

Transportation Frequently Asked Questions

When should my child arrive at the morning bus stop?

Students are asked to be at their designated bus stop at least ten (10) minutes before the scheduled pick up time.

What if my child's bus is late; morning or afternoon?

Due to unforeseen circumstances, buses may be late on occasion. If your bus is later than 15 minutes from the scheduled time please call our office at 480-987-5309.

Can I ride the bus with my child?

No, parents may not ride the bus to and/or from school. Parents are only authorized to ride the bus to and from school to a scheduled field trip.

How do you decide the placement of school bus stops?

Bus stops are assigned based on general location of students. Most stop locations are in subdivisions near parks, common areas, or retention basins. DPS (Department of Public Safety) requires us to follow school bus stop placement safety guidelines.

How do I find my child's bus stop information for the new year?

All bus stop information will be published and available at each school site, as well as the Transportation Office on or before July 28, 2015. All eligible bus riders will also receive a transportation post card with specific route, stop, and time information on or before July 28, 2015.

Families may also access the School website and click on the bus stop locator for detailed school bus stop information.

Can my child ride home on a different bus route?

Because space is limited only eligible students may ride their assigned bus. Any exceptions must be requested from the Transportation Supervisor or Site Administrator. The bus driver must be notified in writing from the school office.

What if my child left his/her belongings on the bus?

Please contact the Transportation Office at 480-987-5309. Each driver checks their bus after each route for personal items of our students. If found they are returned to transportation.

Is there assigned seating on the bus?

Yes, all School Bus Drivers will be assigning seating soon after school begins.

If my child is absent from school, do I need to call Transportation?

Only if your child is assigned to a Special Needs route.

When school has early dismissal what bus does my child ride home?

Your child will ride the same bus as usual.

What if my child receives a student discipline report?

The Transportation Department maintains a discipline procedure to ensure students are safe and comfortable during transport. Bus discipline is handled by the Transportation Department with the input and support of site administrators. Transportation discipline is progressive and in support of the School Bus Rules and Regulations.

Will my child have the same driver every day?

While we work very hard to assign drivers to each route there may be days that your child sees a new face on their bus. The variety of school programs has an impact on driver assignments. We will always do our best to minimize the changes to drivers on your child's route.

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

Only students whose needs are addressed through an Individual Education Plan (IEP) or 504 plan, are eligible for curb to curb service. This service is typically restricted to students with medical issues that require this type of service.

How will I be notified of a change to my child's stop time or location?

The Transportation Department will communicate a bus stop location or pick up/ drop off time change through our school messenger call system or with a memorandum notification to the affected bus riders. The schools will also be notified of these changes should they occur.