

## School District No. 36 (Surrey) Regular 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.

The 2021-2022 pricing is \$300/year per student. Siblings will be charged \$150/year. 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 awarded first to those that apply prior to June 30, 2021, regardless of previous busing history. In the event the bus does not have enough available seats for the number of requests, the seats will be assigned in the following priority to those that have applied by June 30, 2021:
  - a) Farthest distance from the school
  - b) Youngest student
  - c) Outside of catchmentIn 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, 2021 will be put onto a secondary waitlist to be awarded a seat only once an available spot has been established.
- 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 office.
- 5) Bus passes must be used for all trips, tapping 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. 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 bus service in 2021-22 are:

Douglas Elementary

Fraser Heights Secondary

North Surrey Secondary

Earl Marriott Secondary

Grandview 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 students with confirmed seating for start of school in September will be able to get their schedules at their school in the last week before school begins.

### 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 payment is made. Bus passes are sent to the school office for student pickup or given directly to students from drivers. 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 so that we can 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?

Students will be required to obtain a replacement 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 spare pass 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 to ride.

**Lost Pass:** If a student loses their bus pass, a first replacement card will be provided free of charge. Any subsequent replacement cards will incur a \$5 fee. Students need to report their lost card and will need to obtain a spare pass from the office until the replacement pass arrives.

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

Friends are only permitted on the bus if space is available and the school office has authorization from the friend's parents for them to ride the bus. The office will provide the friend with a spare pass to provide to the driver.

### 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 authorizing them to ride the bus. The Passenger Guidelines on the form must also be acknowledged and agreed to as part of the registration form. **Registrations are due by the end of June each year.**

### When can I register for busing for the 2021-22 school year?

Busing Registration for the 2021-2022 school year begins in April this year. If registered by June 30, 2021, eligible riders will be assigned a seat for September and fee paying passengers will have first priority of remaining available seats. Please note: Fee paying seat assignments may not be in place for school start and families must make alternate arrangements until a seat is awarded. Those that do not register by June 30, 2021 will be placed on a secondary wait list in September.

### Where can I find more information about bus service?

Information is located on our Bus Services page of the Surrey School District website at:  
<https://www.surreyschools.ca/departments/FACL/BusServices/Pages/default.aspx>

### What about students with Special Needs?

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