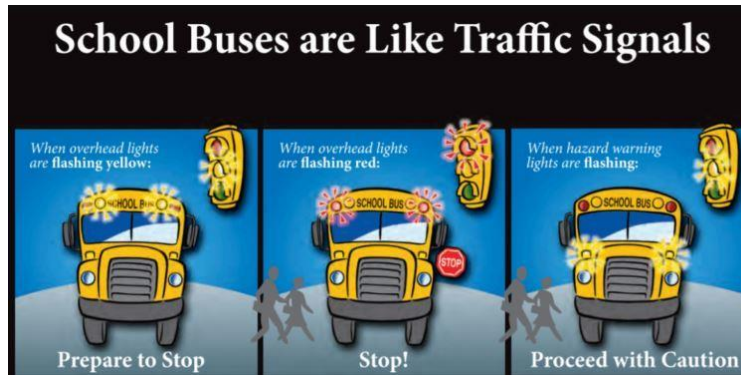


# TRANSPORTATION FAQ



## What are the hours for the Transportation Office?

The Transportation Office is open from 7:30AM-4:30PM on school days. Our office is closed from noon-1:00PM for lunch. You are more than welcome to leave a message before or after hours by calling 806-273-1012.

## Who is eligible for transportation?

Students who attend Borger Schools are eligible for transportation if:

- They live within the attendance zone of the assigned school,
- They live at least 2 miles away from their campus of attendance,
- They agree to follow the [School Bus Rules](#) provided on the transportation website.
- AND they have registered for bus service through our [Transportation Parent Portal](#) and been assigned to a bus.

## Will Borger ISD transport my transfer student?

Parents of TRANSFER students are required to provide their own transportation for their students.

## Why is my child's stop not in front of my house?

When routing buses to pick up students, safety is our primary concern. We make sure buses are making stops and driving on roads that are safe for school bus travel and meet all legal requirements. Once we have considered all safety factors, we also take into consideration the time that students will be on a bus.

While there are no requirements dictating how close a school bus stop should be to a student's home, or how long a student (Pre-K through 12th grade) spends on a bus, we try to make stops as convenient as possible. It is the responsibility of the parents to get their students to and from their assigned stops.

## **What should I do if the bus is not on time to pick up my child?**

Your child should be at the assigned bus stop five (5) minutes before the scheduled arrival time. After ten minutes if your bus has not arrived, please call the Transportation Office at 806-273-1012.

## **My child isn't home yet. What should I do?**

If your child hasn't arrived home 10 minutes after their normal drop-off time, check the Borger ISD social media pages, SchoolMessenger app, and/or your email for any messages about bus routes being delayed. If there are no messages about routes being delayed, please call the Transportation Office at 806-273-1012 or the campus. If it is after 4:30 pm and you are unable to get a hold of a district employee, please contact law enforcement.

## **Who should I report my address or telephone number change to?**

The school registrar of the campus your child attends should be contacted as soon as possible with all address and telephone number information changes. After that is done, please log into the Transportation Parent Portal and submit changes by clicking on your child's profile.

## **How will I be notified of a change to my child's stop time, stop location, or route number change?**

If a change becomes necessary and will not affect your stop time by 5 minutes, then the driver will notify the students of the time change. If a change in stop location or route number becomes necessary, the Transportation Department will send written notification home with your child as well as send an email to the email address on file through the Transportation Parental Portal. If a time change is greater than 5 minutes we will send written notification home with your child as well as send an email to the email address on file through the Transportation Parental Portal.

## **My Child left a jacket (books, instrument) on the bus. How can we get this back?**

Please call 806-273-1012 to see if the item is on the bus. The drivers check their bus after each run. The driver will hold items left on the bus by students. After a few days, the driver will bring any item left on the bus into the Transportation Office. If the item has a name on it, the driver will report this to our office, and we will try making contact with the individual so the item can be returned in a timely manner. Any lunches found on the bus will be returned to the appropriate campus as soon as possible.

## **Can my child have a friend ride their bus home with them?**

It is extremely important that you call the Transportation Office in advance of this situation, so that we can ensure the bus has adequate room for this request. Students who are assigned to the bus route do have priority. If the bus has room, then your child's friend will need to take a signed note from his/her parent to the school office. The school office will issue a bus pass for the friend. When the friend boards the bus, they will need to give this to the bus driver. If the friend does not have a bus pass from the office, they will not be allowed to ride home with your child.

## **Can my child ride another bus home?**

It is extremely important that you call the Transportation Office in advance of this request, so that we can ensure the bus you need your child to ride home on has adequate room. If the bus has adequate room, then you will need to send a note with your child to take to the school office. The school office will issue a bus pass so that your child can give this to the bus driver.

## **Why don't we have bus service in our area?**

Students are eligible for transportation only if they meet the following criteria:

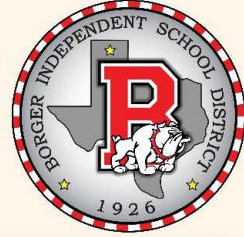
- Live within the attendance zone of the assigned school AND
- Live at least 2 miles away from the campus.
- TRANSFER STUDENTS ARE NOT ELIGIBLE FOR BUS SERVICE.

We also have a shortage of drivers currently.

## What is the district doing about the driver shortage?



# BUS DRIVER SHORTAGE PLAN OF ACTION



Due to a lack of bus drivers, the District needs to create more efficient bus routes for the 2023-2024 school year. BISD is currently looking into ways to accommodate all students who need transportation and the District needs your help.

### WHAT THE DISTRICT IS DOING?

- Actively recruiting new drivers.
- Analyzing current bus routes and ways to consolidate them for the 2023-24 school year.
- Requiring all students needing bus service to register for bus service.

### WHAT YOU CAN DO

- If you have been driving your child to school, please consider continuing to do this.
- Complete the Bus Rider Registration online.

### IS BUS REGISTRATION MANDATORY?

Yes, all families who require district-provided transportation must register each child needing service. Registration is important to the District to utilize in creating bus routes for the 2023-24 school year.

### WHAT IF MY NEEDS CHANGE THROUGHOUT THE YEAR?

Students will always have the option of riding the school bus if needed. We ask that you contact the transportation department as soon as possible when changes need to be made.

### WILL THERE BE AN IMPACT ON RIDE TIMES?

Yes, a number of bus routes may experience longer ride times than in previous years. We will not know which routes are affected until bus routes have been completed.

### WILL MY CHILD'S BUS STOP LOCATION CHANGE?

Since we are planning on consolidating some bus routes, a number of drop-off and pick-up locations may change. Changes will be communicated prior to the start of the school year.