

Student Transportation in LRSD: Frequently Asked Questions

Q: Does my child qualify for school bus transportation?

A: The school division determines a student's eligibility for transportation with respect to provincial funding guidelines. The Province provides transportation support for students in Kindergarten to Grade 6 attending their designated school with more than 1.6 kilometres to walk in order to reach the school. Transportation is provided to students unable to walk safely because of a learning disability or a physical handicap. School bus transportation is also provided to Grade 7 to 12 students attending their designated school who live within LRSD south of the Perimeter Highway or east of Plessis Road.

Parents/guardians may refer to [Policy EEA-1 - Student Transportation](#) for divisional guidelines and procedures.

Q: Can I purchase a “paid seat” if my child does not qualify for transportation?

A: Unallocated “**paid seats**” may be temporarily assigned to K to 8 students attending their designated school who are not eligible for the applicable transportation grants.

Space availability on divisional routes is assessed at the beginning of each school year. Consequently, the process to allocate available **paid seats** cannot begin before September 15 and may require two to three work weeks to process. Assignment of **paid seats** will occur after routes and passenger lists have stabilized, generally in early October. Families must reapply annually for a **paid seat** with a separate application for each student. Unfortunately, an application is not a guarantee of acceptance.

Additional **paid seat** information:

- **Paid seats** are allocated based on space availability and with respect to the age of the student (e.g. youngest students receive priority consideration).
- The student(s) must use an existing bus stop and existing bus routes. Routes or stops are not changed to accommodate a **paid seat**.
- The Division may reclaim **paid seats** at any time during the school year to accommodate students eligible for transportation. In such circumstances, seats from oldest students would be reclaimed first with payments refunded on a pro-rated basis.
- LRSD reserves the right to remove any student from the school bus if that student's actions jeopardize the safety of other passengers.

The fee per child for temporarily assigned seats is equal to the annual cost of a Winnipeg Transit Student Bus Pass. The maximum family rate will equal one and one half (1.5) times the single rate.

Q: Is school bus transportation provided to children in Grade 7 and 8 students taking Practical Arts courses at other schools in the division?

A: The Grade 7 and 8 Practical Arts course includes instruction in Foods and Nutrition, Textile Arts, Graphic Communications, and Manufacturing. Each of these courses requires the use of specialized instructional space and equipment that is not available in all schools in the division that house Grade 7 and 8 students. Having specific Practical Arts facilities in centrally located schools allows students to access specialized instructional spaces and equipment.

Students attending Practical Arts classes throughout the division are responsible for their own transportation as the School Board does not receive funding for this purpose. To help prepare students for travel to Practical Arts classes, teachers and administrators meet with all students to review student transportation arrangements. They review Winnipeg Transit schedules, discuss travel times, and review “what-to-do” when encountering unexpected situations and delays.

Q: Whom should I call if my child’s bus does not arrive on time?

A: Families are asked to check that buses are operating and are not cancelled due to inclement weather. Cancellation of school bus service will occur when the combined temperature and wind chill is equal to or greater than -45. For more information on school bus cancellation procedures, please refer to Policy EEAEAA.

School bus cancellations will be announced on the school division website, Bluesky, and local radio stations.

Generally, we ask that your child be at the bus stop five minutes before the scheduled arrival time. If the bus is ten minutes late, please call the LRSD Transportation Department at 204-253-2681 or First Student, the contracted provider for school bus transportation at 204-253-5942. Check Bluesky for updates on delays.

If your child has not arrived home at the end of the day, please contact your child’s school or 204-253-2681 (until 5:00 p.m.) if your child’s school is already closed.

Q: Why was the bus late and why wasn’t I called?

A: There are a variety of circumstances that can cause the school bus to run late including traffic volume, road closures, or inclement weather. The division operates nearly one hundred bus routes and transports close to 4,000 students. Consequently, it is not possible for the Transportation Department to contact families when a bus is running late. Should a driver foresee that they will be running late, they will inform the dispatcher and an announcement will be posted on Bluesky.

At the beginning of the school year, please understand that school buses may run several minutes late, for usually one to two weeks. The beginning of the school year is an exciting time for

families. It takes time for families to take pictures and to say goodbye. Some of our students may also be reluctant to leave their families to ride on the school bus. Your patience at the beginning of the year is appreciated.

Q: What are the hours of operation of the Transportation Department?

A: The dispatch area (204-253-2681) is open 8:00 a.m. until 4:30 p.m. For requests regarding scheduling and administration, the Transportation Department is open from 8:30 a.m. to 4:30 p.m.

Q: Can the driver stop at my home to pick-up or drop-off my child?

A: School bus drivers are not permitted to adjust school bus routes. Only certain students with special needs are eligible for curb side home service. For other students, transportation service is provided in accordance with provincial and divisional guidelines that assure that the maximum distance to a bus stop is not greater than 800 metres. Within these guidelines, every effort is made to improve transportation efficiency by clustering students to bus stops and by providing service on major streets.

Q: Am I required to meet my child at the bus stop?

A: To maximize child safety, and arising from families' shared responsibility for the safety, the division expects that families assume responsibility to supervise their children prior to boarding, and following disembarkment. The division requires that families of students in Kindergarten to Grade 3 receive or arrange supervision to receive their children when they leave a school bus at the end of the school day.

Q: Can my child be dropped off at a different stop or travel on a different bus?

A: Students must ride on their assigned bus only. Families must use the same before- and after-school address for students in Grades 1 to 6, and the same daily schedule. This procedure ensures consistency and a regular schedule for students receiving transportation, and for our school bus drivers. A consistent daily schedule provides safety to students so that they do not inadvertently board a school bus or leave a school bus at a different stop. Kindergarten students may be transported to and from dual before- and after-school addresses provided the same daily schedule is used and both addresses qualify for transportation services.

Q: Whom shall I contact if I have a question or concern regarding school bus transportation?

A: When you have a concern regarding school bus transportation, please contact the Transportation Department at 204-253-2681 or your school principal.

LRSD believes that constructive communication is the key to a healthy learning environment and encourages dialogue between members of the school community.

One of the most important aspects of communication, especially when resolution of concerns is the goal, is that it occurs with the person who can most appropriately respond to the question or concern. In all cases, clear, timely, and direct communication assists effective resolution of concerns. The majority of concerns can be resolved at the Transportation Department level. However, if your concern remains unresolved after discussion with the Supervisor of Transportation, contacting the Superintendent's Department is appropriate.

If the concern cannot be resolved by contacting the Superintendent's Department, you may then direct your concern, in writing, to the School Board. The School Board will respond, usually following inquiries with the involved parties.

LRSD's Protocol for the Resolution of Concerns can be found here:

<https://lrsd.link/ResolutionofConcerns>



Q: Where can I find more information about school bus transportation in the division?

A: You can find more information about divisional transportation services at our website, www.lrsd.net. (Select "What We Offer", then "Transportation".) As well, you may contact the Transportation Department at 204-253-2681.



DIVISION SCOLAIRE

LOUIS RIEL

SCHOOL DIVISION