



Transportation Department

Frequently Asked Questions (School Buses)

STUDENT ELIGIBILITY

I. Who is eligible for transportation?

Yellow school bus transportation is provided to students grades P4-12 who live one (1) mile or more from the assigned neighborhood or magnet school. Students living within walking distance as determined for each school, do not have access to school transportation. Contact the Transportation Department for the attendance areas. Preschool aged 3 (P3) or grade P3, but, aged four (4) are not eligible for transportation regardless of the school of attendance.

PICK UP LOCATIONS

II. Does the school bus pick up students at their residences?

No. The stop is established at a designated pick-up area/bus stop based on the determined walking distance. Exceptions to this rule are students with Individual Education Program (IEP) and receive transportation as a related service.

III. What are the guidelines for walking distances to the bus stop from the residence?

Walking distance for Preschool (P4) students ages 4 through Kindergarten (K), is the closest corner- one (1) block, grades 1-6 up to three (3) blocks, grades 7-12 up to four (4) or five (5) blocks. Each city short block is 0.16mile and the long block is 0.21mile - 0.26mile.

a. What will the walking distance be if one my children is in the 2nd grade and the other in kindergarten and both attend the same school?

Typically, the distance takes into consideration the grade of the youngest child.

b. How is the location of bus stops determined?

Bus stops are established according to the number of students in a given radius, their age and route optimization. When possible, students are grouped at centralized stops to minimize travel time for all students.

c. Can I request bus stop change directly to the bus driver?

No. You can request Bus stop through the District Transportation by emailing slpstrans@slps.org or Missouri Central School Bus (MCSB) Routing Department @ **314-391-2549 Ext. 3**. Or, please download a Stop Request Change form at

<https://www.slps.org/cms/lib/MO01001157/Centricity/Domain/76/Bus%20Stop%20Change%20Request%20Form.pdf>. Email the completed form to slpstrans@slps.org.

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

If they attend different schools, different buses will provide transportation at different times based on the school bell times. Unless they attend schools within the same complex, they will share the same bus.

e. Who do I notify if my child is not riding the bus that day?

The bus driver will make all stops along the route, even if a student is absent. It is not required to notify the driver except if your child is typically the only pickup at the stop. However, it is important that you inform your child's school if your child, who rode the bus to school, will not be riding in the afternoon.

f. Who do I notify if my child will no longer ride the bus?

If your child would not be riding for a long period, you must contact SLPS transportation department immediately @ (314) 633-5107

DAYCARE CENTERS

IV. Is transportation provided to the daycare?

- a. Yes, if the daycare center is located in the attendance area and is one (1) mile or more from the school the student attends.

b. Will the bus pick up my child at the front door of the daycare center?

No. The daycare stop will be at the closest corner to the daycare address. The daycare provider or designee must go to the stop with the student (P4 – Kg; mandated) in the morning for pick up and be at the stop for drop off.

It is important that parents/guardians discuss these arrangements with the transportation service before enrolling their child in a daycare facility. We are not responsible for the daycare that cannot adhere to the arrangements.

The Exceptions to this rule are students with Individual Education Program (IEP) and receive transportation as a related service.

c. Can transportation arrangements be changed, if I change my daycare provider?

Yes, an existing stop will be offered in a one (1) mile radius, immediately. However, if there is no available stop, it will take 1 week for a new stop to be established.

DELAYS & CANCELLATIONS

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

- a. Parents/guardians can download and subscribe to the bus tracking system, [Here Comes The Bus](#) (HCTB) available from Google Play or Apple Store. The (HCTB) App enables parents to set up time or distance zone alerts to their child's stop. Set up instructions are found at this link: <https://www.slps.org/Page/76310>. The district code is **29971**.
- b. Once subscription is confirmed, parents/guardians will receive alerts via text messages from either transportation or school personnel.
- c. It is very important that parents/guardians inform the school of any changes to their contact information. You will not receive any information if the phone information is inaccurate.

VI. What should I do if the bus is late and I did not receive any alerts?

- a. If the bus is late by 10 minutes or more and you have not received any notifications, you can contact the bus company by phone.

