

ride

student transportation guide 2017-2018

eligibility

how to
register

rules and
safety

f.a.q.

family
checklist

and more



learning | as unique | as every student



Calgary Board
of Education

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Welcome aboard CBE transportation!

Transportation Services is proud to transport approximately 26,000 students every school day.

It's a big job with many stakeholders. Our most important - the students we serve every day.

Please refer to this Student Transportation Guide for registration processes, busing guidelines, answers to some of the most frequently asked questions and more.

We are here to help.

Guiding principles

Transportation is a shared responsibility of students, parents and families, bus drivers and Service Providers, schools and Transportation Services.

Families are responsible for the safe passage of students to and from the bus stop.

Student safety and well-being, system efficiency, fiscal responsibility and sustainability form the foundation for transportation decisions. It is not possible to accommodate all individual preferences and unique requests.

Eligibility for yellow school bus service

The Alberta *School Act* states that students who reside more than 2.4 kilometres from their designated school are eligible for school bus transportation to that school.

In addition, Bill 1 was recently introduced in the legislature and further describes transportation eligibility, as well as who is eligible for free transportation. Through the *School Act* and the *Student Transportation Regulation*, boards are required to provide transportation to and from a student's attended and designated school for regular programming if the student resides 2.4 kilometres or more from that school, and for students receiving special education programming.

- Through Bill 1, and the resulting amendments to the *Student Transportation Regulation*, fees will no longer be charged for the transportation of these eligible students.
- In some circumstances—for example, if parents choose to enrol their child in a school other than their designated school, or a student resides less than 2.4 kilometres from their designated school—fees may still be incurred.

Q and A's from Alberta Education can be found at this link:

<https://education.alberta.ca/bill-1-an-act-to-reduce-school-fees/how-bill-1-would-help-families/>

CBE yellow school bus transportation is available to students:

1 | attending their designated community school, living beyond 2.4 km from the school

A student's designated school is determined by the student's primary residence address. For transportation purposes the designated school is the regular program, community or overflow school. Transportation is free.

2 | attending Complex Learning Needs (CLN) designated site/programs meeting their individual needs:

- transportation is free
- includes students whose disability is documented as preventing them from walking to a bus stop to access regular school buses or public transit

3 | with a primary residence less than 2.4 km from the designated community school

Students residing between 1.6/1.8 to 2.4 km to their designated community school (depending on the grade configuration of the school) may register and access transportation, for a fee of \$335. Please see fees and registration sections.

4 | attending in a grade that is eligible for CBE yellow bus transportation

Most students in Grades 10 through 12 take Calgary Transit or use personal means of transportation to and from school. Some students in Grades 6 through 9 are also designated to Calgary Transit and more will transition to Calgary Transit in the future. Please see fees section of the CBE website to determine relevant costs, by the end of June.

5 | attending a program of choice

Students attending programs of choice must pay the appropriate transportation fee, and may be subject to using congregated stops at a distance well beyond 1.6/1.8 km to the stop. This includes students attending

- language alternative programs K-12
- non-language alternative programs K-9
- high school programming such as AP, IB or CTS when the school attended is not the community designated school for the student

Please note that all distances are measured using transportation-specific software rather than GIS programs such as Google. Check your school attendance area map to determine the actual distance of your primary residence to your designated school.

Requests for exemption

Requests for exemption from transportation eligibility requirements because of serious health problems can be made in writing to the manager, Transportation Services. The student's regular physician must complete a *Student Transportation Eligibility Assessment* form and return it to Transportation Services.

Call **403-817-7264** to request a form. Parents are notified in writing if an exemption is granted.

Fees

2017-2018 yellow bus fee: \$335 per student

(\$33.50 per month)

- 1 | All students who live less than 2.4 km from their designated school, or attend an alternative program/ program of choice and use CBE transportation are required to pay this fee.
- 2 | Pay [online](#), by cheque payable to Calgary Board of Education or monthly by automatic withdrawal.
- 3 | Families experiencing financial hardship may request a [Fee Waiver](#) through My CBE Account or get a waiver form from the school. CBE Finance (403-817-7888) will answer all questions related to waiver applications.

2017-2018 Calgary Transit Fees

All students using Calgary Transit purchase a monthly pass, at a cost of \$70 a month.

