

SCHOOL TRANSPORTATION

Frequently Asked Questions



WHO CAN BENEFIT FROM SCHOOL TRANSPORTATION?

School bus transportation is offered to students who live within the attendance area of the school in which they are enrolled, within a radius of approximately 50 km from the school. Students who live within the “walking zone” established for each school are not eligible for school transportation. Attendance area maps can be found on the Conseil scolaire Centre-Nord website at centrenord.ab.ca under the “Transportation” menu.

SECTION A

DELAYS/CANCELLATIONS AND BUS MONITORING



HOW WILL I BE NOTIFIED OF A BUS DELAY OR CANCELLATION?

An automated phone message is sent by the transportation service when we are informed of a delay of more than 10 minutes or of a bus cancellation. **It is therefore important to inform the school of any changes to your personal contact information.** Watch your caller ID, as it may display one or both of the following lines: **Transport CSCN** or **1-844-478-2605**. If you miss a call from the system, you can call the displayed number to replay the message.

The transportation service also uses the **SchoolMessenger** system to send text messages to your mobile phone. These messages may contain various information, including bus delays and safety alerts. For more information, visit centrenord.ab.ca/transportation/late-bus-cancellation.





THE BUS IS LATE — WHAT SHOULD I DO?

If the bus is more than 10 minutes late and you have not received an automated phone message, you can:

- Check the CSCN website at centrenord.ab.ca under “Transportation/Delay and Cancellation,” or click on the small green bus in the top right corner of the webpage.
- Check our online service at cscn.mybusplanner.ca or click on “Alerts.”
- Call the bus company to inform them that the bus is late (the company name and phone number are indicated on your bus schedule and on the CSCN website). Please do not wait more than 15 to 20 minutes before contacting the bus company to report a problem.



WHAT SHOULD I DO IF THE BUS IS CANCELLED FOR THE DAY?

In the event of a cancellation, parents are responsible for transporting their child to school in the morning and back home at the end of the day.



CAN I TRACK MY CHILD’S BUS?

You can install the **ez Parent** app on your Android or iOS mobile phone. When the bus is on its route, you will receive notifications (for example, when the bus is approaching the stop or has arrived at the stop). Please note that there may be a short delay in the app’s updates.



SECTION B

— CHANGE OF ADDRESS OR CONTACT INFORMATION —



HOW DO I NOTIFY THE TRANSPORTATION SERVICE OF A MOVE, DAYCARE CHANGE, OR PHONE NUMBER UPDATE?

The *Bussing Change Form* is available through our online service at cscn.mybusplanner.ca under “Online Forms and Applications” in the **Parent** section. You must complete the form and click “Submit.” The transportation service will process the request, and the school will be notified.



HOW LONG DOES IT TAKE TO PROCESS A TRANSPORTATION CHANGE FOR A STUDENT?

A change that requires the addition of a new stop may take up to **three weeks**. A **temporary stop** may sometimes be assigned within **one week** if an existing stop already exists in your neighborhood. A new bus schedule confirming the stop change will be sent to the school to be given to your child the week before the change takes effect. **Please note that no new stops are added before the third week of September.**



IF I WILL BE AWAY FOR A FEW DAYS AND NEED TEMPORARY TRANSPORTATION ARRANGEMENTS FOR MY CHILD, WHOM SHOULD I CONTACT?

Please contact the transportation service directly at 587-782-2322 at least one week before your departure to discuss available options. An existing stop may sometimes be assigned for the duration of your absence.

BUS STOP LOCATIONS

SECTION C

DOES THE BUS PICK UP STUDENTS AT HOME?

No. Students must go to a designated bus stop.

WHAT ARE THE TYPICAL WALKING DISTANCES TO THE BUS STOP?

- **Kindergarten, Grade 1 and Grade 2:** generally no more than **300 metres** from the point on the municipal road closest to your residence or address point, when possible.
- **Grades 3 to 6:** generally no more than **500 metres** from the point on the municipal road closest to your residence or address point, when possible.
- **Grades 7 to 12:** generally no more than **700 metres** from the point on the municipal road closest to your residence or address point, when possible.

I HAVE A CHILD IN GRADE 2 AND ANOTHER IN GRADE 8 WHO TAKE THE SAME BUS. WHAT WILL BE THE DISTANCE TO THEIR STOP?

Usually, the distance is based on the age of the youngest child but is not limited to the maximum distance for that age group.

WILL MY CHILDREN TAKE THE SAME BUS EVEN IF THEY ARE IN DIFFERENT GRADES OR ATTEND DIFFERENT SCHOOLS?

If the schools are different, transportation may be provided by different buses that arrive at different times.

