

Transportation FAQs

Q: What happens if a student refuses to wear a mask?

A: The bus driver will complete an incident report and contact Melissa Zaniewski, who will then contact the building principal. Principals investigate and follow progressive disciplinary action as needed. Subsequent failure to wear a mask will result in student removal from the route.

Q: Is my student required to wear a mask?

A: Yes, masks must be worn the entire time the child is on the bus. If your child attempts to board the bus without a mask, the driver will provide him or her with a disposable mask to wear.

Q: Is the bus cleaned regularly?

A: First Student will conduct nightly cleaning and disinfection of all Butler School District 53 buses.

Q: Will temperature checks be conducted?

A: No, the self-certification form for school attendance also applies to student transportation.

Q: Does the driver have the right to assign seats on the bus?

A: The bus driver will assign seats to maintain order and safety on the bus and to assist with notification in light of COVID-19. Students are expected and required to sit in the assigned seat.

Q: My child's bus frequently arrives later than the scheduled pickup time. What causes the delays?

A: Bus routes are planned to run on a fairly set schedule. Sometimes there could be traffic delays for various reasons. Sometimes children are not ready



and waiting at earlier bus stops, which can cause the bus to run behind schedule on all future stops. This is a primary reason why we ask all children to be ready and waiting at their bus stops so we can minimize delays.

Q: My child's bus is late, and I didn't know in advance from the school. Why not?

A: Communication of an issue with the bus, driver, or route is a multi-step process. First, the driver contacts First Student. Then, First Student contacts the building secretaries and Ms. Zaniewski. Finally, the building secretaries send out Blackboard Connect emails and/or text messages to families as quickly as possible. We strive to provide families with the fastest communication.

Q: Can my child get off at a stop other than their assigned home bus stop?

A: No. A driver is only permitted to drop students off at the designated stop indicated on their route sheet. Student school bus rosters need to remain consistent for the safety of all.

Q: My child is staying over at a friend's house. Can they ride their friend's bus?

A: No. A driver is only permitted to drop students off at the designated stop indicated on their route sheet. Student school bus rosters need to remain consistent for the safety of all.

Q: Why are students asked to arrive at the bus stop five minutes before the bus pickup time?

A: We ask students to arrive at their assigned bus stop at least five minutes prior to pickup time so that they are ready and waiting for the bus to arrive. This helps to ensure a faster loading time.



Q: The bus didn't show up on time for my child. How long should he/she wait at the stop?

A: Your child should arrive at the stop at least five minutes before the regular arrival time of the bus. If there is a substitute driver, the times may not be absolutely consistent with the regular times. If the bus is late ask your child to remain at the stop. Buses can break down, roads can be blocked, a driver may be ill or have emergencies, etc. which may result in a late bus. If the wait becomes extreme (approximately 20 minutes), please call the First Student at 630-964-2500. The building secretaries will also send out email and/or text message alerts to families once First Student informs us of a bus running more than 10 minutes behind.

Q: My child's bus arrives later/earlier than I want. Can the time be changed?

A: Butler School District 53 provides exclusive door-to-door service to riders. The overall bus schedules cannot be adjusted to accommodate an individual request. This requires re-routing of every other student on that bus route.

Q: I live in a cul-de-sac. Why can't the bus driver pick my child up at our house?

A: For the safety of the bus riders, First Student does not allow its drivers to enter cul-de-sacs. Cul-de-sacs can cause the bus to get stuck, particularly if there are other vehicles parked in it. First Student also does not allow its bus drivers to back up the bus without another bus or manager being on site to monitor and assist.

Q: Who should I speak to about problems that occurred on my child's bus?

A: If there is an issue or a concern on the bus or with a bus driver, route, or general questions, please call Melissa Zaniewski at 630-368-4515.



Q: Another child is harassing or bullying my child while they are on the bus. What should I do?

A: Butler School District 53 has a policy that specifically prohibits bullying at school, during school events, field trips, and on a school bus. The bus driver's main focus must be on operating the school bus safely. As a result, the majority of the driver's attention is focused on the road and traffic conditions, so he/she may not see or hear inappropriate behavior among the students on the bus when it occurs. Students who engage in bullying or harassing behaviors are subject to disciplinary action. Please report any problems to your child's school principal so appropriate steps may be taken.

Q: Are there consequences if a student misbehaves on the bus?

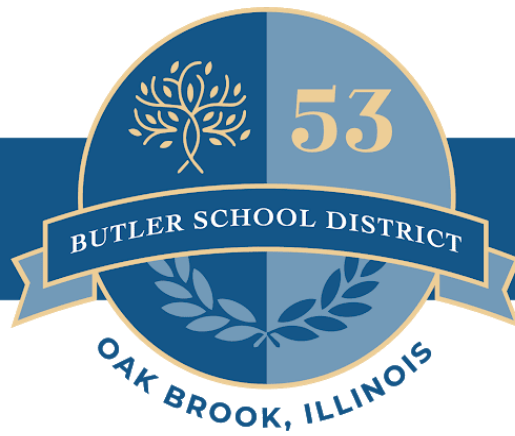
A: Yes. Bus drivers will complete an incident report which is then sent to the student's school. Principals investigate and follow progressive disciplinary action as needed.

Q: The bus driver disciplined my child on the bus today. Does the driver have the right to this?

A: The school bus driver is responsible for the safe operation of the bus. He/she should receive the same level of respect afforded to a classroom teacher, assistant, or other school employee. When necessary, drivers may correct a student. In most cases, that resolves the problem. If the misconduct continues, the driver may complete an incident report to notify the school of the event for further review and, if appropriate, disciplinary action.

Q: Can a family member or other adult board a school bus at the bus stop or at school?

A: No. It is illegal for any unauthorized individual to stop or board a school bus. Please do not attempt to board a school bus along the route or at school. The safety of the children is always our top priority.



Important Contact Information:

First Student 630-964-2500

- ❖ If the bus is running more than 10 minutes late to your child's stop, please call the bus company.
- ❖ You will need to provide First Student with the school and also the bus number so they can contact the driver.

Melissa Zaniewski 630-368-4515 (school); 630-432-9441 (cell);
mzaniewski@butler53.com

- ❖ If you have questions or concerns about the route, the bus driver, or an incident on the bus, please contact me.