

Transportation FAQs

2024-2025 School Year



Updated Transportation Notifications

Why did I receive a new transportation route for my student?

The Transportation Department has been working to maximize the use of yellow buses for students across the school district. Beginning September 3, 2024, nearly 1000 more students have been assigned to yellow bus routes. All families of students who ride both yellow buses and alternative vendors received transportation letters confirming their students' routes to and from school.

Why did my student receive two transportation notifications?

Some students have yellow bus service on the way to school and cab service on the way home from school. Other students have cab service on the way to school and yellow bus services on the way home from school. This is because we have been able to add nearly 1000 more students to yellow bus routes beginning September 3, 2024. If you received two transportation letters for your student, please read both carefully.

Why did my child's transportation change?

Beginning September 3, 2024, nearly 1000 more students have been assigned to yellow bus routes. This impacted current transportation routes and modes of service for many, but not all students so that some students are now riding yellow buses and other students are now having cab service. Please read your student's transportation letter carefully to prepare them for their trip to school on Tuesday September 3, 2024. Draft Comms plan presented. Will edit to include brand guidelines and more details. Would like to seek cabinet support before submitting for approval.

Student Eligibility

Who is eligible for transportation?

Transportation is available for students in grades P4-12 who live one mile or more from their neighborhood or magnet school. Students within walking distance, as determined by each school, are not eligible for transportation. Students attending neighborhood schools outside of their designated attendance area are also ineligible. Check your student's neighborhood school at this [LINK](#) or contact the Transportation Department for assistance. Preschool students in P3 (ages 3) are not eligible for transportation, however they may be considered if they receive special education services.

Who should I contact for routing information?

Contact the SLPS Transportation Department at 314-633-5107 or email slpstrans@slps.org. You can also reach out to your child's school principal for help.

How do I contact my child's transportation vendor?

[Click here](#) for contact information for each transportation vendor.

Pick-Up Locations

Does the school bus pick up students at their residences?

No, except for students with an Individual Education Program (IEP) that includes transportation as a related service. Secondary transportation vendors (cabs, vans, and sedans) do pick up students at their residences.

What are the guidelines for walking distances to the bus stop?

- **Preschool (P4) through Kindergarten (K):** Closest corner, up to 1 block
- **Grades 1-6:** Up to 3 blocks
- **Grades 7-12:** Up to 4-5 blocks
- **City block lengths:** Short blocks are 0.16 miles, long blocks range from 0.21 to 0.26 miles

In terms of walking distance, what if I have children in different grades attending the same school?

The walking distance is generally based on the youngest child's grade.

How are bus stop locations determined?

Bus stops are based on the number of students in an area, their ages, and route optimization. Centralized stops are used to minimize travel time.

Can I request a bus stop change from the driver?

No, but you can submit a request via the digital [Stop Request Change](#) form.

Will my children take the same bus if they attend different schools or grades?

Children attending different schools will use different buses or cabs according to school start times. If they attend schools within the same complex, they will share the same bus.

Who should I notify if my child is not riding the bus that day?

Notify your child's school if they are not riding the bus or attending school that day.

Who should I notify if my child is not riding the cab or van that day?

Notify the transportation vendor by phone or text at least one hour before the scheduled pickup time. Provide the student's name and address. It would also be helpful to notify your child's principal so that they know not to send your child out to the cab or van.

If my child misses the cab or van in the morning, will they still have transportation home?

Yes, but you must notify the vendor one hour before morning pickup and again one hour before the scheduled afternoon dismissal to confirm afternoon transportation.

What if my child will no longer be riding the bus?

Visit www.slps.org/optout. If your child will not be riding for an extended period, immediately contact the transportation department at 314-633-5107 or email slpstrans@slps.org.

Daycare Centers

Is transportation provided to daycare centers?

Yes, if the daycare center is within the attendance area and at least one mile from the school.

Will the bus pick up my child directly at the daycare?

No, the bus will stop at the closest corner to the daycare. The daycare provider or a designated adult must accompany preschool and kindergarten students to and from the stop.

Can transportation be arranged if I change daycare providers?

Yes, if the new daycare is within the attendance area. If an existing stop is nearby, it will be available immediately. If not, it may take 5-7 days to establish a new stop.

Delays & Cancellations

How will I be notified of bus delays or cancellations?

Parents of students transported by yellow bus will receive text alerts via Bus Messenger. Cancellations are also posted on the Transportation Department's website. For cab or van transportation, notifications are sent directly through the vendor's app. [Click here](#) for a list of vendor apps.

What should I do if the bus is late, and I haven't received any alerts?

If the bus is more than 10 minutes late and you haven't received an alert, contact the bus company. [Click here](#) for contact numbers for each vendor.

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

Contact SLPS Transportation at **314-633-5107** to arrange alternative transportation. When possible, consider driving your child to school to avoid delays.

Address or Contact Information Changes

How do I notify the transportation service of a move or new phone number?

Notify your child's school secretary of any changes. The secretary will update the system and forward the information to slpstrans@slps.org.

How long does it take to get a new bus stop after a change of address?

If an existing stop is nearby, a temporary stop will be assigned immediately. If a new stop is needed, it may take up to 7 school days. Your child will receive a new bus schedule by the Thursday or Friday before the stop change takes effect.

Additional Questions / Safety

How does transportation work for students with parents who share custody?

Students attending magnet schools or their assigned neighborhood schools are eligible for transportation from both households if each is more than one mile from the school and within the St. Louis City limits or the neighborhood school's attendance area. Parents must provide a schedule for the child's transportation needs. Contact your school for additional support.

What safety precautions are in place for students walking to and from Metro bus stops?

Current plans include the Adopt-A-Stop program, where volunteers are stationed at high-priority stops, as well as patrolling school safety officers.

Can I track my child's bus?

Yes! First Student offers a bus tracking application called **FirstView**, which allows parents and guardians to monitor their child's bus route in real-time. Here's a step-by-step guide on how to use it:

FirstView App Tutorial:

1. **Download the App**

You can download the FirstView app from the [App Store](#) or [Google Play](#). Alternatively, visit the web version at web.firstviewapp.com/login.

2. **Set Up Your Profile**

Open the app and begin the registration process by following the on-screen prompts.

3. **Add Your Student**

After confirming your account, log in and go to the **Profile** section. Select **Add A Student** and input the required information, such as your student's ID and pin, provided by the school district.

4. **Set Up Notifications**

In the **Settings** section, select **Notification Recipients**. You can add up to three email recipients, including yourself, to receive important bus updates.

5. **Customize Alerts**

Go back to the **Profile** section, select your student, and set up alerts for when the bus is a certain distance or time away from the stop.

The FirstView app provides real-time tracking of your child's bus, showing the exact location of the bus, the school, and your child's stop. It also gives an estimated time of arrival (ETA) and confirms when the bus reaches the stop.

For those without smartphones, you can still access FirstView through your computer by visiting web.firstviewapp.com/login.