- Students attending their designated community school living more than 2.4 km from that school will be eligible for a rebate up to a maximum of \$549 per year. Please check the fees section of the CBE website in September for information regarding accessing this rebate.
- Students who do not attend their designated community school, or live less than 2.4 km from that school, pay \$70 a month for a pass.
- All students using Calgary Transit should check the [Calgary Transit Fair Entry](#) information to determine if they qualify for a reduced fare pass. This program also provides reduced costs for a number of City of Calgary services and facilities. <http://www.calgarytransit.com/fares-passes/passes/low-income-monthly-pass>
- Visit [calgarytransit.com](http://www.calgarytransit.com) for details regarding CTS pass purchase sites.

Conditional riders

A student living within a school's walk zone or not attending a designated school may be able to access CBE transportation as a conditional rider if there is an existing suitable bus stop and space available on the bus.

Conditional ridership:

- is not guaranteed
- must be applied for every year
- applies to siblings of students in an alternative or CLN program where the sibling is not attending their designated school
- applies to siblings of students in a CLN program when for family reasons the parent wishes all siblings to use the same method of transportation to the same school, and all siblings are designated to the school
- applies to students who prefer to walk to a bus stop, even though they are not eligible for transportation

In order to ride the yellow school bus, conditional riders must:

- be approved by Transportation Services, and
- pay the full transportation fee (not eligible for fee waivers)

Application for conditional ridership can be found at [Conditional Rider School Bus Transportation Application | 2017-18](#)

Parents must have alternate transportation arrangements in place until approval is received, and in case registration is not approved. Principals accepting a student from outside a school's designated area must advise parents of the family responsibility for transportation.

- Approval cannot always be granted before the start of school.
- Transportation Services will send you an email once space is confirmed.

- Conditional ridership is offered on a first come first served basis, after the needs of all eligible/CLN students have been met.
- Transportation Services cannot accept email or phone inquiries regarding conditional riders.

Bus schedules and stops

Bus schedules and stops are updated annually.

Posting of routes may be delayed this year, due to the number of changes to all routes across the city:

- modified calendar schools will be posted no later than August 10
- regular calendar schools will be posted no later than August 30
- yellow bus routes are posted on the CBE website at cbe.ab.ca/busstop.
- students using Calgary Transit can confirm route times on Calgary Transit's [website](#).
- if the school has express routes, those can be located at [Calgary Transit – School Express Routes](#).

The stop time on the schedule is the time the bus leaves the stop. Be at the stop at least five minutes before scheduled departure.

CLN students using CLN-specific transportation will not find their routes posted. Rather, they will receive a phone call from the transportation provider no later than 2 days before the start of school. Please see [CLN Student Transportation](#)

Find bus stops through cbe.ab.ca/busstop or at the school office.

Congregated stops for all Language and Non-Language Alternative Programs

- Congregated stops are used when there are not enough students who reside in a community to allow for regular transportation travel distances and still be financially feasible. (*see sidebar for programs served by congregated stops*)
- Bus ride times for these programs can be over one hour one way. Congregated stops may be well beyond reasonable walking distance from a student's home and require families to arrange for transportation to and from the congregated stop.
- If you register for CBE transportation and then determine the stop does not work for your family, you may withdraw your transportation request at no charge until the end of October.
- Please consider the possibility of transportation being beyond a reasonable walk distance before accepting placement in an alternative program

Alternative programs:

[Chinese \(Mandarin\) Bilingual](#)
(Grades K-9)

[Early French Immersion](#)
(Grades K-12)

[German Bilingual](#) (Grades K-6)

[Late French Immersion](#)
(Grades 7-12)

[Spanish Bilingual](#) (Grades K-12)

[Aboriginal Focus](#) (Grades K-6)

[All Boys](#) (Grades K-6)

[All Girls](#) (Grades 4-9)

[Arts-Centred](#) (Grades 5-9)

[Montessori](#) (Grades K-6)

[Science](#) (Grades K-9)

[Traditional Learning Centre \(TLC\)](#) (Grades K-9)

Criteria for bus stop review:

- The student is attending their designated regular program school, and there is no bus stop on the route within travel distance guidelines. (*Note Congregated Stops for Alternative Programs*)
- The student is in regular program kindergarten and there is no corresponding mid-day bus stop.

The bus stop location is deemed a hazard by Transportation Services in consultation with service providers (hazards may include construction, blind corners / approaches).

