

Frequently Asked Transportation Questions

1. **My child has too far to walk to the bus stop or is up a steep incline or is the only student at the bus stop, can at the stop be moved closer to my house?** Kenton County board policy allows up to ¼ mile walk to bus stop. The driver and Area Coordinator will select the safest stop for the group. The exception to this rule is if there are no sidewalks. Bus stops are evaluated each year. Although stops are reviewed each year, it is important for reasons of safety and efficiency to maintain as much consistency as possible from year to year and follow board policy.
2. **The bus goes right down my street. Why can't the bus stop at my house?** Bus stops are centrally located for all students who meet the Kenton County policy of ¼ mile and sidewalks. In most cases we try to use intersections which are easy to locate and where motorists are more alert to pedestrians. The district attempts to keep the number of stops minimized thus keeping the buses moving and reducing ride times as well as keeping safety the number one priority in transportation.
3. **I can't see my child while walking to the bus stop. Can the bus stop be moved closer to my house?** Unfortunately, not everyone will be able to see the stop from their house. We transport over 13,000 public school students each day. It is not feasible to put all the stops in sight range. Parents can either go to the stop with the child or work with other families in the area to monitor the students. No law requires a parent to see the bus stop from home. We encourage parents to accompany their child to the bus stop whenever possible. This teaches the child safe habits of walking to and from the bus stop.
4. **Will my child have the same driver every day?** In general, yes. Exceptions may be necessary due to special trips, illness or retirement on the part of the regular driver. Additionally, the variety of school programs may affect driver assignments in the short term. Similarly, some of the students receiving transportation services are highly mobile and frequently change addresses and levels of service. When these factors are combined with the limited routes and a variety of contractual constraints, a single student's route changes can "domino" to affect several routes and drivers. Please be assured that every effort is made, while accounting for these factors to keep changes to a minimum.
5. **How will I be notified of a change to my child's stop time or stop location?** The Transportation Department will contact the bus driver with any route changes. Revisions to route may occur from time to time to accommodate a new stop, address route schedules or bus load. This information is provided to the school sites for distribution to the students. In addition, the driver should notify you or your student when the bus will arrive at the home stop in the morning and evening.
6. **Is it possible to transport my child to or from a daycare rather than my home stop?** This is possible; however, it is governed by several rules. The daycare must be within the attendance area of the school being serviced. The buses will not travel outside the attendance boarder for childcare purposes. The stop must also be a safe stop for the child.

7. **Why is my child's bus late?** Weather, traffic, road construction, driver absenteeism, maintenance difficulties and unforeseen incidents are responsible for delays in the arrival of school buses in the morning and afternoon. When a regular driver is absent, a sub driver may be driving the route. The sub driver will run the route at a slightly different speed than the regular driver. That is why it is very important to be at your bus stop 5 minutes early every day.
8. **When the bus is running late, why don't you call to inform the parents?** With over 100 buses running at one time with as many as 30-70 students on each bus, it is difficult to focus on one vehicle to call 30-70 families or emergency contacts in such a short window of time. In the case of a breakdown, our focus is on getting a replacement vehicle to service the students as quickly and safely as possible. Please know there is a bus on the way, and we will do everything possible to transport your child to and from school in a timely manner every day.

Please download and follow your child's bus on our bus app at kcsd.mybusbuddie.com