to the Superintendent or designee.

What time do I need my child at the bus stop in the morning?

Please view our web site or call your school for your student's route times and stops. Transportation attempts to arrive on time at every bus stop. Due to the variances between individual clocks, students are asked to arrive at their stop 5 minutes before their actual pick up time. Regular buses do not wait for late students. The bus will depart at the scheduled time if no student is at the stop. If your student is late, **DO NOT** have your child run after the bus. This is a dangerous practice and puts your student at risk of serious injury. If you are at the stop and the bus is more than 15 minutes late, please call our Hotline at (916) 643-7999 to see how late the bus is running. If there is no information please call our office at (916)277-6701 and speak to a Dispatcher or Supervisor.

Can I require that my child only be released to me at the stop?

Only certain designated students whose needs are addressed through an IEP or 504 plans are eligible for this service. *Kindergarten students are required to have a parent be at the stop to receive the student.* All others students unload at their designated bus stops. Kindergarten students without a designated parent at the stop will not be allowed off the bus and will be taken back to school.

Transportation for Special Needs Students

My child has special needs, what information do I need to provide Transportation Services?

Please contact the Special Education department at (916) 643-9174 to discuss your student's needs. Current and correct information needs to be on file with the transportation department so we can service your student and his/her needs.

What happens if I'm not home to receive my special needs child after school?

If no one is home to receive your child when the driver arrives, (providing the driver remains in the general area) the driver will continue with the route, keeping your child on the bus until the other children have been transported. Then the driver will make an attempt to leave your child at your home one more time. If no one is home after the second attempt, the driver will return the child to his/her school of attendance. In the event there is no one at the school to receive your student, a call is made to the Sacramento Police Department who will take the child into their custody.

Why does it take up to three days to begin bus service for my special needs child after transportation receives my child's paperwork?

When a new student is added to or dropped from a driver's list, the time of pick-up and drop-off changes for *all* students. As a result, it can take up to three days for routes to be updated and for parents and staff to be informed of any changes that impact them.

Why must my special needs child be on the bus so long?

Curb-to-curb service requires the drivers to go to multiple locations (as many as 10 - 15) spread out over a large geographic area throughout the Sacramento Region. Often, students are transported to schools that are far away from the child's home attendance school. Our goal is for no student to be on the bus for more than 90 minutes each way.

To whom should I report a change of address or a new phone number for my special needs child?

For a change in phone numbers you may contact the Transportation Department at (916) 277-6701 and speak to a Fleet Supervisor or Dispatcher who will take your information and update your child's contact information in the routing records. For all other changes including address changes, please contact your child's Program Specialist at (916) 643-9174 so that the student's IEP and contact information can be updated in the system and forwarded to all service providers. Please also make sure that your school office always has your current contact information.

My child utilizes a wheelchair for mobility, what do I need to know?

Many of our school buses are equipped to transport students in wheelchairs. Please contact the Special Education Department to arrange for transportation. There are strict safety rules and guidelines for wheelchairs and you should contact the transportation office at (916) 277-6701 to speak to a Supervisor or a State Certified Instructor for the most current rules and regulations. For safety purposes, wheelchairs must be clean and free of defects, functioning properly with proper restraints and brakes, and electrical batteries that are leak proof. You may obtain further information from the Transportation Department.

My child uses a car seat, what do I need to know?

In certain unique cases a car seat may be used in certain types of school buses. Please contact Transportation Services at (916) 277-6701 and speak to a Supervisor for further information.

What is the policy for special needs students to be let off at home unattended?

SCUSD does not release special needs students unless the student is received into the custody of a parent or guardian. If the students' information form indicates that the student can be left home alone, signed by the parent or guardian, a student will be let off the bus unattended.

Contact Information for additional questions or comments:

- Automated Transportation Hotline – (916) 643-7999
- Transportation Department - (916) 277-6701
- Special Education Department - (916) 643-9174
- District Enrollment Center - (916) 643-2400
- State and Federal Programs – (916) 643-9051
- District Transportation Website: www.scusd.edu/transportation