Changes to bus schedules and stops

- Transportation Services may change bus schedules and stops during the school year to address traffic problems, hazardous bus stops or changes in the number of students on a route.
- If you wish your stop reviewed and the request for a change meets the review criteria (*see sidebar*), submit a *Bus Stop Change Request* form, available in September at cbe.ab.ca/transportation.
 - Email or written responses are made within six to eight weeks for requests made August to October and two to four weeks all other times.
 - Requests for review are not accepted before routes have been posted.
- Transportation Services will provide updated route maps to schools for distribution to families when changes occur. Changes are implemented the Wednesday following notification. Updates are also posted at cbe.ab.ca/busstop.
- Because of the volume of change requests at the start of the year, routes may take some time to stabilize or be adjusted to meet the needs of all riders.
- **No route changes will be made before mid-October, unless transportation determines there is a system need, such as a school or bus overflow situation.**

Service cancellations and delays

Transportation services may be cancelled due to bad weather or other extreme conditions. Refunds are not provided for disruption of service. If service is cancelled or delayed by more than 10 minutes, information is posted on:

- www.myschoolbusmonitor.ca managed by service providers
- the my school bus monitor email alert system managed by service providers
- social media if it is a global delay
- the CBE and school website



My CBE Account

Pay fees or register for services or parent/teacher conferences

automatically registered for noon supervision if they are in Grades 1-6. **Both fees apply.**

Registration

Registration - I have a My CBE Account

New Users: [Create an account](#) here if school has a non-CBE email address on file.

Existing Users: Log in with your email if you are a parent or log in with your CBE username if you are a CBE employee.

User name

Password

If you have forgotten your password, please [reset your password](#).

Log in at cbe.ab.ca | [My CBE Account](#).

- 1 | Check My Student Record Parent Profile and My Child details before registering for transportation. Make updates as needed, including adding children not in the system.

My Account [Change Password](#)

Account Information

Jane Parent (jparent@email.com)
jparent@email.com

▶ [My Student Record Parent Profile](#)

My Child / Children [Add a Child](#)

| Student Name (12345678) | Active | |
|--------------------------------|--------|--|
| School: Queen Elizabeth School | | |

- 2 | Select Register for Transportation.

Where to go next

[Pay Fees](#)

[Register for Transportation](#)

- 3 | Select the type of transportation required:
 - Regular Transportation
 - Complex Learning Needs Transportation
 - Conditional Rider
- 4 | Complete the registration fully and accurately. Details determine student eligibility and affect bus routing and scheduling.
 - If you are unsure how to complete a question, refer to the online Help.
- 5 | Agree to the Terms & Conditions and Authorization for Release of Information, and Press Submit.

I do not have a My CBE Account

If you do not have a My CBE Account, creating one is easy. For help setting up an account, refer to Getting Started with My CBE Account under [My CBE Account Help](#), or watch the video by following the link

For a student's address to be considered when building bus routes, forms must be completed in full and emailed by the registration deadline. Should you have difficulty with this process, please ask for assistance at your school office.

Changes

I have moved and need to change service

- Advise the school and Transportation of your new address.
- If a student has a valid transportation contract and remains eligible for transportation, the student can access any existing bus stop for the school.
- Complex Learning Needs routes are completed individually, please see [CLN Student manual](#) for instructions regarding moves and changes.
- If there is no stop within the eligible travel distance guideline, complete a [Bus Stop Change Request](#) form (will be available in September) (*Note this does not apply to Congregated Stops for Alternative Programs*).
- If a student has a valid transportation contract they can continue to use their ZPass on any existing route.

I want to cancel school bus service

- Cancellation requests can be completed online at [My CBE Account](#).
- Requests can be submitted electronically to Transportation Services within 30 days of the last day the student used the service
- Transportation fees, where applicable, will continue to be charged until a cancellation request is received by Transportation Services.
- Refunds for cancellations are granted as follows:
 - 1 | Prior to October 31 - full refund
 - 2 | November 1st through April 30 - pro-rated refund
 - 3 | After April 30 – no refund
- Refunds are mailed to the address indicated on the form and payable to the guardian listed for the child.
- Please keep your ZPass for future use, even if you cancel transportation for this year.

Restricted items

- 1 | The Alberta Motor Transport Act, School Bus Operation Regulation prohibits the following items from being transported on a school bus:
 - animals
 - firearms
 - explosives
 - flammable materials or substances
 - fuel other than in the fuel system and fuel tank of the school bus
 - anything of a dangerous or objectionable nature
 - anything that might endanger the lives or safety of persons on the school bus
- 2 | Only certain equipment is permitted on school buses. In cases of dispute the final decision as to what may or may not be transported rests with the driver. The aisle will be clear at all times.
- 3 | Where space permits, musical instruments may be transported if they are in their proper musical cases, and kept on the student's lap or stowed as per the driver's instructions.
- 4 | Skates and skateboards are not permitted on school buses unless they are in a closed duffle bag and stowed as per the driver's instructions.
- 5 | Skis/poles and hockey equipment may only be transported on school buses which are equipped with exterior storage space as per the *Alberta Motor Transport Act, School Bus Operations Regulation*.
- 6 | School related items may be transported where space permits and they can be stowed safely. Special arrangements will be made in advance between the principal, and the driver of the bus.

