

# Seattle Public Schools

## Transportation Department Frequently Asked Questions

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## Transportation Changes

- **What is different about Transportation for the 2011 – 2012 School Year?**
  - We are implementing a new transportation plan for the upcoming school year.
    - Operationally we are moving from a two (2) to a three (3) tiered bus routing system. This means that some buses will drive three (3) routes in the AM and PM instead of just two (2).
    - A new Transportation Zone system means that an estimated 3,600 elementary students, who received bus transportation in the 2010-2011 school year, have residences outside of the new transportation zones. These students will be accommodated as follows:
      - Students who live within a half of a mile from the Transportation Zone boundary can walk to a bus stop within the zone. Seats will be allocated on a space-available basis.
      - Community stops will be created so students can catch a yellow bus near an attendance area school and take it to another school.
      - Students who are no longer eligible for transportation will receive a guaranteed assignment to their attendance area school, if requested.
- **What are the benefits of the new transportation plan?**
  - These transportation zones will also decrease the bus ride time for students in attendance area schools to 25 minutes or less.
    - As a result, buses are less likely to encounter the traffic delays that occur on longer routes.
    - Families will find departure and arrival times to be more reliable.
  - This new bus routing also benefits the environment by taking about 80 buses off the roads and reducing the district's carbon footprint.
  - Seattle Public Schools will save an estimated \$4 million this year (the equivalent of 45 teaching positions) by changing to the new three-tiered transportation zone system.

## Transportation Eligibility

- **Is my student eligible for Transportation?**
  - **High Schools** - High School students who live within the boundaries of the Seattle Public School District and who live more than 2.5 miles from their assigned school are eligible for transportation. *Exceptions are allowed in the following areas:*
    - Students who require specialized transportation services as determined by their Individualized Education Program (I.E.P.).
    - Students requiring medical transportation as approved by the District Health Services.
    - Students assigned to the Bilingual Orientation Center at Meany will be provided transportation if they reside outside 2.0 miles from Meany.
    - Chief Sealth students residing in the South Park neighborhood shall receive District-provided transportation service.
    - Ingraham students residing in the SW portion of the Ingraham Attendance Area west of 15th Ave. N.W. shall receive District-provided transportation service.
    - Students attending Cleveland from outside of the Franklin Attendance Area may receive supplemental District-provided transportation service to augment Metro or Light Rail service as required.
  - **Middle Schools** - Middle school students who live within the boundaries of the Seattle Public School District and who live more than 2.0 miles from their assigned school are eligible for transportation. District-provided transportation is provided for those students attending a middle school in their service area or linked service area. Metro bus pass transportation is provided for students choosing a school outside of their service area. *Exceptions are allowed in the following areas:*
    - Students residing in designated safety areas.

- Students who require specialized transportation services as determined by their Individualized Education Program (I.E.P.).
- Students requiring medical transportation as approved by the District Health Services.
- Students assigned to Aki Kurose Middle School will be provided transportation if they reside more than 1.0 mile from the school.
- **Elementary/K-8 Schools** - Elementary and K-8 students who live within the boundaries of their service area and who live more than 1.0 miles from their assigned school are eligible for transportation. District-provided transportation is available for those students attending an elementary, K-8 or option school in their service area or linked service area. Metro bus pass transportation is provided for 6th through 8th grade students who live within the boundaries of the Seattle Public School District choosing a school outside of their service area. *Exceptions are allowed in the following areas:*
  - Students residing in designated safety areas.
  - Students who require specialized transportation services as determined by their Individualized Education Program (I.E.P.).
  - Students requiring medical transportation as approved by the District's Health Services.
- **What are my transportation options if I'm enrolled in a special program that is not offered at every school?**
  - Elementary Bilingual Orientation Center (EBOC) and Accelerated Progress Program (APP) transportation continues to the respective school of assignment. English Language Learners (ELL) and Spectrum transportation will be provided within the middle school service area.

## Address Information

- **What if I have an alternate address for pick-up and/or drop-off?**

Transportation eligibility is based on the student's assignment address. If you have an alternate address for pick-up or drop-off, you need to re-apply each year for transportation. [Alternate address forms](#) are available on the [Seattle School District Transportation website](#). Transportation based on your alternate address will be considered feasible when existing service is available or a stop can be established without increasing time or cost to the route.
- **Whom do I contact to change my home address?**
  - Enrollment Services processes all change of address requests. Please submit a [Change of Address](#) form to Enrollment.
  - Once Enrollment changes the address, they notify Transportation.
  - Once complete, you will receive notice confirming your new transportation assignment and the effective date of the change.
- **Can a student have more than one pick-up or drop-off address?**
  - No. District policy allows only one pick-up address and one drop-off address for each student.
- **Can a student have a temporary pick-up or drop-off?**
  - Yes, parents can call the school for a Temporary Bus Pass. This pass is given to students to allow them to ride on an existing route to an existing stop.
  - A temporary bus pass is issued by the school.
  - When requesting a temporary pass, the parents are required to give the school the following information:
    - Bus route and stop location student will use
    - Reason for request
      - Examples include: visiting another student or new daycare while waiting for permanent assignment.
    - Contact information
    - The temporary pass may be used for up to 10 days.

