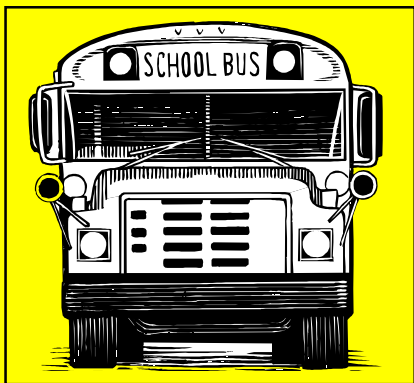


Answers to the questions parents ask most frequently about transportation



When calling regarding your child's transportation, you will be asked for your child's bus route number, which appears on the transportation card, and the name of the school your child attends. Please keep this information handy.

How is my child's pick up point determined?

Bus stops are established based on the child's address, walk distance, age and safety factors such as streets to be crossed.

What determines whether my child will ride on a bus or cab?

The VICC Transportation Department determines the mode of transportation. The decision is based on the child's address and school of attendance. As many children as possible are placed on buses, but not to exceed the recommended bus capacity.

How long will my child's ride time be? How is "ride time" defined?

Children normally are not required to ride more than 90 minutes one way. 🌟 Ride time is calculated from the time that the child gets on the bus/cab to when he/she arrives at his/her destination. Ride time is not calculated from the time the child is picked up until the time that school starts. The bus/cab usually arrives at school 10 - 20 minutes before the start of school.

🌟 Over 65% of **all** students ride 60 minutes or less, according to the most recent data from the VICC Transportation Department.

What should I do if I need or want to have my child's pickup point changed?

If the child's home address changes, the parent should notify the school district administrator **at least two weeks in advance** in order to assure uninterrupted transportation service. City students who **live or move outside of the attendance area serving their present school** will

need to make their own arrangements for transportation, or request a school transfer. *(See the Voluntary Student Transfer Handbook for city families for details.)* If your child attends a magnet school, you should also notify the VICC staff, 314.721.8422, ext. 3012, of the address change. *(Consult your VICC magnet school handbook for details.)* If the parent is not satisfied with the child's assigned bus stop, the parent should send a letter to the VICC Transportation Department requesting a change. The reason for the requested change must be included.

Can my child be picked up and dropped off at a location other than my home?

The parent may request a permanent bus stop at an address other than the home. However, for city students, zoning guidelines still apply. Generally, the child will be picked up and dropped off at the same location. *Consult your VICC handbook for details.*

Can my kindergarten child be dropped off alone?

No! Kindergarten age students must be met at the bus stop by an adult or middle school aged student or older unless previous arrangements have been made with VICC Transportation.

Can my child have a friend ride home with him/her on the bus/cab?

Transportation is provided to children participating in the St. Louis Student Transfer Program and only to the child's regularly scheduled drop off point. A friend may be able to ride with a transfer student if prior arrangements have been made with the school and with VICC Transportation.

Can my child who attends a magnet school ride to a friend's home on city transportation?

Refer to St. Louis City Public School transportation policy. Magnet school parents should contact their child's building principal for an answer to this question.

What can I expect with my child's transportation the first week of school?

During the first week of school, transportation may run behind schedule as parents, students and drivers adjust to new transportation routes. Be patient and flexible that first week.

Whom do I call with questions or concerns?

Parents should communicate directly with the bus and cab providers concerns such as:

- Looking for lost items left on the bus/cab.
- Checking on activity bus/cab location.
- Questions or cancellations when VICC Transportation office is closed.

Complaints or routing issues that should be directed to VICC Transportation Department include:

- Overall routing issues or concerns.
- Pick-up or drop-off location concerns.
- Concerns with driver or contractor.
- Requesting cab or other alternative transportation service in the event your bus/cab does not show.

How long should I wait before contacting someone when my child's transportation doesn't arrive for pick-up in the morning or if my child's transportation doesn't arrive on time in the evening?

The parent should wait **fifteen minutes** past the pick up time or past the usual drop-off time, before contacting the Transportation office.

If my child will not be attending school, should I contact the VICC Transportation office or my child's transportation provider?

If your child is not going to attend school, the VICC Transportation Department only needs notification if the child's regular transportation is via a cab, but in such a case it needs **thirty minutes advance notice at 314.721.8657**. If cancelling before 6:30

a.m. or after 6 p.m., please call your service provider.

If my child misses his/her bus, can backup transportation be sent?