ZPass

Students approved for CBE transportation receive a ZPass to ride a yellow school bus, issued by Transportation Services and distributed by schools. The ZPass only has your child's CBE ID number, for reasons of privacy and security. Please do not add personal identifying information.

- Students scan their ZPass through an electronic card reader installed on the bus every time they get on and off the bus.
- If a student forgets a ZPass, he or she should notify the driver. They will still be able to ride the bus.
- If a student loses a ZPass, parents are required to request a replacement pass through the school. The school will send the request to Transportation Services. A new ZPass will be printed and sent to the school. A \$5 replacement fee applies.
- ZPass transaction data is logged and transmitted to a secure, confidential database accessible by authorized personnel only. This data is used for the following:
 - to assist in emergency and lost student situations
 - to expedite distribution of information regarding service cancellations and delays
 - to provide more accurate ridership counts, enabling Transportation Services to more efficiently develop future schedules and stops
 - does not identify a student by name or address, or allow them to be tracked electronically
- ZPasses are meant to be multiyear and should be kept for reuse, even if transportation is cancelled for a period of time.
- As long as your child is eligible and you have registered for transportation, your child can ride the bus while awaiting a pass.
- If a student has a valid transportation contract they can use their ZPass on any existing route.

Behaviour and Safety

School Bus Rules

The school bus is considered an extension of the school. CBE Administrative Regulations 6001, 6095 and 6096 inform the *School Bus Rules* and disciplinary measures for school bus misconduct. Administrative Regulations are available at cbe.ab.ca | [About Us](#) | [Policies & Regulations](#) | [Administrative Regulations](#).

Students riding on a school bus are responsible for their conduct and are expected to follow the *School Bus Rules*. Violation of the *School Bus Rules* may lead to loss of riding privileges, suspension from school or other disciplinary measures.

- 1 | The driver is in full charge of the bus. Respect the driver and obey directions.
- 2 | The driver may assign specific seats to students at any time.

- 3 | Students will not extend arms or head out of windows. While the bus is in motion, students will remain seated facing forward, and will not try to get on or off the bus, or move about within the bus.
- 4 | Students will not throw anything on the floor or out of the windows of the bus.
- 5 | While on the bus, students will conduct themselves in a quiet and courteous manner, showing consideration for the comfort and safety of others.
- 6 | Scuffling, fighting, smoking, and the use of obscene language, gestures or behaviour on the bus, are prohibited.
- 7 | Students will not distract the bus driver with excessive noise.
- 8 | Students causing willful damage to a bus will be held accountable.
- 9 | When leaving the bus, students will observe the instructions of the bus driver, and will not cross the road without having a clear view in all directions.
- 10 | No student or parent is permitted on the bus without:
 - a valid bus pass; or
 - the authorization of the bus driver; or
 - the authorization of the school principal or their designate.

Discipline

Infractions of safety or discipline rules will result in the following:

- 1 | The driver will first seek the cooperation of the student.
- 2 | If the student does not comply, the driver or supervisor will submit a *School Bus Misconduct Report* or *Complex Needs Behaviour Report* to the school and will attempt to obtain student cooperation.
 - a | we encourage drivers to fill out these reports not as punishment, but to ensure that any new or emerging issue can be resolved, to provide a record, and so the service providers can make any new or spare drivers aware of any special circumstances or safety issues for a student
- 3 | If your child reports a behavior on the bus that is disturbing to them, please ensure that the school and service provider are made aware of the issue.
- 4 | If your child is responsible for a behavioral or safety concern, the service provider and/or school will let you know
 - b | in either case, service providers, school, and transportation staff will work with you as needed towards a solution
- 5 | The principal or designate will keep a record of all such reports and will take corrective action, which may include suspension of the student's transportation privileges.
- 6 | Students will not be discharged from the bus to or from school as a form of corrective action for infractions of the school bus safety rules.

Ideas for getting to school safely and actively

It can seem hard to fit in a 20 to 30 minute walk - especially in the morning rush - but it doesn't have to be.

There are lots of ideas that can help getting to school or the bus stop easier, safer and more fun.

