

Frequently Asked Questions

How do I reach the transportation department?

Please call the Transportation Office at:

Regular Transportation 281-983-8400.

Special Transportation 281-983-8490

How do I find out which bus my child will ride for regular transportation?

Please see the [Edulog WebQuery \(aliefisd.net\)](http://aliefisd.net) to search bus stop by address. Please note that all times are approximate.

Why is my child's bus late?

Weather, traffic, driver absenteeism, maintenance difficulties, and unforeseen incidents are responsible for delays in the arrival of school buses in the morning and afternoon.

In the event your bus does not arrive as scheduled, please allow 20 minutes before calling the transportation office. Please know that there is a bus on the way and that we are doing everything possible to transport your child to school in a timely manner.

Why did you suspend my child from the bus?

Behavioral expectations on the school bus are much like those in the classroom. When there is an infraction, a referral is turned in to a school administrator for review, who determines the consequences based on each incident. For more information please refer to the safety guidelines in your child's handbook.

How will I be notified if a change is made to my child's stop?

The Transportation Department will send a note home with the child to give you notice of a change in bus number. The school is also notified so that the transition is a smooth one for the students.

Can the driver stop at my house to pick up or drop off my child?

Only certain students, whose needs are addressed through IEP or 504 Plan, are eligible for curbside service. Students in subdivisions are expected to walk some distance to a bus stop.

Why does my child need to be at the bus stop 10 minutes before the bus arrives?

The bus driver has a tight schedule to maintain with the students needing to be on time for breakfast at school. The bus driver cannot wait for tardy bus riders at the bus stop. If your child is running out of the house or down to the bus stop, the bus driver may not see him/her. Your child could also fall down because he/she is rushing to the bus causing further delays. Students need to be waiting at the bus stop and not inside the house or in vehicles.

Will I need to be at the bus stop when my Kindergarten child arrives home?

Upon registration, parents will determine if their kindergarten child must be met or if they will be allowed to be released unsupervised at the bus stop. All kindergarten students will be issued either a red tag (must be met) or green tag (may be released) from the campus that must be affixed to the child's backpack. The Kindergarten student will **not** be dropped off unsupervised unless written permission is given to let the child off. Please refer to the [Transportation / Kindergarten Guidelines \(aliefisd.net\)](http://aliefisd.net) for more information. The parent/guardian needs to **physically** be at the bus stop with the appropriate placard if the child needs to be met. If the child is required to be met and the parent/guardian does not have the placard or is not at the bus stop, in most cases, the child will be returned to the school and the parent/guardian must make

arrangements to have them picked up. After three instances of being returned, your child may lose take home bus privileges. **We will not release your child at the bus stop to someone that does not have the placard.**

If the child is allowed to be released unsupervised (Green tag) and they do not feel comfortable getting off by themselves, the child will be returned to the school.

Why did the driver not stop at my stop when my student was running late or did not wait for my student to get to the bus stop?

We make a every effort to be consistent on the time we start the route. After the first stop, many things can effect the arrival time at subsequent stops, so even the most conscientious driver will vary by no more than a few minutes. Students are told to be at the bus stop 10 minutes prior to normal arrival of the bus to allow for those variances, and to be waiting where they are visible to the bus driver as the bus approaches the stop. Drivers are required by law to activate their yellow lights a minimum of 100 feet when possible prior to stopping and turning on their red lights. **If drivers do not see any students present after stopping, they are not permitted to wait.** Usually, drivers will not leave students if they are close to the stop and making an effort to get there as fast as they can. The loading and unloading process is the most dangerous part of the bus ride and students are the safest when they are at the stop before the bus arrives and not running for it after it shows up or is driving away from the stop.

My child reported an incident to the bus driver and she did not do anything about it.

Many times the bus driver cannot handle a situation immediately because he/she must keep her attention on the road. If the situation is serious the bus driver will pull over and take care of the problem or move students away from a situation. Since the principals handle the discipline, the students cannot be turned in until the next morning.

What happens if my child gets on the wrong bus?

Children are loaded in a safe and orderly manner at their campus. If for some reason your child gets on the wrong bus, the bus driver will contact the Transportation Department for further instructions. Often times, the bus driver will be able to drop the

child off at his home after finishing the route or the child is taken back to the assigned campus.

We live in a cul-de-sac. Will the bus come down our street?

Except to transport special needs children, buses generally are not routed down cul-de-sacs because of the danger to small children and property caused by the bus turning around and/or backing in a small area. However, if the cul-de-sac is large enough for the bus to turnaround without having to repeatedly pull forward and back up, the bus will come to end of the cul-de-sac. If the cul-de-sac is blocked, the bus driver will not be permitted to drive on that street.

I tried to speak to the bus driver at the bus stop about a problem my child is having on the bus but she said she could not talk to me right now.

The bus driver has been instructed to avoid confrontation at the bus stop with parents. If your child is having a problem, please call the Transportation office at 281-983-8400 to discuss the matter. For Special Transportation, please call 281-983-8490. Discussing matters at the bus stop puts everyone in a defensive position without all the information and it can easily turn into a confrontation, which is inappropriate for the students to witness. Drivers are trained to try and avoid those confrontations to the point of closing the door and driving away. Federal law prohibits blocking the doorway or interfering with the bus operation.

How do we find out about an inclement weather delay, early dismissal, or cancellation of school?

The Superintendent is responsible for the final decision to close school due to various locations in the district regarding road conditions. After the decision is made, the public is notified through news media. Additional information can be found on the district website under school closings.