



## DEPARTMENT OF TRANSPORTATION

---

703 S. Greer St. • Memphis, TN 38111 • (901) 416-6077 • [www.scsk12.org](http://www.scsk12.org)

### FAQs

#### **Who is eligible to receive transportation services?**

All MSCS students who live beyond the Parent Responsibility Zone (PRZ) are eligible for bus transportation. Some students within the PRZ are also approved by the district for transportation due to hazardous conditions within the zone. Exceptional students also receive transportation per their IEP.

#### **What is a Parent Responsibility Zone (PRZ)?**

The Parent Responsibility Zone (PRZ) is the zone in which parents are responsible for a child's transportation to and from school. Only students who reside beyond the PRZ will receive district transportation service.

- Elementary School PRZ – 1.5mi.
- Middle School PRZ – 2.0mi.
- High School PRZ – 2.0mi.

#### **How do I report a safety hazard within my PRZ?**

Contact Transportation at 416-6077 or [scstransportation@scsk12.org](mailto:scstransportation@scsk12.org)

#### **How long does it take for a reported hazard to be reviewed and a determination to be made by the district?**

Please allow three to five business days for the district to review safety hazards.

#### **What are the walking distances for elementary, middle, and high school?**

The distances between stops are 0.3 miles for elementary schools and 0.7 miles for secondary schools.

#### **Can more bus stops be added?**

Unless there are significant increases in the number of students eligible for transportation in a school zone, it is unlikely that stops will be added.

**How are bus stops/routes determined?**

Routes are planned based on the number of projected eligible students in each school zone. Routes may be adjusted if the actual number of riders is different from projections.

**What is the best way to get in contact with the Transportation department?**

The Transportation Department can be reached by telephone at 416-6077. We are also available through email using [scstransportation@scsk12.org](mailto:scstransportation@scsk12.org).

**Will all buses be equipped with GPS, air conditioning, and video/audio cameras?**

Yes.

**What should I do if my child's bus is late for pick-up or drop-off?**

If there is more than a 5-minute delay in picking up or dropping off, contact MSCS Transportation, 416-6077 or [scstransportation@scsk12.org](mailto:scstransportation@scsk12.org), and/or your child's school. A single delay for any reason along a route leads to delays for all additional stops and routes. Buses may be delayed for several reasons:

- Construction detours, traffic delays, weather, and other uncontrollable factors
- Mechanical issues
- Students boarding the wrong buses
- Most buses run routes on each of the three bell schedules. A single delay for any reason along one of the routes may lead to delays for all additional stops and routes.

**If my child arrives at school late, due to bus transportation issues, will my child be marked tardy?**

No. All bus delays are communicated with schools, so they are aware of late arrivals.

**How can I help ensure that my child receives timely transportation?**

- Make sure your child is at his/her assigned bus stop 5 minutes before pick up time.
- Review all bus route information with your child, including bus number, pick-up/drop-off times and locations.
- If you have a special education student, you must be present at home when s/he is dropped off. Otherwise, according to MSCS transportation safety guidelines, the child must be returned to school.
- If your child is in kindergarten or first grade, they must be met at the bus stop by a parent, guardian, approved adult, or a sibling 11 years or older. Otherwise, according to MSCS transportation safety guidelines, the child must be returned to school.



**What is expected of my child as a bus rider?**

The Bus Student Code of Conduct and Bus Rules are available on the MSCS website. The Bus Rule Agreement will be distributed to parents during registration.

**What time will buses arrive at schools in the morning and in the afternoon for dismissal?**

Buses are scheduled to arrive on campus 15 minutes prior to bell time to ensure each rider has the option to eat breakfast.

7:00am for 7:15am bell time

8:00am for 8:15am bell time

9:00am for 9:15am bell time

Buses are scheduled to arrive on campus for afternoon dismissal 5 minutes before bell time.

2:10pm for 2:15pm bell time

3:10pm for 3:15pm bell time

4:10pm for 4:15pm bell time

Buses are scheduled to depart campus 10 minutes after bell time or sooner if loaded.

2:25pm for 2:15pm bell time

3:25pm for 3:15pm bell time

4:25pm for 4:15pm bell time

**My child is a special education student. To whom should I speak concerning his/her transportation?**

If your child requires transportation, please contact your child's teacher. The teacher should implement the necessary process which must be approved by the Department of Exceptional Children.

**What process do I follow if I want my exceptional child transported home without adult supervision?**

A Supervised/Unsupervised form must be filled out at your child's school and the appropriate steps will be taken.



**What happens if a Kindergarten, 1st grade, or exceptional student is returned to the school because the parent or designee wasn't at the student's designated stop or home?**

Principals will be notified that students will be returned to the school. It will be the school's responsibility to contact parent/guardian to make transportation arrangements for the student.

**Can students ride without a bus pass?**

All eligible students will be allowed to ride their designated bus during the first 3 weeks of the school year as passes are being distributed. After that time, it will be expected that all students have their bus pass present when boarding the bus in the morning and afternoon. A student can visit their school's office to obtain a new card in the event a pass is lost or stolen.

**How will students identify their designated bus?**

Each bus will have a sign in the window with their respective identification codes. Each code will start with the prefix identifying the terminal from which the bus is housed and will specify GenEd or SpEd. (EX. NG001 for North Terminal, GenEd, and Bus Number 01) Buses will be identified by Route ID as follows:

NG- North General Education/GenEd

GG- Northeast GenEd

NE- North Exceptional/SpEd

GE- Northeast SpEd

EG- East GenEd

SG- South GenEd

EE- East SpEd

SE- South SpEd

**My child is a bus rider, but we have recently moved. Can my child continue to use the same bus pass from her old school within the MSCS district?**

No. A new bus pass will be issued at your child's new school if they are eligible.

**How can I get information regarding my child's bus route and schedule?**

This information is available on the MSCS website using our WebQuery tool. You may also contact your child's school and/or the Transportation Department by phone, 416-6077 or email

[scstransportation@scsk12.org](mailto:scstransportation@scsk12.org).



**If I have concerns or comments regarding my child's bus driver, whom should I address these matters with?**

Contact Department of Transportation via email or telephone. Our main telephone number is 416-6077 and email [scstransportation@scsk12.org](mailto:scstransportation@scsk12.org).

**My child left a coat (glasses, instrument, retainer, books) on the bus. How is it returned?**

The driver will attempt to return item(s) to student the next morning if located. If the item is not claimed, the driver will give the items to the school administrator.

**How does a bus driver handle students that do not follow bus safety rules? Will students lose bus privileges?**

At no time should a driver ever take a child off a bus. The bus driver should complete a bus conduct notice and give it to school administrators. The Transportation Department will also receive a copy of the notice to follow up with the school regarding disciplinary actions.

**We live within the walking boundary, but very close to a bus stop for my child's school. May my child ride the bus from that stop?**

No. If a student is within the walking boundary, it is the responsibility of the parent to provide transportation.

**What should I do if I cannot locate my address in the WebQuery tool?**

Due to new construction and area developments, it is a continuous effort to maintain the most up to date maps and information. Please contact the Transportation Department for assistance at 416-6077.

**If a fight occurs on a bus, how will the driver handle the situation?**

Bus drivers are taught de-escalation tactics to resolve high tension situations. However, in an event where these tactics are not effective, the driver will inform dispatch of the situation. A transportation safety specialist, local police/sheriff, and school will be notified according to severity of the situation.

**How will I know if there have been changes to my child's bus route and/or stop?**

Your child's school should provide information to students if any changes are made to the bus route.