



PRINCE GEORGE COUNTY PUBLIC SCHOOLS TRANSPORTATION DEPARTMENT



****FREQUENTLY ASKED QUESTIONS****

1. WHAT ARE THE HOURS OF OPERATION FOR TRANSPORTATION AND HOW DO I REACH THIS DEPARTMENT?

Transportation office personnel may be reached from 6:00 a.m. to approximately 7:00 a.m. at the bus garage. The phone number is 804-733-7045 or 804-733-2668.

The Transportation Office is open from 8:30 AM – 5:00 PM. The phone number is 804-733-2712.

2. ARE BUS DRIVERS AND AIDES BEING HIRED AT THIS TIME?

We are always looking for substitute bus drivers, car drivers and aides. Please obtain an application from the School Board Office, and personnel will direct you on all the information you needed to apply. Paid driver training consists of a minimum of 48 hours (24 classroom hours and 24 hours on the road). Trainers will work with you to obtain your commercial driver's license with a bus endorsement.

3. WHY DOES THE BUS SEEM TO COME EARLY OR LATE TO PICK UP AND/OR DROP OFF MY CHILD?

All times are estimated times for morning pick up and afternoon drop off.

In the mornings, students are required to be visible at the bus stop 10 minutes prior to their estimated pickup time. Buses can be within ten minutes of the estimated pickup time in the mornings.

In the afternoons, there is no ten-minute disclaimer. Buses start their afternoon routes dropping off students immediately after being released by their school. Many things can alter an afternoon drop off time that are of no control to the driver (few children riding, earlier release from the school by a few minutes, etc.). Ultimately, parents should prepare for the arrival of their children immediately after the school dismissal time.

4. WHAT SHOULD I DO IF MY CHILD IS HAVING TROUBLE ON THE BUS?

Please address your concerns to the administrator at your child's school or contact the transportation office. Your concerns will be directed to the appropriate person. School administrators handle bus referrals and disciplinary consequences. Disciplinary action is dispensed by school administration. Please note that drivers are on a time schedule and are unable to confer with parents at bus stops. Parents are not to address concerns directly with a bus driver.

5. ON EARLY RELEASE DAYS, WHAT TIME DOES MY CHILD ARRIVE HOME?

*Moore, Clements, and High School – release at 11:45 AM.
Elementary Schools – release at 12:45 PM.*

If your child normally gets home about 40 minutes after school dismisses, then estimate that time from the early dismissal time.

6. WHAT DO I NEED TO DO IF MY CHILD NEEDS TO RIDE A DIFFERENT BUS?

1) If you are requesting a permanent change to his/her pick-up and/or drop-off information (i.e. babysitter, daycare), please fill out a Transportation Request Form and forward it to our department. Forms are located online at <http://pgs.k12.va.us/index/pgs/transportation/>, the transportation office or your child's school office.

PLEASE NOTE: There is no guarantee that a transportation request can be approved. Please allow ample time for the request to be received and reviewed. There must be room on the bus that is routed to the address you are requesting for it to be approved.

2) If your child needs to ride a different bus temporarily (1 day or 2 days, 1 week), please send a note with your student to the school. The school will verify that there is room on the bus and issue a temporary bus pass for your student.

NOTE: Students have one bus assignment and are not allowed to get on a bus that is not his/her assigned bus in the morning without a school authorized pass to present to the driver.

3) If a student has moved to another address anytime during the school year, then parents are to contact the school with any and all required residency/address change information.

The school will contact transportation for new bus information once residency is verified.

7. DOES SOMEONE HAVE TO BE AT HOME TO RECEIVE MY CHILD?

If your child is in grades pre-K thru grade 2, then someone, with permission to receive, must be visibly present at the stop to receive your student. A student in grades pre-K through grade 2 may get off the bus with an older sibling in 3rd grade or above.

8. MY CHILD LIVES OFF POST. CAN HE/SHE RIDE THE BUS TO FORT LEE? (I.E. WITH A FRIEND, ETC.)

If a student is in grades 6-12 and lives off post, he/she will NOT be able to ride a school bus to Fort Lee or the Youth Center. If a Pre-K thru 5th grade student lives off post AND has an approved transportation request to attend the School Age center, only then will permission will be given.

9. I LIVE ON FORT LEE. CAN MY CHILD BOARD A BUS AT ANY BUS STOP ON POST?

No. Bus stops are pre-determined according to the address where you live. This allows us to maintain order at each bus stop and ensure the safety of your child.

10. MY CHILD REQUIRES SPECIAL TRANSPORTATION. HOW IS THIS ARRANGED?

All special needs-student requests are handled by the Student Services Department at the school board office. The telephone number is 733-2700. Please communicate all of your child's needs through this department, and the school board office they will forward the information to transportation once all of the IEP requirements are fulfilled.

11. ARE THERE DOOR-TO-DOOR STOPS IN SUBDIVISIONS?

Bus Stops have been established in subdivisions. Having bus stops allows the buses to transport the students in a more efficient time frame. All students are to get on and off the bus at their assigned stop.

12. WHAT SHOULD I DO IF MY CHILD MISSES THE BUS?

We require students to be at the stop 10 minutes prior to the scheduled pick up time. If a student misses the bus, it is the parent's responsibility to transport him/her to school.

For safety reasons, parents are not to follow the bus in an attempt to have your child board the bus at another stop. All students have only one assigned bus stop.