SHAPE (Safe, Healthy, Active People Everywhere) offers ideas and support for you and your school to develop programs that will benefit health, reduce road congestion and build community.

Visit SHAPE's website at shapeab.com for ideas and information on:

- Walking school bus,
- Walking buddies,
- Wheel Week,
- International Walk to School Week,
- and more.

SHAPE also offers a School Travel Planning Toolkit to help create an active School Travel Plan that involves, and works for, the whole community.

You may also want to check with your school administration and School Council for ideas, programs and support.

Safety

The safety of students riding the school bus is a shared responsibility, resting not only with the bus driver and the students, but also with Transportation Services, service providers, administrators, teachers, parents and motorists.

Conventional school buses in Calgary are generally not equipped with seat belts. All school buses with a body size designed to carry less than 36 passengers are equipped with a three or four point passenger restraint for each seating space.

Students weighing less than 40 pounds need to be seated in an appropriate car/booster seat or integrated bus seat. Starting September 2017, service providers will be responsible for ensuring seats are available and meet current safety standards. The seats will stay on the bus, or any emergency transfer bus and are the property of the service provider.

Complex Learning Needs students and Early Childhood Development students may have harnesses or other forms of safety restraints for themselves and their equipment as individual circumstances dictate. Please [CLN Student Transportation Manual](#).

School bus safety programs

Schools are encouraged to work with service providers to develop a safety program for all students. Schools are also encouraged to incorporate a bus safety program into the curriculum or offer an extra-curricular program. School bus evacuation drills are to be practiced twice during each school year.

School bus capacity and utilization

The capacity of standard charter school buses is 66 - 72 passengers. Knowing that filling a bus to capacity can create concerns, Transportation Services loads buses using the following utilization guidelines:

- K - 3: three students per seat
- Grades 4 - 9: two students per seat

Safety resources

- My Health Alberta
 - School Bus Safety | <https://myhealth.alberta.ca/Alberta/Pages/school-bus-safety.aspx>
 - Getting To and From School Safely | <https://myhealth.alberta.ca/Alberta/Pages/getting-to-and-from-school-safely.aspx>
 - Pedestrian Safety for Children <https://myhealth.alberta.ca/Alberta/Pages/pedestrian-safety-for-children.aspx>
- <http://www.saferoutestoschool.ca/>
- [Safe, Healthy, Active People Everywhere | shapeab.com](http://shapeab.com) (see sidebar)



My 1st Ride is a free, one hour program to educate parents and first time riders about bus riding safety.

My 1st Ride is offered every May and includes:

- a 15 minute classroom presentation,
- a presentation on school bus safety,
- a ride on a school bus for students and their parents.

Dates, times and registration for *My 1st Ride* is sent to all CBE elementary schools and posted on cbe.ab.ca in January.

Kindergarten service

- Two-way transportation is provided for eligible kindergarten students.
- Families are responsible for the safe passage of students to and from the bus stop. The school is responsible for escorting kindergarten students to and from the classroom to the bus, identifying them to the driver and assigning seats in the first few rows.
- *My 1st Ride* is a free program to help prepare young students for school bus transportation (*see sidebar for details*).
- Mid-day kindergarten bus stops are normally in the same location as, or across the street from, morning and afternoon stops. The CBE does not provide door-to-door service.
- In late fall, mid-day kindergarten school bus schedules may be adjusted as unused stops are removed. Changes will take place the Wednesday following notification to parents.
- For students joining the CBE mid-year and requiring CBE transportation, parents can complete and submit a [Bus Stop Change Request](#) form (will be available in September) if there is no mid-day bus stop within 1.6 kilometres of the student's primary residence (*Note Congregated Stops for Alternative Programs*).

FAQs

Registration and fees

I have not registered, but my child needs transportation. What do I do?

- if your child is eligible for transportation, register online at [My CBE Account](#)
- you will need to access an existing stop until after mid-October
- your child can ride while waiting for a Zpass, once you have registered

Who qualifies for free yellow school bus transportation?

- Students who attend their designated community school for a Regular Program, reside more than 2.4 km from the school and are assigned to a yellow school bus.
- Students requiring Complex Learning Needs transportation or transportation to some special settings or unique sites.

Who pays transportation fees?

- All students in an Alternative Program.
- Elementary students who live more than 1.6 km but less than 2.4 km from their designated community school.
- Middle/junior high students who live more than 1.8 km but less than 2.4 km from their designated community school.
- Students on Calgary Transit who live less than 2.4 km from their designated community school.

- Any student not attending their designated Regular Program school.

Why is there no family maximum?

