

SMYRNA SCHOOL DISTRICT TRANSPORTATION FREQUENTLY ASKED QUESTIONS

1. **Who should I contact if my student(s) needs bus transportation?**
 - First contact your student(s) school to ensure that all address information is correct in the district's system. Your student(s) school will then send a request for transportation form with accurate information to the Transportation Office.
2. **How will I know my student(s) bus information?**
 - If you have not been contacted by the driver, then you can contact the Transportation Office at (302) 653-3142.
3. **How long will it take for bus transportation to start for my student(s)?**
 - There is a minimum of 24 hours' notice upon receiving the request for bus transportation form in the Transportation Office before transportation will be provided.
4. **Does my student(s) qualify for bus transportation?**
 - 12.1 - Transportation benefits shall be provided for pupils in grades K to 6 whose legal residence are one (1) mile or more from the public schools to which they would normally be assigned by the District administrations and for pupils in grades 7 to 12 whose legal residences are two (2) miles or more from the public schools to which they would normally be assigned by the District administrations. Requests otherwise ineligible transportation benefits due to unique hazards shall be processed according to this regulation.
 - 12.2 - Daycare facilities may be designated as a pupil's residence for pickup and drop off.

<https://regulations.delaware.gov/AdminCode/title14/1100/1150.shtml#TopOfPage>
5. **Can my student(s) have more than one assigned bus on alternating weeks between residences?**
 - No...students are entitled to one bus from a designated pickup location and one bus from a designated drop off location.
 - 12.6.2 - Such transportation to be provided on the same bus and route to and from the school attended by the pupil (*i.e. each pupil is entitled to one seat on one bus*) except that permission may be granted on a year by year basis by the District administration for eligible pupils that ride other buses if seats are available and does not create additional expense to the state.

<https://regulations.delaware.gov/AdminCode/title14/1100/1150.shtml#TopOfPage>
6. **Can my school choice student(s) receive bus transportation?**
 - No....school choice students are responsible for securing transportation to and from school.
7. **Who do I contact if my student(s) Where's the Bus application is not working properly?**
 - If you have any questions about regarding use of the app, please click on the "Contact" link on the WheresTheBus™ website (www.WheresTheBus.com).
 - Please keep in mind that when a bus is being serviced, the application will not work during that time and spare buses do not have GPS systems for tracking purposes.