

# Frequently Asked Questions

## **The bus drives right past my house. Why can't it stop at my house?**

Stops are placed to be convenient for groups of students in the subdivision. The higher frequency of stops makes the motoring public impatient. This results in people driving around the bus, a dangerous situation. It also delays the bus by increasing the number of stops and makes the student ride time longer.

## **Why can't you come further into my subdivision or cul-de-sac?**

Buses come in various lengths, widths, heights and weights. The length is what limits the school bus to be maneuvered in cul-de-sacs and tight places. Most subdivisions are not designed with school bus transportation in mind.

## **I can't see the bus stop from my house.**

Shaler Area provides transportation for over 5,000 students. We are not able to position bus stops so that all parents are able to see the stop from their home.

## **I leave for work early and can't watch my child get on the bus. Can't the stop be at my home?**

In order to be consistent and fair in placement of bus stops, Shaler Area is not able to establish stops based on personal circumstances.

## **We live on a cul-de-sac. Will the bus come down our street?**

Except for special education circumstances, buses are generally not routed into a cul-de-sac. Cul-de-sac stops are considered unwise for the following reasons:

1. Cul-de-sac stops create blind spots often causing students to enter or exit in a danger zone around the bus (at a corner stop or street curb stop, they enter/exit outside the danger zone)
2. Different styles and sizes of busses make maneuvering in cul-de-sac difficult.
3. The rear of the bus potential to swing around close to the sidewalk.
4. Parked cars and other obstacles create road hazards that may not be seen until entering the cul-de-sac and at a point of no return.
5. Property damage to mailboxes and landscaping.

## **Why do some children have to cross the street to board the bus?**

We are not able to route busses so that all children can board the bus on the door side. We suggest if you prefer, children wait on the side of the street where they reside. The bus will stop traffic in all directions to accommodate students that need to cross the street. Once the safety lights are flashing and the stop sign arm is extended, it is safe for the children to cross the street.

## **My child carries a large musical instrument and /or heavy backpack. He is the only student using the stop. It needs to be closer to our home.**

Bus stops are centrally located for all students along a route. Bus stops are not changed to accommodate one or more students because that may displace other students further from their home.

## **My child goes to a daycare provider before/and/or after school will he be provided transportation?**

Transportation may be available if there is an existing stop on an existing run which services your child's school. Check with the Transportation Department to see if this may be possible.

## **Why is my child's bus late?**

Weather, traffic, driver absenteeism, maintenance difficulties and unforeseen incidents are responsible for delays in arrival of school buses. Please know that we do everything possible to have all busses running on schedule each and every day. In the event your bus does not arrive as scheduled, contact Transportation at 412-492-1200 ext 2824. Please allow 10-20 minutes before calling.

**Why can't you call when you know the bus will be late?**

There are as many as 50-60 students on each bus. It would be impossible to contact everyone in such a short time frame and many parents are not home or are waiting at the stop for their child.

**My child is starting Kindergarten. Will the bus pick my child up in front of the house?**

There are no special laws or requirements for transporting students enrolled in kindergarten. Kindergarten students will not be dropped off without a parent or authorized guardian visible to receive the student. If no one is home to receive the student, that student will be returned to the bus garage and the parent will need to make arrangements to pick the student up from the garage.

**Why are there only a few students on some busses and my child's bus is crowded?**

Decisions regarding each bus route are made by careful planning based on information from school registration, previous similar routes and Department of Transportation data. Most routes are fixed in late summer and changes can be expected during the first three weeks of school. Distance from school, number of busses and drivers, and grouping of students and neighborhoods are all factors that are considered. Sometimes it is just not possible to have the exact number of students on every run. Load limits on busses are generally kept to three (3) elementary students per seat and two (2) secondary students per seat.

**Why is there an address stop on the route if buses do not make house stops?**

Address stops may occur for a special needs student on a regular route, mid-point on a long street, or along hazardous roads.

**How far can a bus stop be from the student's home?**

Students are generally required to walk up to 0.3 miles to a bus stop; however, they may be required to walk up to 1.5 miles in accordance with state law.

**What time should I have my child at the bus stop?**

We ask that students arrive approximately 10 minutes before the scheduled pick-up time. There will be fluctuations in the schedule, especially during the first few weeks of the school year. We ask for your patience, pick-up and drop-off times become more consistent after the first few weeks of the school year. Please use these more consistent times when planning your trip to the bus stop.

**Is there a link to the School Board Transportation Policy?**

[Policy Number 810.](#)