

Student Transportation in the Louis Riel School Division *Frequently Asked Questions*

Q: *Does my child qualify for school bus transportation?*

A: The School Division determines a student's eligibility for transportation with respect to provincial funding guidelines. The Province provides transportation support for students in Kindergarten to Grade 6 attending their designated school with more than 1.6 kilometres to walk in order to reach the school. Transportation is provided to students who are unable to walk safely to school because of a learning disability or a physical disability. School bus transportation is also provided to Grade 7 to 12 students attending their designated school who live more than 1.6 kilometres from any public transit stop.

Parents/guardians may refer to *Divisional Policies EEA- Student Transportation*.

[Divisional Policy EEA – Student Transportation](#)

Q: *Can I purchase a “bus seat” if my child does not qualify for transportation?*

A: Unallocated *bus seats* may be assigned temporarily to Grade K – 8 students attending their designated school who are not eligible for the applicable transportation grants. Request for fee-for-service school bus transportation must be submitted to the school Principal using the applicable form. Unfortunately, an application is not a guarantee of acceptance. Parents must reapply annually for a *paid seat* with a separate application for each student.

Additional information:

- *Bus seats* are allocated based on space availability and with respect to the age of the student (i.e. youngest students receive priority consideration)
- The student(s) must use an existing bus stop
- A school fee to cover the cost of supervision will be assessed to students staying for lunch
- The Division may reclaim *paid seats* at any time during the school year to accommodate students eligible for transportation. In such circumstances, seats from oldest students would be reclaimed first with payments refunded on a pro-rated basis
- The LRSD reserves the right to remove any student from the school bus if that student's behaviour jeopardize the safety of other passengers
- The transportation fee per child for temporarily assigned seats is equal to the annual cost of a Winnipeg Transit Student Bus Pass. The maximum fee per family will equal one and one half (1½) times the single rate.

Q: *Is school bus transportation provided to children in Grade 7 and 8 students taking Practical Arts courses at other schools in the Division?*

A: The Grade 7 & 8 Practical Arts course includes instruction in Foods and Nutrition, Textile Arts, Graphic Communications and Manufacturing. Each of these courses requires the use of specialized instructional space and equipment that is not available in all schools in the Division that house. Grades 7 and 8 students. Having specific Practical Arts facilities in centrally located schools allows students to access specialized instructional spaces and equipment.

Students attending Practical Arts classes throughout the Louis Riel School Division are responsible for their own transportation as the School Board does not receive funding for this purpose. To help

prepare students for travel to Practical Arts classes, teachers and administrators meet with all students to review student transportation arrangements. They review Winnipeg Transit schedules, discuss travel times and review “what-to-do” when encountering unexpected situations and delays.

Q. Whom should I call if my child’s bus does not arrive on time?

A. Parents are asked to check if buses are operating or cancelled due to inclement weather. Cancellation of school bus service will occur when the ambient temperature is equal to or colder than -35°C (or -45°C with windchill) as measured by Environment and Climate Change Canada at the Winnipeg Forks at 6:00 a.m. For information on school bus cancellation procedures, please check the Division Website at

[Divisional Policy EEAEAA: Weather-Related Cancellation of School Buses](#)

An announcement related to school bus cancellation will be posted on the LRSD website at www.lrsd.net, sent out via twitter and announced on local radio stations.

Generally, we ask that your child be at the bus stop five minutes before the scheduled arrival time. If the bus is ten minutes late, please call the LRSD Transportation Office at 204-253-2681 or First Student, the contracted service provider for school bus transportation, at 204-253-5942.

If your child has not arrived home at the end of the day, please contact your child’s school or 204-253-2681 if your child’s school is already closed.

Q. Why is the bus late and why wasn’t I called?

A. There are a variety of circumstances that can cause the school bus to run late including traffic volume, road closures or inclement weather. The Division operates 50 bus routes and transports over 2,800 students. Consequently, it is not possible for the Transportation Department to contact parents/guardians when a bus is running late. Should a driver foresee that he will be running late, he or she will inform the dispatcher.

