

Frequently asked transportation questions

Why is my student's bus late?

Weather, traffic, driver absenteeism, maintenance difficulties, and unforeseen incidents are responsible for delays in the arrival of school buses in the morning and afternoon. Please know that we are doing everything humanly possible to have all buses running on schedule every day. In the event that your bus does not arrive as scheduled, please allow ten to thirty minutes before calling the transportation Department (847-568-7625).

Why can't you call when you know the bus will be late?

There are as many 50-70 students on each bus. That is at least 50-70 phone calls in a short time frame to parents who are quite possibly at the bus stop with their student. It is just not feasible. Please know that there is a bus on the way and that we will do everything humanly possible to transport your student to and from school in a timely manner every day. If your scheduled bus is more than ten minutes late, please call the transportation department.

Why does my student have a seat assignment?

Seat assignments are a positive way for the ride to be consistent and safe. It is also our policy for elementary and middle school students to be assigned to a specific seat. This aids the driver with discipline and learning each student's names at the beginning of the school year. We trust our drivers to let us know when this policy is no longer effective.

Why can't my student get off wherever they want in the afternoon?

To avoid multiple problems, the driver requires a bus pass to be shown in order to ride the school bus. The students' bus stop is printed on the bus pass. This allows the drivers to focus on driving and safety instead of having to decide whether the student should be allowed to change their routine and get off with a friend or ride to an entirely different neighborhood. This should be the decision of the parent.

How do you decide when it is too dangerous for school buses to transport students to school due to inclement weather? Who decides? How is the public notified?

The Superintendent of schools is responsible for the final decision to close schools due to inclement weather. The decision is made after administrative staff report from various positions in the county regarding road conditions. Other factors considered are school facility information (heat, water, power), school parking lot conditions, temperature and wind chill, snow and ice buildup on main and secondary roads and weather forecasts and predictions. A decision will be made and the public will be notified.

Why are there only 30 students riding some buses and my student's bus is crowded?

Decisions regarding each bus route are made by careful planning based on information from the school registration, previous similar routes, and Department of Transportation data. Most routes are fixed during the summer months and changes are made after the first two weeks of school, if not sooner. The more current information we are given, the better decisions regarding specific routes we can make. Distance from school, number of buses and drivers, and grouping of students and neighborhoods are factors considered also. Sometimes it is just not possible to have the exact number of students on every run.

How long does it take to set up transportation for my special needs student?

Three to five (3-5) days are needed to obtain all emergency information, process routing information, contact drivers and communicate with parents and other professionals involved.