

Who is eligible for school bus transportation?

School bus transportation is provided to students who live within the attendance area of the school in which they are registered, and within about 50 km of the school. Students living in the walking boundaries determined for each school do not have access to school transportation. Attendance areas can be found on the Board's website www.centrenord.ab.ca by clicking on the yellow bus.

SECTION A : DELAYS/CANCELLATIONS

How will I be notified of any delay or cancellation of bus service?

An automated phone message is sent by the Board's transportation personnel when we are notified of a delay of more than 15 minutes or a bus cancellation. **It is therefore very important to inform the school of any changes to your contact information.**



The bus is late, what should I do?

If the bus is late by 15 minutes or more, and you have not received an automated phone message, you can

- check our website www.centrenord.ab.ca by clicking on the bus, or our Twitter account [@CSCNTransport](https://twitter.com/CSCNTransport) to access delays and cancellations that are posted;
- call the bus company to notify them that the bus is late (the name and phone number of the company are on the bus schedule you received at home).



Please do not wait more than 15 to 20 minutes to contact the bus company to report a problem.

What should I do if the bus is cancelled for the day?

If the bus is cancelled for the day, parents are responsible for transporting their children to school in the morning and back home in the afternoon.

SECTION B : CHANGE OF ADDRESS OR CONTACT INFORMATION

How do I notify the transportation service if I will be moving, changing daycare providers or phone number?

A change of address form for transportation service is available on our website www.centrenord.ab.ca by clicking on the yellow bus. You must complete the form and **return it to your child's school**. The school will send the form to the transportation personnel who will make the requested changes.

How long does it take to have a change implemented?

A change that requires the addition of a bus stop may take up to three weeks. A temporary stop can sometimes be assigned within a week when there is already an existing stop in your neighbourhood. A new bus schedule will be given to your child by the school during the week preceding the effective date of the change.

Please note that no new stop will be added before the third week of September.



If I leave for a few days and have to make temporary arrangements for school transportation for my child, who should I contact?

Communicate directly with the transportation service at 780 468-6440 / 1 800 248-6886 at least one week prior to your departure to discuss available options. An existing stop may sometimes be assigned for the duration of your absence. A written authorization will be issued by the transportation personnel for your child to give to the bus driver thereby allowing your child to ride the bus while you are away.

SECTION C: PICK-UP LOCATIONS

Does the school bus pick up students at their house?

No. Students must go to a designated pick-up area/bus stop.

What are the typical distances to walk to the bus stop?

Kindergarten, grade 1 and 2 – generally, within 300 metres of their residence

Grades 3 to 6 – generally, within 500 metres of their residence

Grades 7 to 12 – generally, within 700 metres of their residence

I have a child in grade 2 and one in grade 8 who take the same bus. What will the distance to their bus stop be?

Usually the distance takes into consideration the age of the youngest child.



Will my children take the same bus if they are not in the same grade or same school?

Yes, if they attend the same school. If they attend different schools, it's possible that transportation be provided by different buses arriving at different times.

Can buses enter parking lots, cul-de-sacs or private roads to pick up students?

No. Buses can only travel on municipal roads. For security reasons, no school bus can enter a cul-de-sac, courtyard or private land, private residential parking or shopping centre parking.

How is the location of bus stops determined?

We determine the bus stops according to the number of students in a given territory, their age and route optimization. Wherever possible, students are grouped at common stops to minimize travel time for all students.

Can I request a change directly to the bus driver?

No. The transportation service determines the location of stops and designs the routes according to the Board's policies and procedures. The bus drivers are required to respect the route, stops and schedule established by the Board.

Who do I notify if my child is not taking the bus that day?

The bus driver will make all stops along the way, even if a student is absent. Therefore, it is not necessary to notify the bus company unless you live in a rural area. You must inform your child's teacher if your child is not taking the bus in the afternoon. If you want to cancel transportation service for the year, we ask that you notify the school secretary who will inform the transportation service.

SECTION D: CHILDCARE

My child is in daycare, is transportation provided to the daycare?

Yes, provided that the centre is located in the attendance area of the school your child attends.

Will the bus pick up my child at the front door of the daycare centre?

Generally, yes, unless the centre is located in a cul-de-sac, complex or mall parking, or on a private road. In such cases, the stop will be located on the municipal road closest to the centre. A daycare provider must go to the stop with the student in the morning and greet the child at the stop in the afternoon. Parents should discuss these arrangements with the transportation service before enrolling their child in a daycare facility.

I need to change child care provider, can transportation arrangements be changed?

Yes, but you should expect a delay of 1 to 3 weeks, (1 week if there is an existing stop for that daycare, 3 weeks to add a new stop).