DO BUSES ENTER PARKING LOTS, CUL-DE-SACS, OR PRIVATE ROADS TO PICK UP STUDENTS?

No. Buses only travel on municipal roads. For safety reasons, buses do not enter cul-de-sacs, driveways, private properties, apartment or shopping centre parking lots.

HOW ARE BUS STOP LOCATIONS DETERMINED?

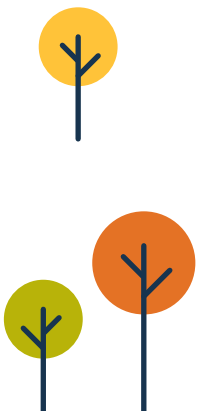
Stops are established based on the distribution of students in the area, their age, and route optimization. Whenever possible, students are grouped at common stops to minimize overall travel time for everyone.

CAN I REQUEST A CHANGE DIRECTLY FROM THE BUS DRIVER?

No. The transportation service determines bus stop locations and establishes routes in accordance with CSCN policies and procedures. Bus drivers are required to follow the designated route, stops, and schedule set by the CSCN.

WHO SHOULD I NOTIFY IF MY CHILD WILL NOT BE TAKING THE BUS ONE DAY?

The bus driver must make all stops along the route, even if a student is absent. Therefore, it is not necessary to notify the bus company, unless you live in a rural area. However, you must inform your child's teacher before 2:00 p.m. on the same day if your child will not be taking the bus in the afternoon. If you wish to cancel bus transportation for the entire year, please submit the *Bussing Change Form* available on the BusPlanner Parent Portal. This allows the transportation service to review the route and remove unnecessary detours.



DAYCARE

SECTION D

MY CHILD ATTENDS A DAYCARE — CAN TRANSPORTATION BE PROVIDED FROM THE DAYCARE?

Yes, as long as the daycare is located within the attendance area of the school assigned according to your child's primary home address.

WILL THE BUS PICK UP MY CHILD DIRECTLY IN FRONT OF THE DAYCARE?

Generally, yes, except when the daycare is located in a cul-de-sac, apartment or shopping centre parking lot, or on a private road. In these cases, the stop will be on the nearest municipal road to the daycare. Daycare staff must accompany the student to the stop in the morning and meet the student at the stop in the afternoon. Parents should discuss these arrangements with the transportation service before registering their child at a daycare.

I NEED TO CHANGE DAYCARES — CAN TRANSPORTATION BE ADJUSTED FOR THE NEW DAYCARE?

Yes, but please allow one to three weeks for the change to take effect (one week if a stop already exists for that daycare, or three weeks if a new stop must be added).



SECURITY

SECTION E

IN THE MORNING, MY CHILD MUST WALK TO THEIR BUS STOP. WHO IS RESPONSIBLE FOR THEIR SAFETY ALONG THE WAY?

Parents are fully responsible for their child's safety and behaviour until the child boards the bus in the morning and after they get off the bus in the afternoon.

WILL MY CHILD BE DROPPED OFF AT THEIR STOP IF NO ADULT IS PRESENT?

Yes, if your child is not in Kindergarten or Grade 1. **A Kindergarten or Grade 1 child must be met by their parent or legal guardian when getting off the bus.** This person must be the one listed on the registration or renewal form. If no authorized adult is present, the child will remain on the bus and be returned to the school. Parents will then need to arrange transportation home. If you wish for your Kindergarten or Grade 1 child to be met by an older, responsible sibling, please contact the transportation service at 587-782-2322. A waiver form must be completed for the start of the school year. Requests received during the school year may take up to three weeks to take effect, starting from the date the transportation service confirms approval.

WHAT SHOULD I DO IF I CANNOT ARRIVE AT THE STOP IN TIME TO MEET MY CHILD (NOT IN KINDERGARTEN OR GRADE 1)?

Have a "Plan B." Arrange with a neighbor or friend who can meet your child at the stop when necessary. Show your child what to do if you are not there (for example, to go to a trusted neighbor's house or put a key in their school bag).





WHAT ARE THE BUS DRIVER'S RESPONSIBILITIES?

The driver must ensure that the bus' red number is clearly visible, follow the assigned route and schedule, and ensure the safety of all students. If a student fails to follow the behaviour and safety rules, the driver must complete and submit an infraction report to the school principal.

WHAT ARE THE BEHAVIOUR AND SAFETY RULES?

