

School District No. 36 (Surrey)

District Bus Services FAQs

Who is eligible for free busing?

Transportation is provided free of charge to eligible students in the following categories:

- Grades K-3: Students that live in a residence that is located **more than 4.0 kms** from their **catchment** school.
Grades 4-12: Students that live in a residence that is located **more than 4.8 kms** from their **catchment** school.

If my child is not eligible for free busing, is there a paid option to ride?

Courtesy rider passes may be purchased by students who are not otherwise eligible for free transportation **if seats remain available**. The pricing is \$300/year per student. Siblings will be charged \$150/year. Beginning October 1st, the school will contact the family if their student has been awarded a seat.

Purchased passes are subject to the following conditions:

- 1) Established routes cannot be altered to accommodate purchased pass holders. Students that do not live along the current bus path will have to make their way to the nearest stop.
- 2) The availability of purchased seats on the bus will be determined after all "eligible" students have been accommodated and may not be assigned prior to school start. Families must make alternate transportation arrangements until a seat is awarded. Any available seats for purchase will be assigned in the following priority to those that have applied by June 30:
 - a) Farthest distance from the school
 - b) Youngest student
 - c) Outside of catchment

In the event a student is assigned a seat after payment has been made but the seat is subsequently needed for an eligible rider, the student will be removed from the bus and prorated fees will be reimbursed.

- 3) Those that apply **after June 30** will be processed beginning September 15 and put onto a secondary waitlist to be awarded a seat only once an available spot has been established. Award process will begin after October 1st.
- 4) The fee for a pass is a yearly fee, regardless of use or the number of school days in each month. Fee payment must be provided to the school office in advance of bus service. Payment options can be discussed with the school principal or vice principal.
- 5) Bus passes must be used for **all** trips, tapping when getting on and off the bus.

What if my child is not eligible for free busing but I can't afford to pay the fee?

Bus fees can be paid as a one-time payment, or monthly installments arranged at the school level. In the case of financial hardship, families must contact their school principal to discuss options.

How many Courtesy Rider Seats will be available?

There will be a **limited number of seats available** for purchase. Routes will be determined based on the numbers and locations of **eligible** riders. Only if buses are not at full capacity will there be extra seats available and offered to paying courtesy riders.

What schools receive bus service?

Only schools with eligible riders living outside the walk limits have been scheduled for bus service. Schools that qualify for transportation service in the upcoming year are:

Douglas Elementary	Earl Marriott Secondary	Fraser Heights Secondary
Grandview Heights Secondary	North Surrey Secondary	Salish Secondary

How does my child know where and when to catch the bus?

Route schedules for students will be provided to the school office for distribution to students. Those eligible students with confirmed seating for the start of school in September will be able to get their schedules at their school during the last week of summer break before school begins (usually Thursday or Friday).

How does my child receive a bus pass?

Bus passes are issued to all approved riders that are eligible for free busing, and to approved fee paying riders once a seat has been assigned and payment is made. Bus passes are sent to the school office for student pickup. Students may be asked to use their route schedule letter as proof of seat assignment until bus passes are ready.

Why does my child need to show a bus pass every day?

It is imperative to maintain an accurate list of students riding the bus for the safety and security of all riders, and to adhere to the laws and regulations that apply to the operation of a school bus. Using a bus pass confirms to the driver that the student is registered and authorized to ride the bus. It will enable us to have an accurate record of all students on the bus in case of an emergency and it will also allow us to monitor the number of students riding the bus. We can then maximize route efficiencies and provide opportunities for more students to ride where space is available.

What happens if my child does not have their bus pass?

Forgotten Pass: If the bus pass is forgotten on a given day, the student will be permitted to board the bus **on the ride to school** by simply providing their name to the bus driver so their attendance can be recorded. **In the afternoon the student must obtain a permit from the office to provide to the driver for the ride home from school.** Continued failure to produce a bus pass will be reported to the school principal and the student may be refused a ride.

Lost, Demagnetized or Damaged Pass: If a student requires a replacement bus pass all replacement cards will incur a **\$10.00 fee**. Students need to report their lost card to the school office as soon as noticed and will need to obtain a temporary access permit from the office until the replacement pass arrives. Students are not allowed to ride the bus in the afternoon without a bus pass or permit.

Can my child bring a friend home with them on the bus?

Friends are not permitted on the school bus.

How will I know if my child's bus has been delayed?

You can subscribe to your child's bus route number on the Groups page of your school's "app" to receive notifications that pertain to that bus. When a bus is 10 minutes or more behind schedule a notification will be sent to the affected route numbers. Please note: this app is not available for Douglas Elementary.

Do I have to register my child every year?

Yes. All Students must complete an on-line registration form each year to see if they qualify to ride the bus. If completing the PDF form, the Passenger Guidelines on the form must also be acknowledged and agreed to as part of the registration with a signature from parent and student. **Registrations are due by June 30 of each year.**

When can I register for busing for the upcoming school year?

Busing Registration for the upcoming school year begins April 15 of every year. If registered by June 30, eligible riders will be assigned a seat for September, and fee-paying passengers will be eligible for any remaining available seats beginning October 1.

Please note: Fee paying seat assignments will not be in place for school start and families must make alternate arrangements until a seat is awarded. Those that did not register by the June 30 deadline will be placed on a secondary wait list to be determined **after** October 1st.

Where can I find more information about bus service?

Information can be found in the **Student Busing Information for Families** document which is located on the Student Bus Services webpage of the Surrey School District website at: <https://www.surreyschools.ca/page/32325/student-bus-services>

What about students with Diverse Abilities and Needs?

Students with a designation may be eligible for free busing on First Student buses. Please contact your school principal for more information.