SECTION E: SAFETY

In the morning, my children have to get to their bus stop. Who is responsible for their safety on their way to the stop?

Parents are fully responsible for the safety and behavior of their children until they get on the bus and after they get off.

Will my children be left at their stop without an adult present?

Yes, unless your child is in kindergarten. A kindergarten student must be met by an adult on his descent from the bus or be accompanied by an older and responsible sibling, otherwise the child will remain on the bus and will be taken back to his school. Parents will then have to pick him up at the school.

What should I do if I cannot get to the stop in time to meet my child?

Have a "Plan B". Discuss with a neighbour or friend if he can get to the bus stop to meet your child when necessary. Teach your child what to do if you are not present (for example, go to a chosen neighbour's house or put a house key in the school back pack).

What are the bus driver's responsibilities?

The driver must ensure that the red bus number is easily seen; he follows the route according to schedule and that the students are transported safely. The driver must complete and submit to the school principal an incident report if a student has not complied with the code of conduct and safety regulations.

What are the code of conduct and safety regulations?

- arrive at the bus stop five minutes before scheduled arrival time, properly dressed for the weather
- remain at a safe distance from the bus until it is stopped and the door is opened (outside the danger zone)
- collaborate with the driver at all times and help keep the bus clean
- remain seated while the bus is in motion and make as little noise as possible (do not shout)
- do not put your arm, leg or head outside a window
- do not throw objects or bring large items on the bus
- respect others (do not push or hit) and their property, and do not use vulgar language
- do not eat or drink on the bus
- no vandalism will be tolerated (the parent is financially responsible for vandalism caused by their child)
- use only the bus to which the student is assigned

The parent is responsible for ensuring that their child knows and respects the rules.

Can a student lose the privilege of riding the bus?

Yes, a student may get suspended from bus service for 1 to 5 days if he/she doesn't comply with safety regulations. The parent is responsible for transporting their child to school during the suspension.

What should I do if another student's behavior on the bus is deemed unacceptable and is bothering my child?

Students should report discipline problems and bullying to the school principal who will take steps to stop such misconduct.

I have concerns about the bus driver. Who should I talk to?

You must contact the transportation service, by phone at 780 468-6440 / 1 800 248-6886 or by email at transport@centrenord.ab.ca.

Can I board the bus to talk to the bus driver?

No parent is allowed to board the bus at any time. You can talk to the driver just outside the door, briefly, so as not to delay the route.



SECTION E: SAFETY (continued)

Do the buses use flashing red lights when they pick up and drop off children?

In Alberta, municipalities decide whether they permit the use of flashing red lights on their municipal roads or not. Every family should review the specific regulations of their situation, which are explained in the document "School bus safety guidelines, crossing the street" which is available on our website www.centrenord.ab.ca by clicking on the yellow bus.

What is the danger zone?

The danger zone is the three metre area around a bus. If the child can touch the bus, it means the child is in the danger zone and the driver cannot see the child. A good tip to give to children: to exit the danger zone, take five big steps away from the bus.

Are there resources available to parents on school bus safety?

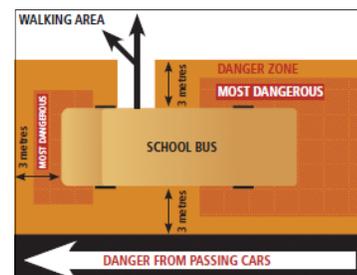
Yes, there is a video available on our website www.centrenord.ab.ca by clicking on the yellow bus.

Can my child bring sports equipment on board the bus?

No. It is strictly forbidden to bring skis, ski poles, hockey bags, skateboards or any other objects on the bus that could cause injury to students in case of an accident.

My child wants to go to a friend's house after school. Can my child get on the bus with a friend?

No student is allowed to take a bus other than the bus assigned to the student.



SECTION F: ROUTE PLANNING



What is the travel time on school buses?

- Whenever possible, travel time will not exceed 60 minutes.

What elements are considered when planning routes?

- number of students
- age of students
- size of the area
- safety of pick-up locations
- length of route
- school schedules
- number of buses available

SECTION G: NEW REGISTRATIONS

How do I register my child for bus transportation?

When you complete the registration form, you must indicate that you request transportation services in the section reserved for this purpose.

How will I be notified of the hours and the pick-up location?

A bus schedule indicating the route number, stop location, time of departure and arrival, as well as contact information for the bus company, will be mailed to your home approximately two weeks prior to the first day of school. During the year, when changes to hours or stops are required, new schedules are provided to the student by the school. The student must then give these schedules to their parents.