- Be at the bus stop five minutes before the bus arrives, dressed appropriately for the weather.
- Stay a safe distance from the bus until it has come to a full stop and the door is open (respect the danger zone).
- Cooperate with the driver at all times and help keep the bus clean.
- Remain seated while the bus is moving and keep noise to a minimum (no shouting).
- Do not put your arms, legs, or head outside the window.
- Do not throw objects or bring large items onto the bus.
- Respect others (no pushing or hitting) and their belongings, and do not use inappropriate language.
- Do not eat or drink on the bus.
- Vandalism is not tolerated (parents are financially responsible for any vandalism caused by their child).
- Use only the bus for which the student is registered.

Parents are responsible for ensuring their child understands and follows these rules.

CAN A STUDENT LOSE THE PRIVILEGE OF TAKING THE BUS?

Yes, a student may be suspended from bus service for a period of one to five days if they do not follow safety regulations. During the suspension, parents are responsible for providing transportation for their child.

WHAT SHOULD I DO IF STUDENT BEHAVIOUR ON THE BUS IS INAPPROPRIATE AND AFFECTS MY CHILD?

Students should report incidents of misbehaviour or bullying to the school administration, which will take action to address the situation.

I HAVE CONCERNS ABOUT THE TRANSPORTATION SERVICE — WHAT SHOULD I DO?

You should contact the transportation service by submitting the details of the incident through the website (centrenord.ab.ca/transport/communiquiez-avec-nous). If you do not have access to a computer, you may call 587-782-2322.

CAN I GET ON THE BUS TO SPEAK WITH THE DRIVER?

No. Parents are not permitted to board the bus at any time. You may speak briefly with the driver from outside the bus, ensuring that you do not delay the route or disrupt student transportation.



ARE THERE CAMERAS ON THE BUSES?

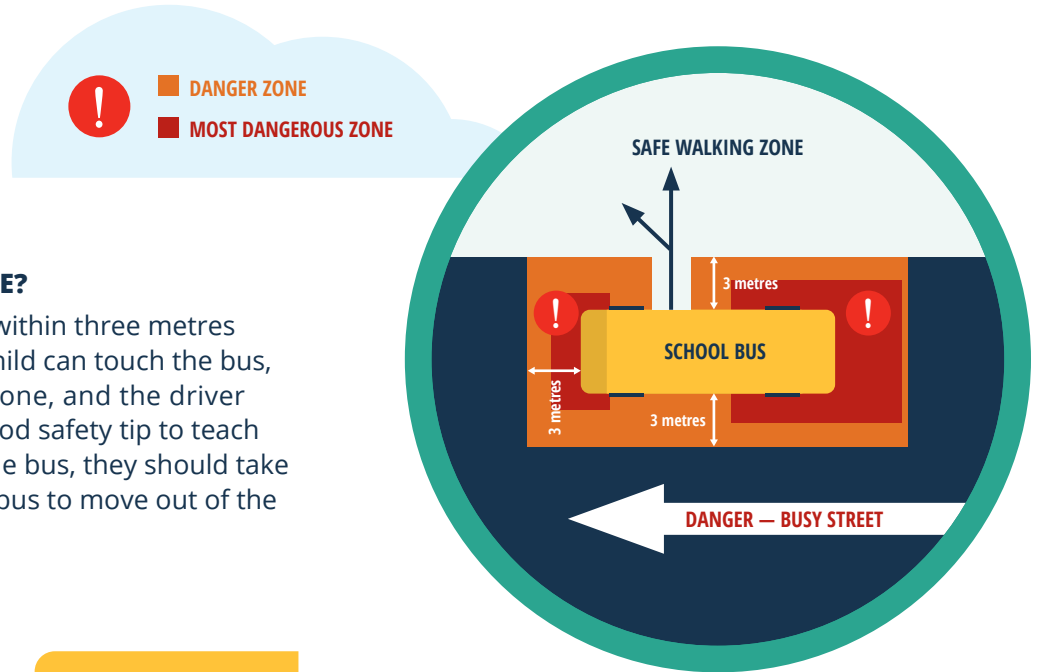
A bus may be equipped with a surveillance camera that records passengers when necessary.

DO SCHOOL BUSES USE FLASHING RED LIGHTS WHEN PICKING UP AND DROPPING OFF CHILDREN?

In Alberta, municipalities decide whether or not to allow the use of flashing red lights on their municipal roads. Each family should review the regulations specific to their area, which are explained at the end of this document.

WHAT IS THE DANGER ZONE?

The danger zone is the area within three metres around the school bus. If a child can touch the bus, they are inside the danger zone, and the driver cannot see them. Here's a good safety tip to teach your child: after getting off the bus, they should take five big steps away from the bus to move out of the danger zone.



ARE THERE SCHOOL BUS SAFETY RESOURCES AVAILABLE FOR PARENTS?

