

Bus Transportation -- Frequently Asked Questions

- **Q: How do I arrange bus transportation for my child?** First, you must enroll your child at the school. You MUST also complete a Transportation Request form online. You may complete this form on the Clay Community School Web Site www.clay.k12.in.us or you may call the Transportation office at 812-442-7121 to register for Transportation.
- **Q: What if I move and still need transportation?** If you move but still live within the boundary for the same school, give your new address to the school along with proof of residency. Provide the school any other information that has changed for your child (ie: Phone numbers). Then call the Transportation office at 812-442-7121 with your new information.
- **Q: Why is it important to change a student's address at the school?** The student's school is the primary record-keeper for ALL student information, including the address that a student leaves in the morning to ride the bus. The school electronically conveys your child's address to the Transportation Department (which may or may not be the same day). Therefore, any information that has changed for the student must be changed at the school.
- **Q: How can my child get picked up or dropped off at location other than my home address?** To qualify for bus transportation, the alternate address must be within the attendance area of the school and outside of the walking area for that school. You MUST complete the Bus Transportation Request online with the alternate address indicating if it is for AM or PM transportation or call the Transportation Department at 812-442-7121. Changes in pick up or drop off locations may take a few days to process.
- **Q: Why do students have to walk to a bus stop when the bus drives past the house?** In areas where walking conditions are acceptable, students are required to be picked up at centralized stops. Two students can be loaded at one stop faster and at less cost than the bus stopping at two separate stops. We encourage parent supervision at the bus stop.
- **Q: My student needs to ride home on a different bus or be dropped off at an alternate location for one day. What do I need to do?** If your child, on occasion, will be riding home on a bus other than the one to which he/she is assigned or to another location than usual, prior to boarding the bus, the student MUST give the bus driver a signed note from the school administration approving the written request from the parent. This may be denied riding if space is not available.
- **Q: My child is having a problem with the bus driver. Should I go to the bus stop to talk with the driver?** No. If you have a concern with something that happens on the bus, please call or talk with the administrator of your child's school. After gathering the necessary information, he or she will pursue the matter with the Transportation Supervisor, who will in turn work with you to resolve the issue.
- **Q: If I am going to have someone else meet my child at the bus stop, whom should I notify?** Notify the school so the information can be relayed to the bus driver. This is a safety precaution, as we do not want to drop off a student to a person with whom the driver is not familiar. The school will provide a note for the student to give to the bus driver.
- **Q: My child left an item (i.e. coat, glasses, instrument, retainer, books, etc.) on the bus. How does he/she get it back?** Drivers and substitute drivers check their buses after each run. Any items found are returned to the school or left on the bus for retrieval the next day. You may also call the Transportation office at 812-442-7121 to inquire about the item.
- **Q: The bus did not show up on time for my child. How long should he/she wait at the bus stop?** Wait 10 minutes AFTER the scheduled pick-up time, then contact the Transportation Department at 812-442-7121.
- **Q: What should I do if there is a custody situation that prohibits my child's other parent to take him/her?** Please contact the school as soon as possible regarding any custody issues. The school will, in turn, contact the Transportation Department to relay the information to the bus driver.

- **Q: Why did the driver not stop at the bus stop when my child was running late or not wait for my child to get to the bus stop?** We make an effort to be consistent on the time we start the routes. After the first stop, many things can affect the arrival time at subsequent stops. If there is a substitute driver, the times may not be consistent with the regular time period. Students are told to be at the bus stop five minutes prior to normal arrival time and to be waiting there and visible to the driver as the bus approaches the stop. Drivers are not required to wait for tardy students. Usually, drivers will not leave students if they are close to the stop and making an effort to get there as quickly as they can. The loading and unloading process is the most dangerous part of the bus ride, and students are safest when they are at the stop before the bus arrives, not running for it after it shows up.
- **Q: My child was suspended from the bus, and I have questions about why he/she was suspended. Whom do I contact?** The school administration is responsible for overseeing student bus behavior issues and handling consequences, including additional days of bus suspension. School administration is responsible for investigating the incident, which may include talking with other students on the bus. The Transportation Department is involved when the driver does not follow procedures.
- **Q: What kind of screening processes do drivers undertake to make certain they are qualified to be around children?** Briefly, applicants have criminal background checks, driving records are reviewed, references are checked, drug/alcohol tests are conducted (including pre-employment and random testing), DOT Physicals are obtained, and new drivers are required to go through 30 plus hours of training.
- **Q: Whom should I call if I don't like the location of a bus stop?** You can contact the Transportation Department, and the placement of the stop will be reviewed. A designated bus stop will not always seem ideal to everyone assigned to it. There are numerous issues to be considered in relocating a stop, and we may not be successful in meeting everyone's expectations. Some students will have to walk to the bus stop. In some cases, the stop may not be in direct line of sight from your residence. We encourage parental supervision at the bus stop.
- **Q: Whom do I contact when there is a problem at the bus stop?** Clay Community Schools is not responsible for student behavior at the bus stop. Our responsibility begins when students board the bus and ends when they exit the bus. If there is a problem at the bus stop that cannot be resolved amongst the students and families, contact your local law enforcement agency.
- **Q: I have been told that I live in the non-transported "walking" area and no bus service is available. Why do some students have to walk to school?** Some schools have an area where transportation is not provided, and that is called the "walking area". Per School Board policy, these areas are within a ½ mile radius of the school.
- **Q: We live in a "walking" area but very close to a bus stop for my child's school. May my child ride the bus from the established stop?** The only way the student would be permitted to ride is if there is currently space on that bus. The student MUST first register with the Transportation Department and have this location designated as their pick-up/drop off location.
- **Q: We always had bus transportation before; why don't we now? Why did my bus stop location change?** All areas have been re-evaluated to make sure that they are consistent with Board policy. Some areas have been changed because of improvements, developments, or simply because they did not follow Board policy. All non-transported areas have been evaluated and fall within policy guidelines.
- **Q: I have some other transportation questions; how do I contact Transportation?** Contact the Transportation Department Office at 812-442-7121. You may also send an email to Aron Hammond, Director of Extended Services, hammondaro@clay.k12.in.us or Cathy Rodgers, Transportation Director, rodgersc@clay.k12.in.us or Jenny McKinney, Transportation Specialist, MckinneyJen@clay.k12.in.us .