**For all other questions, contact the Board's transportation service at 780 468-6440/
1 800 248-6886 or by email : transport@centrenord.ab.ca.**

School bus safety guidelines

Crossing the street

For students whose bus **does not use alternately flashing red lights and must cross the street:**

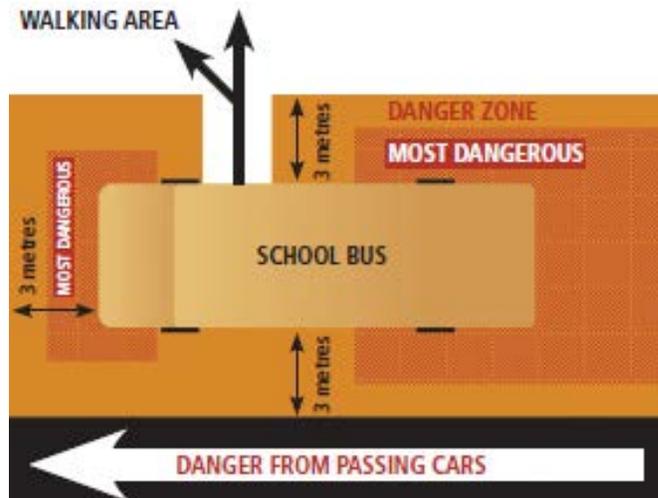
In the morning, students must:

- Cross at an intersection.
- Look in all directions and cross only when it is safe to do so (when all traffic has stopped).
- Use the Point-Pause and Proceed method. Point your arm across the intersection to indicate you want to cross, Pause and wait for all traffic to stop, Proceed.
- Walk on the sidewalk to the designated pick-up area to wait for the school bus in the safety zone.
- Always be sure to be at your stop at least 5 minutes before your bus is scheduled to arrive.

In the afternoon, when you are dropped-off at your designated stop:

- You must walk away from the bus into the safety zone and wait for the bus to leave.
- Cross at an intersection once the bus is gone.
- Look in all directions and cross only when it is safe to do so (when all traffic has stopped). Use the Point-Pause-Proceed method. Point your arm across the intersection (to indicate you want to cross), Pause and wait for all the traffic to stop, Proceed.

N.B.: Parents are responsible for their child safety until they get on the bus and after they get off. Always be sure to be at your stop at least **5 minutes before** your bus is scheduled to arrive.



See reverse side for those students whose bus **does use** alternately flashing lights.



School bus safety guidelines Crossing the street

For students whose bus **uses** alternately flashing red lights and must cross the street:

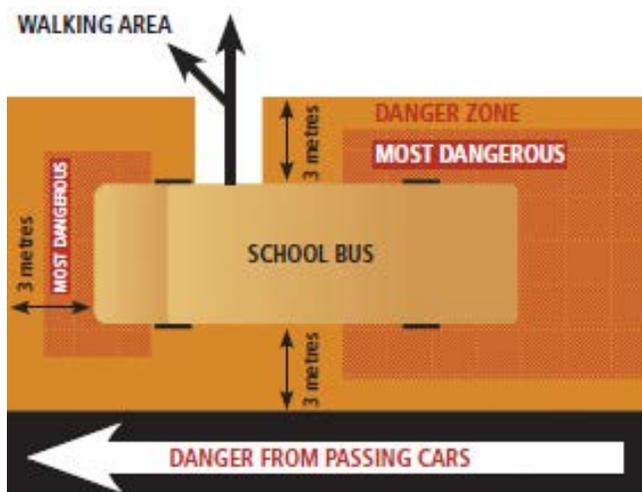
In the morning, students must:

- Wait for the bus on the same side as your house in the safety zone.
- Wait until the bus has come to a complete stop, the stop sign is out and red lights are flashing.
- Look carefully on both sides to make sure all traffic is stopped before crossing.
- Cross the street in front of the waiting bus after the bus driver gives an OK sign.
- Keep crossing. Do not stop or turn back.

In the afternoon, when the student is dropped off at the designated area:

- Get off the bus and proceed in front of the bus.
- Stop in front of the bus before crossing the street.
- Make sure that the stop sign is out and that the red lights are flashing.
- Look carefully on both sides to make sure all traffic is stopped before crossing.
- When the bus driver gives an OK sign, cross the street while making sure no traffic starts moving toward you.
- Keep crossing. Do not stop or turn back.

N.B.: Parents are responsible for their child safety until they get on the bus and after they get off. Always be sure to be at your stop at least **5 minutes before** your bus is scheduled to arrive.



See reverse side for those students whose bus **does not use** alternately flashing lights.