

Frequently Asked Questions

Do all bus riders need to register every year?

Yes, all riders from K to 12 need to register. It is a government requirement to have a passenger list for each bus.

How do I find my student ID number for registration? (generally 7-digits)

Ask your student if they know their number. It is the number used to log on school computers and on report cards. Please do not provide student Personal Education Number (PEN) which is generally 9-digits. If unknown please contact their school.

Is there a fee to register for the bus?

No, but please **only** register your child if busing is require.

Do students receive a bus pass?

Yes, all students that register for transportation will receive a bus pass at their school. Students are required to have the bus pass with them each day to tap the pad on and off the bus.

Is there a cost for a bus pass?

The first bus pass each year is free.

My student has lost their bus pass, can I get a new one?

There is a ten-dollar replacement fee for lost or damaged cards. Students need to report their lost card to the school office. They will be issued a temporary bus pass until their new bus pass is available at the office.

Do not alter the bus pass in any way as this will deactivate the bar code. Things that have deactivated the cards are: making a larger hole for lanyard, cutting or rounding the corners, teeth marks 😬

Should I call if my student will not be taking on the bus?

Only call the transportation office if your student is registered on an accessibility bus, or your child is the only stop out of the way.

Can my child bring a friend on the bus?

Following the advice and direction from the government only those registered and assigned to the bus are allowed on the bus at this time until further notice.

Can a student bring band or sports equipment on the bus?

In accordance with MVA regulations, school bus drivers CANNOT transport items other than a regular backpack which can fit comfortably on the student's lap without extending into the space of others or into the aisle. Prohibited items include, but are not limited to the following:

- Guitars, trombones, tenor and baritone saxophones
- Drums, cellos and other large instruments
- Hockey sticks and equipment
- Lacrosse sticks
- Baseball bats
- Skateboards (long and regular boards)
- Scooters
- Large school projects that will not fit on a student's lap
- Bicycles

Items which CAN be transported:

- Regular sized back packs or bags that sit comfortably on a student's lap
- Small band instruments such as flutes, trumpets, alto saxophone and other instruments up to that size.
- Sport balls that fit into a backpack
- The SD63 Transportation Department has a responsibility to transport students to and from their schools safely. We appreciate your support in maintaining a safe environment for your child's ride to school.

Lost and found items on the bus, how can I retrieve them?

Items left on the bus will be left on the bus for students to retrieve the next day. Cell phones and other valuables will be brought into the transportation office

each day. Parents are to call the transportation office to arrange picking up the item.

What time should my child and I be at the bus stop?

Students should be at the bus stop at least five minutes before the bus is scheduled to arrive. Parents meeting their child after school at a secluded stop need to be there at least five minutes early.

What happens if the bus doesn't arrive?

We do not have the technology at this time to notify parents and students if the bus is running late. For long delays we will do our best to get communication out through our social media pages.

All buses complete their run, even if they are late.

Who do I contact to see if buses are running?

Call the transportation office (250) 652-7343

We live in Saanich School District 63, but outside of the school's catchment our student will be attending. Can they ride the bus?

Students attending schools within their catchment area and living beyond the established walk limits are eligible for bus service. The established walk limits are: 4.0 km for students attending Elementary Schools/4.8 km for students attending Secondary Schools. Transportation for students attending school of choice (out of catchment) or program of choice (French Immersion) or living within the walk limits are all referred to as Courtesy Rider and **may** be granted riding privileges provided there is space available on existing routes. Routes will not be altered to service courtesy riders.

When does registration close?

Registration closes June 30th at 4:00 PM. After June 30th registration will open again in late July to August 15, 2021. We **cannot** guarantee there will be room left on the bus route if you register after June 30th .

Can the bus driver add a stop on the route?

No, the driver is not allowed to add stops on the route. Please send all bus stop requests to transportation@saanichschools.ca and cross street or a street address near your request. Transportation will notify you if the request is possible. This can take a few days. Thank you for your understanding.