At the beginning of the school year, please understand that school buses may run several minutes late, for usually one to two weeks. The beginning of the school year is an exciting time for parents. It takes time for parents to take pictures and to say and wave goodbye. Some of our students may also be reluctant to leave their parents to ride on the school bus. Your patience at the beginning of the year is appreciated.

Q. What are the hours of operation of the Transportation Department?

A. The dispatch area is open 8:00 a.m. until 4:30 p.m. For requests regarding scheduling and administration, please call the Transportation Department at 204-253-2681 or by e-mail at transportation@lrsd.net

Q. Can the driver stop at my home to pick-up or drop-off my child?

A. School bus drivers are not permitted to adjust their school bus routes. Only certain students with special needs are eligible for curb side home service. For other students, transportation service is provided in accordance with provincial and divisional policies that assure that the maximum distance to a bus stop is not greater than 800 meters. Within these policies, every effort is made to improve transportation efficiency by clustering students to bus stops and by providing service on

major streets.

Q. Am I required to meet my child at the bus stop?

A. To ensure child's safety, parents/guardians are responsible for the supervision of their children to, from and at the bus stop. The Division's responsibility begins when the student boards the bus and ends when the student disembarks at the designated bus stop at the end of the school day. The Division requires that parents/guardians receive, or arrange supervision to receive, students in Kindergarten to Grade 3 at the bus stop each day.

Q. What happens if a parent/guardian does not meet his or her child at the bus stop?

A. Upon reaching the stop, the bus driver will call the dispatcher to inform him or her that the driver is not able to release the student at the bus stop. The dispatcher will contact the parent/guardian. The dispatcher will also inform the school principal that the driver was not able to release the student to the care of the parent or guardian. The child will remain on the school bus and the driver will complete the remainder of the route before returning the student to the care of the school principal/designate.

Q. Can my child be dropped off at a different stop or travel on a different bus?

A. Students must ride on their assigned bus only. Parents/guardians must use the same before and after school address for students in Grades 1 to 6, and the same daily schedule. This procedure ensures consistency and a regular schedule for students receiving transportation and for our school bus drivers. A consistent daily schedule provides safety to students so that they do not inadvertently board a school bus or leave a school bus at a different bus stop. Kindergarten students may be transported to and from dual before and after school addresses provided the same daily schedule is used and both addresses qualify for transportation service.

Q. Whom should I contact if I have a question or concern regarding school bus transportation?

A. When you have a concern regarding school bus transportation, please contact the Transportation Department directly during regular office hours (8:00 a.m. – 4:00 p.m.) at 204-253-2681, or your school principal. The Louis Riel School Division believes that constructive communication is the key to a healthy learning environment and encourages dialogue between members of the school community.

One of the most important aspects of communication, especially when resolution of concerns is the goal, is that it occurs with the person who can most appropriately respond to the question or concern. In all cases, clear, timely and direct communication assists effective resolution of concerns. Majority of concerns can be resolved at the Transportation Department level. However, if your concern remains unresolved after discussion with the Supervisor of Transportation, contacting the Assistant Superintendent and the Superintendent's Department is appropriate.

If the concern cannot be resolved by contacting the Superintendent's Department, you may then direct your concern, in writing, to the School Board. The School Board will respond, usually following inquiries with the involved parties.

The Louis Riel School Division Protocol for the Resolution of Concerns can be found at

[Protocol: Resolution of Concerns](#)

Q. Can I use a daycare address for transportation?

A. A daycare address can only be used for transportation if it is within the same catchment area and is greater than 1.6 kms from the school. Please contact the school of attendance and request that a “daycare transport” address be added to your child’s student record. The Transportation Department will determine if the address is eligible for transportation.

Q. Where can I find more information about school bus transportation in the Louis Riel School Division?

A. You can find more information about divisional transportation service at our website www.lrsd.net. As well, you may contact the Transportation Department at 204-253-2681 or e-mail at transportation@lrsd.net.