## Bus Information

- **When will I know where my bus stop is located?**
  - Routes are assigned in late summer after student assignments are complete. Families will receive a letter with their route information in late August, prior to the start of the school year.
- **Where is my student's bus? It's late.**
  - If your bus is late by 10 minutes, first check the Late Bus Alerts page. If your bus is not listed or if it is 20 or more minutes late, please call Transportation for a route update.
  - Transportation Department will implement School Messenger to alert families when their bus is over 20 minutes late via a telephone call to the student's home telephone number.
- **Can my student get off the bus without someone there to meet them at their stop?**
  - Regular Service students may get off the bus without being met by a parent or guardian.
  - Preschool, Head Start, and Kindergarten Special Service students must be met at the bus stop.
  - Special Service students, 1st grade and up must be met at the bus stop unless the parent or guardian has submitted a Release of Responsibility form.
- **What is a Release of Responsibility?**
  - A Release of Responsibility is only used for Special Services Students grades 1-12.
  - The Release allows parents to designate their student may be dropped off without being received.
  - Complete release form and hand it to your student's bus driver at least one day before the requested change.
- **What is an Undeliverable Student?**
  - A Head Start, Preschool or Special Services Student who is not met at their bus stop by their designated responsible party.
  - A Regular Service Student who tells the driver that he/she feels unsafe to get off the bus.
- **What happens to Undeliverable Students?**
  - The student will be kept on the school bus while the driver relays the student's information to the district.
  - The school district will call all emergency phone numbers.
  - The driver will deliver all students remaining on the bus.
  - The driver will then make an attempt to re-deliver the student.
  - Students may be returned to their school if staff has been contacted.
  - Police may be contacted if attempts to deliver are unsuccessful within a reasonable time.
- **What is Door-to-Door Service?**
  - Door-to-Door Service picks up and drops off the student at their designated address, e.g. student's home.
  - Preschool, Head Start and Special Services receive door-to-door services.
- **When should I cancel services if I know my child won't need transportation for the day?**
  - For Door-to-Door service students, if your child will not need transportation for any reason, please contact Transportation at least 24 hours prior to your student's assigned pick-up time.
    - If your student is unexpectedly unable to attend school for the day, e.g. wakes up sick, please contact Transportation as early as possible so we can attempt to cancel the service.
  - For Regular Service students, you do not need to contact Transportation if your student is going to be absent.
- **How do I resume temporarily cancelled Door-to-Door Service?**
  - When you notify Transportation to cancel service, you can tell them the date that you want to resume pick up.
  - Please note Door-to-Door service will be temporarily cancelled if a student misses two days in a row without notification from a parent or guardian.
  - Contact Transportation and request that your student's service be resumed.
- **How do I report an item that may have been lost on the bus?**

- Report lost items to Transportation. You will need:
  - Bus route number
  - Student I.D.
- Transportation will give you information you will need to contact the bus company directly.

## Community Stops

- **What is a Community Stop?**
  - Community Stops are bus stops located within the safe walk zone of an Elementary or K-8 school site. These stops may require a walk up to one mile, but will usually be less. Community Stops are a temporary option to extend transportation for students who are not assigned to their attendance area school. Community Stops will only exist for two school years (2011-2012 and 2012-2013).
- **What is an example of a Community Stop?**
  - A Community Stop might be located a few blocks from Maple Elementary, for students who live in Maple's attendance area but whose parents enrolled them at Beacon Hill Elementary.
- **How far away from the school does the Community Stop service extend?**
  - Community Stop service extends to include the Intermediary Boundaries. These Intermediary Boundaries are defined by the Red boundary line in the Transportation Zone Maps. These maps can be found on the Transportation Website via the [Planned Transportation Zones](#) link – click [Adams School](#) for an example. The Red boundary around Adams defines the area within which we will provide transportation. Outside the Red boundary, students wishing to attend Adams will have to provide their own transportation.
- **Will any Community Stops be located on school property?**
  - No stops will be located on school property, but it's possible they may be across the street or down the road.
- **Will students be picked up and dropped off at the same Community Stop?**
  - Whenever possible, yes. However, it is possible that on some routes, drop-off may be in a different location if necessary for student safety, student convenience, and route efficiency.

## Contacting Transportation

- **What information do I need when contacting Transportation?**
  - Please identify your student by name and/or Student I.D. number when contacting transportation.
  - Provide the bus route number if possible.
- **What is the Transportation Department's Contact Information?**
  - **Mailing Address**  
 Transportation MS 23-169  
 Seattle Public Schools  
 PO Box 34165  
 Seattle, WA 98124-1165
  - **Location**  
 John Stanford Center for Educational Excellence (JSCEE)  
 2445 Third Avenue South  
 Seattle, WA 98134
  - **Main Phone Number**  
 (206) 252-0900
  - **FAX Number**  
 (206) 252-0931
  - **E-mail address**  
 transdept@seattleschools.org