The Transportation Engagement work completed in 2015-2016 determined that fees would not be based on family size.

What is the yellow school bus fee for 2017-18?

- Yellow school bus riders not eligible for free transportation will be charged \$335. This is the same fee as 2016-17.

How do I know how far I live from my designated regular program school?

- Updated maps marked with the attendance area and transportation eligibility boundaries will be posted on the school profile page by May 23, 2017. If you have questions, please contact your school.

How is the distance from my house to my designated school calculated?

- The CBE calculates these distances according to the *School Act* Section 51(4). We measure the distance from the edge of the student's home property (or in the case of a housing complex the edge of the complex) to across the street from the school site.
- This measurement is done by our route planning software. We do not use the estimations provided by Google Maps, odometers or other distance tracking devices.

Routes and stops

Why does the yellow bus not stop at my home for pickup and drop-off?

It is not financially feasible to provide door to door service to over 26,000 students.

How are bus stops determined?

Bus stops for regular programs are carefully planned and are based on a number of factors including:

- student safety
- ride time
- bell time
- number of eligible students
- road logistics
- efficiency
- financial sustainability

Most stops are located within 1.6 kilometres of a student's primary residence for elementary and 1.8 kilometres for middle / junior high. The average travel distance to a stop is much less than this.

Some alternative programs use congregated stops with longer travel distances to a stop. Congregated stops are used when very few students in a community reside far from the school and from each other, making regular transportation travel distances financially unfeasible.

Why is my bus stop further than the CBE guidelines?

For students attending an alternative program and assigned to a yellow school bus you are now accessing a yellow school bus stop within a congregated stop model. Congregated stops are located beyond the existing guidelines.

If you did not pre-register by the June 11 deadline your address was not considered when building the route. Changes will not be made until mid-October.

When will routes be posted?

Routes will be posted on the CBE website at www.cbe.ab.ca/busstop by August 10 for modified calendar schools and August 30 for traditional calendar school. The routes will be posted for all schools on the same calendar at the same time.

What if I have concerns or want to appeal my bus stop or route?

No route changes will be made before mid-October. If the request for a stop review change meets the review criteria, submit a Bus Stop Change Request form, available at cbe.ab.ca/transportation, in September.

Email or written responses from the CBE transportation department are made within six to eight weeks for requests made August to October and within two to four weeks all other times.

Who made the walk zones?

The Transportation Advisory Committee (TAC), made up of parents, administrators, transportation staff and yellow school bus providers, considers at least the following criteria:

- natural hazards or barriers, such as rivers or steep ravines
- roadways and infrastructure
- grade levels/ages of students attending the school
- ability of a yellow bus to get in and out of an area

Why does my child have to cross a busy road to access the bus stop?

School bus stops are designed to efficiently serve multiple students residing near the stop and to minimize ride time. To accommodate these factors, locating stops on main and collector roads is necessary.

Why can't the bus come further into my community?

School buses are large vehicles with limited ability to navigate cul-de-sacs, crescents and other tight spaces. It is necessary to keep buses on roads that can accommodate their size.

Does my child have to ride a specific bus?

Your child can access any bus or stop on a route to their school. For young elementary students, it is best to let the school and regular route driver know of changes.

Can my child be picked up at home but dropped off at daycare or a babysitter?

Only one bus stop is scheduled for a student (or family if attending the same school) and is based on primary residence. If the daycare or babysitter resides along the same route or on another route serving the school and an existing stop fits your needs, your child may use that route or stop. Extra stops and routes will not be added.

Who do I call if my child will be absent?

It is only necessary to inform the school for regular or alternative program students.

If your child travels on a Complex Learning Needs route or by taxi, contact both the carrier and the school as early as possible.

What happens if I move?

If your child remains eligible for busing, they can use any existing bus stop. If a bus stop is not located within the travel distance guidelines for the regular program designated school, a [Bus Stop Change Request](#) form (available in September) can be submitted.

Ride time

How can I find out the travel time to school?

Bus schedules, available at cbe.ab.ca/busstop show pick-up times and arrival time at the school. Bus routes and schedules are subject to change at any time and schools will provide notice of such changes to parents.

Is there a maximum ride time?

The CBE tries to keep ride times within one hour each way.

Children attending special setting schools or alternative programs, especially if there is a single site for the whole city, may experience longer ride times.

Will there be significant changes to ride-times?

No, we anticipate the majority of our routes will stay the same. We try to keep the maximum route length at 60 minutes. The average route is approximately 30 minutes. Some students, particularly those in single site programs, may experience ride times beyond the maximum.

