

Connect Transportation FAQ's

1. Where will my bus stop be?

Connect uses congregated stops for groups of students living near each other. Usually there is one stop per community, fairly located for the students assigned to that stop. Some communities may have more than one stop due to either the size of the community or the number of students.

Routes and stops are planned after Connect's registration period ends in April. The home address of each student registered for bus service is given to the transportation committee, a group of volunteer parents working with Margaret Mills, Connect's Transportation Analyst.

2. What is Connect's walk limit?

Connect does not have a maximum distance from home to stop. The committee tries to find stops within 1.5 km and most students have stops much closer than that. Each year there are some students who are further than 1.5 km from their assigned stop.

3. How long will the bus ride be?

Ride times are mostly determined by distance from the school. Generally those who live farther have longer rides but some routes, or portions of routes, use same direction loops to provide fair travel times for all. The maximum ride time for any student should be approximately 75 minutes.

4. Will there be a stop in my community?

The short answer is maybe not. We do not have enough bus time to reach every community. If there will be no stop in your community someone will contact you to discuss your options. The current routes and stops are a good guide to areas that are hard to reach. If there is no stop or route anywhere near your home you should contact the committee.

5. Where can I find the current routes and stops?

There are maps of all the routes, morning and afternoon, on Connect's website. Look for the 'Bus Route Maps' link under the Busing tab on the home page.

6. Who do I contact if I have questions about school bus service?

Please send an email to transportationatconnect@gmail.com. The account is shared between the committee and the transportation analyst. Someone will reply, usually within 2 days.

7. When will I know my child's stop location, morning pick up time and afternoon drop off time?

Schedules for the start of school in August are emailed to all registered families, usually in the third week of June. In rare cases the schedule might be altered slightly before the first day of school but families can confidently make their plans based on what they receive in June. All families are emailed again about one week before the start of school.

8. Can my child take a school bus to/from an alternate location?

Families with shared custody can request that each parent's home address be used in planning. Families can ask that a daycare address be used in place of

their home address. These addresses are treated like every other and it is unlikely that there will be a stop at the daycare. Connect students can use a scheduled stop on an alternate bus to visit friends or attend afterschool activities providing there is space available on that bus. No stops are added to any schedule to accommodate activities. Email the committee to ask about using another bus.

9. Can I register for bus service after the April registration period?

Families can sign up for bus service at any point during the year providing there is space available on the bus and a scheduled stop is suitable. No significant changes to the schedule are made to accommodate late registration. The fee is prorated depending on the first date of service. Connect charges a late fee which is waived for new students just starting at Connect who register for bus service at the time they register for school.

10. What if I move?

Let the committee know as soon as possible if you are planning to move. There is no guarantee that space will be available on the bus serving your new home. The committee will consider requests for additional stops to accommodate moves but typically agree to only those that have minimal impact on the schedule.

11. What if my assigned stop is unsuitable?

The committee will not make changes to the schedules until after fall break. Families can choose to use another scheduled stop if the one assigned to them is unusable. It is always possible to use another stop on your assigned route. Switching to another route is possible if space is available.

Families can request changes to the schedules starting in September. The committee reviews all the requests before fall break and any resulting changes take effect after fall break. Careful consideration is given to each request but most cannot be accommodated.

12. What is the fee?

The fee for 2015/2016 is \$785. The fee for 2016/2017 will be determined before registration starts.

13. Is there a family discount?

Connect charges the full fee for the first two siblings. Third and subsequent siblings pay a reduced fee that is about 25% of the full fee.

14. Is the fee reduced for one way or part time service?

No. It is a long-standing board policy that there is no reduced fee for part time service. Once the full fee is paid, families can use the school bus as much, or as little, as they choose.