

Transportation

Frequently Asked Questions (FAQ)

1. **How do I find my bus stop information?**

Bus stop information is located in ParentVUE and StudentVUE on the “Student Info” tab.
Link: https://pvue.rialto.k12.ca.us/PXP2_Login.aspx

2. **Who do I call when my student does not need transportation?**

To place a student on hold or student is not attending school:

Routes 1 – 41 contact RUSD dispatch at 1-909-820-7862

Route 100 & Up contact STA dispatch at 1-951-406-0391

To **cancel transportation services for the remainder of the school year**, please contact Transportation Services at 1-909-820-7862.

3. **Does the bus driver have the right to assign seats on the bus?**

The school bus is an extension of the classroom. The bus driver is allowed to assign seats when necessary. Bus Drivers can implement a seating chart for all students, when required.

4. **How are bus stops established?**

Bus stops are established taking into account state regulations, district administrative regulations, and the number of students in the area provide Transportation Services guidance when creating bus stop locations.

5. **My child did not make it home after riding the bus home. Who should I call?**

Contact the Transportation Services at 1-909-820-7862. Our office staff will check with the driver and review surveillance cameras (if available). In addition, we will report information to our Safety and Intervention Dispatch Team where they will initiate an alert process to begin looking for the student.

Note: Please have the students' description including what they are wearing that day.

6. **Can I board the school bus at the school site or bus stop?**

No. Any person who enters a school bus must have prior authorization of the driver and other school officials. School Officials should notify the bus driver when they are entering the bus to speak to either the bus driver and/or student(s). For more information on unauthorized entry, please read Education Code 39842.

7. Does the bus driver have the authority to discipline my student?

The bus driver is responsible for the safe transportation of students and the school bus is an extension of the classroom. Bus drivers may correct or redirect a student's behavior. When unacceptable behavior continues, an Unsatisfactory Conduct Report will be submitted to the school site for administration to review and address. The administrator at the school site is in charge of student discipline.

8. Why are students required to show their bus passes to the driver both in the morning and in afternoon?

For the safety of the students, the driver, and the school district, students are required to show their bus pass. The drivers must ensure bus passes identify all the students riding the bus, and that all of the students belong to the correct school/bus stop they are being transported to and from.

9. My child wants a different bus stop other than their assigned bus stop. How do I change the bus stop?

Students' bus stop assignment is based on walking distance from the address to the closest bus stop and the number of assigned students on the bus. We work diligently on assigning students to stops that do not cause them to cross any major high traffic/speed streets. Safety and consistency are vital to transporting students to and from school. If you have extenuating circumstances, you may contact transportation to evaluate your concern at 1-909-820-7862.

10. I have chosen to move my student from their home school to a different school (Intra/Inter District Transfer). Does my student qualify for transportation?

Students on Intra or Inter District Transfers do not qualify for transportation. A parent or guardian who elects to move their student(s) from the school of residence (home school) are not eligible for transportation. OmniTrans currently provides Free Fares for Schools for all K-12th grade students. Students must present a School Identification Card when boarding the OmniTrans bus.

11. Who do I call, if I feel the bus stop is located in an unsafe area?

Contact Transportation Services at 1-909-820-7862 to report your concern. The Transportation Supervisor will investigate your concerns and provide a response to you after completing an assessment of the bus stop and the area surrounding it.

12. Why does the district want my student to arrive at the bus stop five (5) minutes before the bus pick-up time?

We ask students to arrive five (5) minutes prior to pickup time so that the students are ready with their bus pass to board when the bus arrives. Students must present their bus pass when boarding the bus.

13. What is Special Consideration?

- A. When a student does not qualify via Administrative Regulation 3451 Walking Distance, a parent/guardian may request Special Consideration for the student. The transportation team will determine if there is an existing bus stop available, the route is not at bus capacity, and the student can safely walk to an existing bus stop.
- B. A student is assigned a bus stop and the parent/guardian wants the student to use a different bus stop. The Transportation team will determine if the bus has space for the additional student and the student can safely walk to the existing bus stop without crossing any major/high traffic streets.

14. I live on a dead-end street/cul-de-sa or gated community. Why do I have to walk out to the corner for my student to ride the bus?

For the safety of our bus riders and bus drivers, buses cannot pull into dead-end streets or cul-de-sacs. Buses cannot turn around safely and can easily get stuck if there are other vehicles parked. School Buses on the street should not back up without another employee being on site to monitor and assist. Gated communities are considered private property, and we must have written permission from the property owner. The school bus must be able to move safely on the pathways of the gated community.

15. Can my student bring a large class project, skateboard, or a large item for “Anything Other Than backpack day”?

Any items that block the aisles or the driver's view cannot be brought on the bus. Parents will need to arrange to transport their students' class project(s) or large item(s) to school and from school. Students with skateboards must sit in the front of the bus.

16. Can my kindergarten student walk home with an older sibling if both of them ride on the same bus?

If the students are riding on the same bus and a release form is on file, both students can walk home together. When the sibling(s) do not ride, a person on the release form must come to the bus to pick-up the kindergarten student.

17. My student wants to get off at a different bus stop. Who approves the request?

Transportation does not condone students disembarking at another bus stop. We do understand there are emergencies that may arise that may require a special request. Please contact Transportation at 1-909-820-7862.

18. Who do I contact when my student reports harassment and bullying on the bus?

Rialto Unified School District prohibits bullying and harassment on the school bus, at school, school events, and field trips. The majority of the driver's attention is on the road so the bus driver may not see or hear inappropriate behavior between passengers. Please report any problems to the school site or contact Transportation Services at 909-820-7862. Transportation will work with the school site administrators to investigate and resolve incidents involving bullying and harassment amongst student passengers.

19. Something happened on the bus. How do I request a Supervisor to watch the video?

Contact Transportation at 1-909-820-7862, report the details of the incident including the date and time of occurrence. A member of the Transportation Management team will review the video and report any concerns to the school site. The parent and/or guardian of the student will receive a follow-up call after the investigation is complete.

20. I want to watch the video because I do not believe what the School Site Administrator and/or Transportation Management Team reported. How do I watch the video?

This is when Risk Management is notified. Risk Management will review the video and contact the parent to discuss findings and possibly set-up a meeting.