Concerns	Who to Call	Phone Number
Late, no-show, lost items, missed pick up, driver issues	Missouri Central School Bus Company (MCSB)	Call Center: (314)449-9162 or (314)391-2549 Press 1 for A. 1000-1999, South Garage Press 2 for B. 2000-2999, North Garage
Route or bus stop request.	Missouri Central School Bus Company (MCSB) or SLPS	MCSB Call Center: (314)391-2549 Ext. 3 for Routing Department. SLPS: (314) 633-5107 or 5109
Address Change**	Notify School of Address Change	Call your school
Bus stop assignment updates	Always view your updated school and bus assignments at https://vt.slps.org/mlinkrp/Search.aspx	MCSB Call Center: : (314)449-9162 or (314)391-2549 SLPS(314) 633-5107
Transportation website	https://www.slps.org/site/Default.aspx?PageID=993	

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

- a. If the bus is cancelled for the day, parents will receive a text message from SLPS and an alert via HCTB app. You must subscribe to the Here Comes the Bus (HCTB) app to receive the notification. Or, can contact SLPS Transportation at the

number above to arrange for alternative transportation. When feasible, we advise the parent to transport their children to school to avoid further delays.

CHANGE OF ADDRESS OR CONTACT INFORMATION

VIII. How do I notify the transportation service if I will be moving or changing phone numbers?

- a. Please notify your child's school secretary of any changes in contact information including address. The secretary will change the address in the system and forward the information to the MSCB routing department or SLPS Transportation

IX. How long does it take to have a new stop after a change of address

- a. A temporary stop will be assigned immediately, when there is an existing stop in the neighborhood. However, a change that requires the addition of a bus stop may take up to one (1) week. Your child will bring home a new bus schedule confirming that your bus stop has changed, the Thursday or Friday before the stop takes effect.
- b. New stops are implemented weekly.

SAFETY

X. In the morning, my child has to get to his/her bus stop. Who is responsible for his/her safety on the way to the stop?

- a. Parents/Guardians are fully responsible for the safety and behavior of their child until he/she have boarded the bus and once he/she gets off the bus in the afternoon.

XI. Will my child be picked up or dropped off at his/her stop without an adult?

- a. Yes, unless your child is a preschool-aged 4 or kindergarten. A preschool aged 4 or Kindergarten student must be accompanied by an adult or older and responsible sibling at pick up and at drop off. If not, the student will remain on the bus in the PM and transported to one of the secured holding sites until 6:00 PM. The parent/guardian is responsible for picking the child up at the holding site. However, if this continues for AM or PM, the student will be refused transportation and the parent/guardian will be responsible for transporting the student to and from school.

XII. What should I do if I cannot get to the stop in time to meet my child who is not in kindergarten?

- a. Contact your child's school to ask them not to put him/her on the bus for the day. You will need to pick your child up from school.
- b. Let your bus driver know not to drop off your child without you or a designated adult present. If the student is already on the bus, contact transportation and the student will be transported to one of the nearest holding sites. Your child must be picked up from the holding site by 6:00 PM before the Safety and Security division is notified.

- i. The holding site for North side addresses is Walbridge Elementary School, 5000 Davison St. St. Louis, MO 63120, phone #:314-383-1829.
- ii. The holding site for a South side addresses is Oak Hill Elementary School, 4300 Morganford Rd, St. Louis, MO 63116, phone #: 314-481-0420.

XIII. Could my child's older sibling or relative attending the same school and riding the same bus as my child in P4 or Kg get him/her off the bus?

- a. This arrangement is strongly not advisable for safety reasons. However, if the parent is comfortable with this arrangement, a letter of disclaimer must be submitted to the school and the transportation department.

XIV. What are the bus driver's responsibilities?

- a. The driver is the authority on the bus and must ensure that the students are transported safely. The driver must follow the route according to schedule. 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. The code of conduct can be downloaded here: [2023-2024](#)

XV. Can a student lose the privilege of riding the bus?

- a. Yes, a student can be suspended from the bus service for 1 to 5 days, 2 weeks or completely lose riding privilege for the semester, if he/she does not comply with safety regulations. The parent is then responsible for transporting the child to and from school during the suspension.
- b. **What if the student shows up at the stop during suspension period?**
The driver is directed not to allow the student to board the bus and the Safety and Security division will be notified.
- c. **What should I do if another student's behavior on the bus is deemed unacceptable and is bothering my child?**
You should inform the school principal and contact the transportation department immediately.

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

- a. Parents are not 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.

XVII. Are there cameras on the bus?

- a. Yes, the bus is equipped with two (2) audio-visual camera surveillance systems that record all action within the bus, including passengers.