



Exception Process Guidelines Requesting School Bus Transportation

Frequently Asked Questions

Q: I heard that I do not have to resubmit an exception form before the start of the new school year anymore. Is that true?

A: If your student was riding last year through an approved exception and 1) the student is remaining at the same school, 2) the student will continue to use the same pick up and drop off point on the original approved exception form; and, 3) an eligible student is using that requested bus stop then you do not need to resubmit a new form for the new school year. As long as your student meets “1)” and “2)” and the eligible student continues to ride from that requested stop, the exception form is valid and will remain on file at Transportation.

Q: Last year my student had an exception to ride the bus; however, this year I am being told there is no room on the bus. I thought I was guaranteed a place on the bus?

A: The exception approval is for space available on the bus. If new eligible students enter the bus route, then eligible students ride the bus and there is no longer any room for the exception students.

Q: Should I check to see if my child is still able to ride the same bus for next school year?

A: Yes. As long as your exception student remains at the same school and uses the same pick up and drop off point on the original exception form, and an eligible student is still using the requested bus stop, then the stop remains in place for the new school year.

Q: I turned in my exception request and I heard the bus is pretty full. How do you determine who gets to ride?

A: We use the “first come, first serve” rule. The date stamped on the exception form when it is received at Transportation determines whose exception was first.

Q: When my exception is approved, how will I be notified?

A: We will send an email notification or call the student’s home phone number listed on the application and attempt to speak with someone or leave a voice mail with the notification. Therefore, it is important to maintain a useable phone number.

Q: What happens if all eligible students at the stop no longer ride?

A: We will notify all exception students using that stop via the home phone number listed in the Student Information System that the stop will be removed in five school days. When we call the home phone number, we will attempt to speak with someone or leave a voice mail with the notification. Therefore, it is important to maintain a useable phone number.

Q: If I move to a new address, do I need to submit a new exception form?

A: You only need to submit a new exception form if you plan to use a different stop than the current one. However, if there is a waiting list to get on that bus, your new exception form will place you behind those waiting to get on the new bus.



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Q: I really want an exception for my student so they can have one pick up or drop off on Mondays and Wednesdays, and a different pick up and drop off location for the rest of the week. Is that possible?

A: We cannot accommodate that request. We can set up an AM stop location Monday thru Friday and a PM stop location Monday thru Friday.

Q: If I want siblings to ride as an exception from the same bus stop, do I have to fill out an exception form for each one?

A: Yes. One form per student is required.

Q: If I know there is a bus stop with service to my school, can my student start riding the bus while my exception form is being processed?

A: No, In most cases we will approve your student to start riding immediately while we process the exception form and add their name to the bus manifest. However, there are full routes that we need to research to ensure there is room for your student. In that case, we will contact you within a few days of receiving the exception form to confirm an opening or the bus is full. If the bus is full, we will tell you where you are on the waiting list.

Q: Why was my exception denied? Will I be notified?

A: Denial for an exception may have occurred due to the bus being full, or there no longer being an existing bus route. You will be notified that your exception was not approved via phone or email.