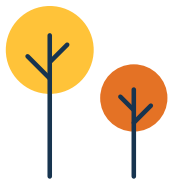
Yes. A safety video is available on our website at centrenord.ab.ca under the "Transportation/Safety" menu.

CAN MY CHILD BRING SPORTS EQUIPMENT ON THE BUS?

No. It is strictly forbidden to bring items such as skis, ski poles, hockey bags, skateboards, or any other object that could cause injury to students in the event of an accident. Students are allowed to bring skates to school only if they are properly secured and enclosed in a skate bag.

MY CHILD WANTS TO GO TO A FRIEND'S HOUSE AFTER SCHOOL — CAN THEY TAKE THEIR FRIEND'S BUS?

No. Students are not permitted to take any bus other than the one assigned to them.





WHAT IS THE PURPOSE OF THE PLASTIC BRACELETS?

This tool helps improve the management of students from schools that share buses in the morning and afternoon. Students from Kindergarten to Grade 6 at Sainte-Jeanne-d'Arc, Gabrielle-Roy, Notre-Dame, and Jean-Claude-Mahé schools must wear the bracelets starting on their first day of class. These bracelets are distributed by the school.

SECTION F

ROUTE PLANNING



WHAT IS THE DURATION OF THE BUS ROUTES?

Whenever possible, the time spent on the bus will not exceed 60 minutes.



WHAT FACTORS ARE CONSIDERED WHEN PLANNING ROUTES?

- The number of students
- The age of the students
- The size of the area
- The safe location of stops
- The duration of the trip
- The school schedules
- The number of buses available

BACK TO SCHOOL

SECTION G



HOW DO I REGISTER MY CHILD FOR TRANSPORTATION?

When completing the registration form, you must indicate that you wish to use school transportation in the section designated for that purpose.



HOW WILL I BE INFORMED OF THE BUS SCHEDULE AND STOP LOCATION?

About two weeks before the start of the school year, a bus schedule — showing the route number, stop location, pickup and drop-off times, and the bus company's contact information — will be available in the BusPlanner Parent Portal. During the school year, when changes are made to the schedule, you will be notified through our automated messaging system, SchoolMessenger, to check your updated bus schedule via the BusPlanner access service, available on the website under "Transportation/BusPlanner."



**FOR ANY OTHER QUESTION
OR TO REPORT AN INCIDENT**

centrenord.ab.ca/transport/communiquez-avec-nous
587-782-2322

SCHOOL BUS SAFETY INSTRUCTIONS

Crossing the Street



FOR STUDENTS WHOSE BUS **USES** FLASHING RED LIGHTS AND WHO MUST CROSS THE STREET

In the morning, the student must:

- Wait for the bus on the same side of the street as their home, in a safe area.
- Wait until the bus has come to a complete stop, the stop arm is extended, and the red lights are flashing.
- Look carefully left and right and make sure that all vehicles have stopped before crossing.
- Begin crossing and walk in front of the bus that is waiting, only after the driver signals to do so.
- Cross without stopping or turning back toward home.

In the afternoon, when the student is dropped off at their stop, they must:

- Get off the bus and walk toward the front of the bus.
- Stop in front of the bus before crossing the street.
- Make sure the stop arm is extended and the red lights are flashing.
- Look carefully left and right and ensure that all vehicles have completely stopped.
- Begin crossing only after the driver signals and continue to check that vehicles do not start moving.
- Cross without stopping and do not turn back toward the bus.

FOR STUDENTS WHOSE BUS **DOES NOT USE** FLASHING RED LIGHTS AND WHO MUST CROSS THE STREET

In the morning, to get to their bus stop, the student must:

- Go to an intersection to cross the street.
- Look in all directions and cross only when it is safe to do so (after ensuring that all vehicles have come to a complete stop).
- Use the “point-pause-proceed” method: the student points their arm in front of them to signal their intention to cross, pauses to make sure all vehicles have stopped, and then proceeds to cross.
- Walk on the sidewalk to the designated area to wait for the bus within the safety zone.

In the afternoon, when the student is dropped off at their stop, they must:

- Move away from the bus and stand within the safety zone.
- Go to an intersection or crosswalk. Once the bus has left and is well clear of the intersection, check for other vehicles on the road and follow all safety rules before crossing.
- Look in all directions. Once all nearby vehicles have come to a complete stop, use the “point-pause-proceed” method to cross: the student points their arm in front of them to indicate they want to cross, pauses to make sure all vehicles have stopped, and then proceeds to cross the street.



Parents are responsible for ensuring their child's safety until the child boards the bus and from the moment they get off. Be at the bus stop five minutes before the bus arrives.