



Bus Rider Frequently Asked Questions:

IF THE BUS IS LATE:

Be sure your student arrives no more than 5 minutes before the designated time. Then they should wait at least 10 minutes at the bus stop after the designated time before leaving the stop to call. Our number is (909)971-8320x5262 to reach our Dispatcher or leave a message.

ITEMS ON THE BUS:

- Only normal school items are allowed on the bus
- If a toy or item is being taken for a school project it must remain in a bag or backpack.
- Sharp items, glass containers, helium balloons or animals are not allowed on the bus.
- If an item is brought on the bus that is not allowed on the bus, it will be confiscated by the driver.

BUS DISCIPLINE TICKETS:

The driver has complete authority on the bus. They have an extremely difficult job. As a parent you cannot afford to have your student's driver be distracted. Make sure that you explain to your student that they are to follow these three basic rules at all times:

- 1. SIT DOWN**
- 2. FACE FORWARD**
- 3. BE QUIET**

If students do not behave on the bus the driver will give them a ticket. The principal of their school will then be contacting you to discuss disciplinary actions and possible permanent removal from the bus.



Bus Pass Frequently Asked Questions:

BUS PASSES MUST BE CARRIED AT ALL TIMES:

ALL students must carry their bus passes daily and show it to the bus driver each time they board.

BUS PASS, ONE-WAY TRIP TICKETS & PARENT NOTES:

No one is allowed to ride the bus without a bus pass or a one-way trip ticket. Students wishing to ride to a location other than the one which is listed on his/her bus pass, must have a note signed by the parent and approved by school administration, Transportation Dispatcher or Transportation Director *PRIOR* to boarding the bus or the request will be denied.

REPLACEMENT POLICY AND PROCEDURES:

A \$10.00 fee will be charged to replace a lost, stolen or defaced bus pass. Inform the bus driver and/or call the Transportation Services Department at 909-971-8320 ext. 5261 immediately if this occurs to ensure continued bus ridership.

HOW TO IDENTIFY YOUR BUS OR BUS STOPS ON BUS PASS:

Each school bus has a “route letter” located next to the entrance door on the left hand side that matches the “route letter” on your bus pass. If the “route letter” does not match, or the bus stops are incorrect, immediately inform the driver and/or call Transportation Services to have the correction made.

IN THE CASE OF AN EMERGENCY OR OCCASIONAL BUS RIDER:

In the case of an emergency OR as the occasional bus rider, a one-way trip ticket can be purchased from the District Office *PRIOR* to boarding the bus or the request will be denied. Trip Tickets are available for purchase, one sheet of 10 tickets for \$15.00 and can be purchased at the District Office.

REFUND POLICY AND PROCEDURES:

The bus pass, and a copy of the withdrawal form from the school, must be returned to the Transportation Services Department for a refund. The amount will be prorated for the time the pass was used (less a fifteen-dollar handling fee per pass). A refund is given only if the student moves out of the District, enrolls in District day care or participates in an on-going District sponsored after school activity.

BUS PASS SALES OFFICE HOURS & CONTACT INFO:

Bus pass sales are M-F from 8am-12pm & 1pm-3pm. For more information, questions or concerns call 909-971-8200 or visit <http://do.bonita.k12.ca.us/> under the Transportation/Bus Pass Sales section.