Kindergarten

How do I get a mid-day bus stop for my child?

If your child is eligible for transportation, submit a [Bus Stop Change Request](#) form.(available in September)

Email or written responses are made within six to eight weeks for requests made August to October and two to four weeks all other times.

No route changes will be made before mid-October.

Bus passes (ZPass)

My child doesn't have a bus pass yet. Can they ride the bus?

So long as your child is eligible for transportation (see *page 1*) and you have sent in registration, your child can ride the bus while awaiting a bus pass.

My child has lost their ZPass. How do I get a new one?

Speak with your child's school. There is a \$5 replacement fee.

Bus arrivals

How will I know if my yellow school bus is going to be late?

Delays of more than 10 minutes are posted on [MySchoolBusMonitor.com](#), or you can call your service provider.

- Southland Transportation:
403-287-1335

What if the school bus does not arrive?

Ensure you have a back-up plan and share it with your child. Your plan may include possibilities like carpooling with neighbours or dropping and picking up your children at school. We understand that these options are not possible for everyone and encourage you to develop a plan that is suitable to your family situation.

Ensure your child is dressed appropriately for the weather and is not left alone at the bus stop.

Contact the bus carrier or check [MySchoolBusMonitor.com](#) for delays before leaving for your stop.

What should I do if my child has not returned home when expected?

There are a number of possible reasons for delays – traffic or bad weather are the most frequent. Mechanical problems, driver unavailability, absence or illness or other unforeseen circumstances can also cause delays. First check for posted delays, and if there are none, call the carrier and the dispatcher will radio the bus driver.

If I am not at the stop location to meet my child, will he/she be dropped off unattended?

Yes, unless your child is in Kindergarten or you have taught your child to stay on the bus and tell the driver that they are not allowed to get off when you are not there.

Calgary Transit

Where can I find Calgary Transit routes?

Visit cbe.ab.ca/transportation

Where do I purchase Calgary Transit Passes?

Most convenience stores, Safeway and Co-op. Check calgarytransit.com for details.

What about Regular Program students assigned to Calgary Transit?

Grade 6-12 students who attend their designated community school for a Regular Program, reside more than 2.4 km from the school and are assigned to Calgary Transit will pay up to \$151/year after a CBE rebate.

If I qualify for free transportation, why do I have to pay extra for my Calgary Transit pass?

A Calgary Transit pass has additional benefits that allow you to access bus and CTrain service after school hours and on the weekends.

How much will CBE rebate eligible Calgary Transit riders?

The government provides \$549/eligible student to the CBE for transportation. The rebate program will refund up to that amount for monthly passes purchased by families.

$\$70 \text{ monthly pass} \times 10 \text{ months} = \700

$\$700 - \$549 \text{ transportation funding rebate} = \151

More information and details about the CBE rebate program will be available by September.

Do I have to purchase my own Calgary Transit pass?

Yes, families will need to purchase monthly passes for their students.

What if I can't afford to purchase a monthly pass?

More information about Calgary Transit waivers will be available before the end of the school year.

Why does a Calgary Transit Pass cost more than yellow school bus transportation?

Results of the Transportation Engagement work in 2015-2016 indicated that use of Calgary Transit is a viable alternative for middle/junior and senior high students. Students who attend their designated community school will receive a rebate of up to \$549 of the yearly \$700 cost. Students who do not attend their designated community school pay \$70 per month.

Unique circumstances

Can my child bring a friend home after school with him/her on the bus or can a parent ride the bus with their child for field trips / volunteer requirements?

The principal may authorize occasional riders. Arrangements should be made well in advance with the principal of the school.

I applied for conditional ridership. When will I find out?

Transportation Services will send you an email or letter once we have confirmed there is space on the bus. This may take until October for some routes that have high initial registration. Transportation Services cannot accept email or phone inquiries regarding conditional riders.

Your child may not ride the bus until approved as a conditional rider.

Issues / commendations

Who do I speak to about commendations and/or concerns regarding bus service?

To discuss an unresolved concern about a driver, first talk with the service provider. If the situation remains unresolved, please contact Transportation Services directly. The concern will be investigated and you will receive a response from Transportation Services. Schools may also pass on concerns to Transportation Services directly, if they are made aware there is an emergent issue

To commend the service of a driver, contact the service provider directly. If you do so by email, copy transportation@cbe.ab.ca so we can also follow-up with our thanks.