If your child is late arriving at the bus stop and misses the bus, **you are responsible for getting him/her to school.** If your child is at the stop 10 minutes before the scheduled pick up time, and waits 15 minutes after the scheduled time and transportation does not arrive, the parent or student should contact the VICC transportation staff, at **314.721.8657.**

Who determines proper behavior on transportation? Do all drivers permit the same behavior?

The school district determines proper behavior and the bus/cab drivers report improper behavior. Contact your child's building principal regarding behavior expectations and consequences.

What happens if my child misbehaves on the bus/cab?

If a student misbehaves on a bus/cab, the driver will complete a Pupil Safety Violation Report and submit the report to the school building administrator. The principal is responsible for the administration of the school district discipline policies. It is possible for a student to be suspended from transportation for misbehavior.

What happens if my child's bus/cab is involved in an accident? Will my child be covered by the carrier's insurance?

If your child's bus/cab is involved in an accident, the bus/cab driver will give the children instructions prior to police or paramedic's arrival. The bus and cab contractors are required to maintain adequate automobile liability and medical insurance coverage. Insurance coverage for any injuries will depend on assignment of fault. The parents will be notified by telephone if their child is involved in an accident that results in his/her being transported to a medical facility. **It is important**

to keep the school informed of current home and emergency phone numbers.

If you have any questions, please contact VICC Transportation, at 314.721.8657.

If my child becomes sick during the day at school, will early transportation home be provided for him/her?

Who will pay for the cab?

Cab transportation is provided for a child who becomes ill during the school day if the building principal or school nurse determine that the child should return home. A responsible adult must be available to receive the child. Transportation **will not** be provided to a parent's place of work or doctor's office.

If my child stays after school for a school activity, will he/she have transportation home?

After school activity transportation is provided by VICC for middle and high school students who are currently receiving regular to and from daily transportation. Some elementary tutorial activities will also qualify for transportation. See your child's building principal for details.

What is the policy regarding seat belts on buses for preschool and kindergarten students?

At this time school buses are not required to be equipped with seat belts.

Are there adult monitors on the buses?

Adult monitors are not used on a regular basis on school buses, but when necessary, road supervisors are available to monitor behavior and assist the drivers. Video cameras are used to record activity on a bus to help insure safe, orderly operation.

What is the policy regarding smoking on the bus?

Smoking is prohibited on a school bus at all times.

How are cab/bus drivers screened and selected?

Contractors are required by state laws and State Board of Education Regulations to thoroughly investigate an applicant's background. The background checks include driving records, criminal history, drug/alcohol abuse and previous employment. A new law, which became effective on August 1, 1997, requires contractors to automatically report to the state any positive drug and/or alcohol tests. Drivers with positive tests will automatically have their license suspended for one year, and will not be able to go to work for another contractor in the state.

What happens if our family becomes homeless?

Under federal law, special provisions apply to students who become homeless. Contact your school district's homeless coordinator for more information.

TRESPASS POLICY

To bolster the safety of students riding buses to school, the VICC Board adopted and enforces the following trespassing policy:

“Trespass on a school bus shall be defined as anyone who gains unauthorized or unlawful entry. Any VICC-designated person, contractor or school staff whose job responsibilities require him/her to be on a school bus shall be authorized and not be considered trespassing. Only with prior approval from VICC or a contractor may any parent, guardian or member of the general public be allowed on a bus.”

Voluntary Interdistrict
Choice Corporation (VICC)
Program Staff
8 a.m. - 4:30 p.m.
Monday through Friday
314.721.VICC (721.8422)
7425 Forsyth Blvd., Suite 110
St. Louis, MO 63105

VICC Transportation Department
6:30 a.m. - 6 p.m. (*School Year*)
6:30 a.m. - 5 p.m. (*Summer*)
Monday through Friday
314.721.8657

Bus Companies

Go Ahead North America 314.771.0760
Serving: Rockwood

Durham - Doddridge 314.868.0228
Serving: Mehlville and Parkway

Missouri Central 314.762.0318
Serving: Affton, Bayless, Brentwood, Clayton, Hancock
Place, Kirkwood, Lindbergh, Pattonville, Special and Tech,
Valley Park and Webster Groves

Cab Companies

County Cab 314.991.5300

Metropolitan Cab 314.773.1000

Laclede Cab 314.652.4435

*The St. Louis Magnet Schools are served by all bus and cab
companies.*

**Prepared by the
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Choice Corporation (VICC)
serving the
St. Louis Student Transfer Program
www.choicecorp.org**

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