Quick Resource Guide

There are a number of ways to find the transportation information you need. Please refer to this guide to find the right resource.

| Resource | Information | Access Contact |
|--|--|--|
| My CBE Account | <ul style="list-style-type: none"> Register and pay for transportation Apply for waivers | cbe.ab.ca to login or register for an account |
| Student Family Guide CLN Transportation Handbook | <ul style="list-style-type: none"> Eligibility How to register Responsibilities, rules and procedures | cbe.ab.ca/transportation |
| CBE website | <ul style="list-style-type: none"> My CBE Account and Student Transportation Handbook Waivers Bus stop locations Forms Administrative Regulations | Main: Transportation Services: cbe.ab.ca/transportation transportationforms@cbe.ab.ca |
| Service Providers - Complex Learning Needs | <ul style="list-style-type: none"> Service issues (late buses or taxis, driver issues) | Southland: 403-287-1335 Dreams Transportation: 403-590-7433 4Seasons Transportation: 403-999-3334 Checker Taxi: 403-299-4934 Mayfair Taxi: 403-252-1494 |
| Transportation Services | <ul style="list-style-type: none"> General questions, information | 403-817-7433 transportation@cbe.ab.ca |
| MySchoolBus Monitor | <ul style="list-style-type: none"> Service cancellations and delays of more than 10 minutes for regular yellow buses | myschoolbusmonitor.ca |
| ZPass | <ul style="list-style-type: none"> New or | transportation@cbe.ab.ca 403-817-7433 |

Print this page and post in a visible location such as your fridge or bulletin board.

Mutual respect.

Let's be open and respectful in our conversation together.

To help you, we will need to ask you for information to help identify your child.

Thank you for your cooperation.

Family Checklist

| | | |
|---|---|---|
| Getting ready for school | | |
| I have registered my student for transportation. | | |
| My child's ZPass is in their backpack if they already have one, and my child knows to scan the pass before boarding and when leaving the bus. | | |
| My child's Yellow School Bus I.D. Card is accurate, up-to-date and inside their backpack. | | |
| My child is dressed appropriately for today's weather. | | |
| I have reviewed the Student Transportation Handbook with my child and I have posted this Family Checklist somewhere visible (e.g. fridge, bulletin board). | | |
| My child knows how to recognize the bus stop and find the way home. My Kindergarten child will stay on the bus until they see a parent or caregiver, or advise the driver if they are not at the stop. | | |
| My child understands what to do if: <table style="width: 100%; border: none;"> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> ▪ they have missed their stop, ▪ are on the wrong bus, ▪ no one is at their stop to meet them, </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> ▪ the bus is late or does not arrive, ▪ no one is home, and ▪ there is an emergency school closure. </td> </tr> </table> | <ul style="list-style-type: none"> ▪ they have missed their stop, ▪ are on the wrong bus, ▪ no one is at their stop to meet them, | <ul style="list-style-type: none"> ▪ the bus is late or does not arrive, ▪ no one is home, and ▪ there is an emergency school closure. |
| <ul style="list-style-type: none"> ▪ they have missed their stop, ▪ are on the wrong bus, ▪ no one is at their stop to meet them, | <ul style="list-style-type: none"> ▪ the bus is late or does not arrive, ▪ no one is home, and ▪ there is an emergency school closure. | |
| My child has the medication(s) they need and understands what to do if they need to use the medication. Drivers do not administer medication. | | |
| I understand that transportation of students to school is a responsibility shared among parents and students, bus drivers, service providers, Transportation Services and motorists. | | |
| Safe travel to and from the school bus stop | | |
| I understand that I am responsible for my child's safety to and from the bus stop, and that I must be at the stop at least five minutes before departure and arrival. | | |
| If I am unable to accompany my child to and from the bus stop, I have made appropriate arrangements to get my child safely to and from the bus stop, and the school and driver are aware of who else may accompany my child. | | |
| My child understands street safety, and will cross streets only at intersections and only when safe to do so. | | |
| At the school bus stop | | |
| My child will respect private property and will not use it as a gathering point at their pick up-drop off location. | | |
| I will not drive into a school bus loading zone to pick up or drop off my child from the bus stop, or otherwise interfere with the safe travel of the bus. | | |
| My child will: <ul style="list-style-type: none"> ▪ stand and wait at least five giant steps away from the school bus as it is arriving and departing ▪ get on and off the bus in an orderly fashion ▪ walk to the nearest intersection to cross the road | | |
| On the school bus | | |
| To ensure the bus driver can focus on transporting students safely to and from school, my child will: <ul style="list-style-type: none"> ▪ follow the School Bus Rules ▪ avoid bringing restricted items on board the bus | | |