

Welcome aboard CBE transportation!

Transportation Services is proud to transport approximately 23,500 students every school day.

It's a big job with many stakeholders. Our most important - the students we serve every day.

Please refer to this Student Transportation Guide for registration processes, busing guidelines, answers to some of the most frequently asked questions and more.

We are here to help.

Guiding principles

Transportation is a shared responsibility of students, parents and families, bus drivers and Service Providers, schools and Transportation Services.

Families are responsible for the safe passage of students to and from the bus stop.

We support student learning by ensuring students arrive safely, on time, and ready to learn by providing safe, reliable, efficient, and sustainable transportation services.

Eligibility for yellow school bus service

CBE yellow school bus transportation is available to students:

- 1 | attending their designated community school, living beyond the walk zone and assigned to yellow school bus:**
 - A student's designated school is determined by the student's primary address
 - Students grade 6 to 9 may be [designated](#) to Calgary Transit
 - All high school students are designated to Calgary Transit
- 2 | attending Complex Learning Needs (CLN) designated site/programs meeting their individual needs:**
 - Includes students whose disability is documented as preventing them from walking to a bus stop to access regular school buses or public transit
- 3 | attending their designated program of choice, living beyond the walk zone and assigned to yellow school bus service:**
 - A student's designated school is determined by the student's primary address
 - Congregated stops are utilized
 - Students grade 6 to 9 may be [designated](#) to Calgary Transit
 - All high school students are designated to Calgary Transit
- 4 | a student living within a school's walk zone or not attending a designated school may be able to access CBE transportation as a conditional rider if there is an existing suitable bus stop and space available on the bus.**

Conditional ridership:

 - is not guaranteed
 - must be applied for every year through:
 - must be approved by Transportation Services, and
 - must pay the full transportation fee
 - offered on a first come first served basis
 - parents must have alternate transportation arrangements in place until approval is received, and in case registration is not approved.

Registration

Families can now register their child for yellow school bus transportation online using their [MyCBE/PowerSchool](#) account. To be included in the yellow school bus route planning for September, parents needed to be pre-registered by May 31. Families are encouraged and required to continue to submit their transportation applications even after the deadline.



Fees

2019-2020 yellow bus fee: \$365* per student

(The fee is proposed and subject to Board of Trustee and Ministerial approval)

- 1 | All students who live less than 2.4 km from their designated school, or attend an alternative program/ program of choice and use CBE transportation are required to pay this fee.
- 2 | Pay [MyCBE/PowerSchool](#), by cheque payable to Calgary Board of Education or monthly by automatic withdrawal
- 3 | Families experiencing financial hardship may request a [Fee Waiver](#) through [MyCBE/PowerSchool](#) or get a waiver form from the school. CBE Finance (403-817-7888) will answer all questions related to waiver applications.

2019-2020 Calgary Transit Fees

All students using Calgary Transit purchase a monthly pass, at a cost of \$77 a month (effective September 2019):

- Students attending their designated community school living more than 2.4 km from that school will be eligible for a rebate up to a maximum of \$549 per year.
- Please note international students are not eligible for the rebate.
- Students who do not attend their designated community school, or live less than 2.4 km from that school, are not eligible for a rebate.
- All students using Calgary Transit should check the [Calgary Transit Fair Entry](#) information to determine if they qualify for a reduced fare pass. This program also provides reduced costs for a number of City of Calgary services and facilities. <http://www.calgarytransit.com/fares-passes/passes/low-income-monthly-pass>
- Visit calgarytransit.com for details regarding CTS pass purchase sites.
- Please see the [rider's guide](#) for more information on using Calgary Transit

The CBE calculates distance from student homes to their designated school according the [School Act](#) Section 51(4). We measure the distance from the edge of the student's home property (or in the of a housing complex the edge of the complex). Measurement is done by our route planning software. We do not use estimations provided by Google Maps, odometers or other distance tracking devices.

Transportation eligibility is based on taking a measurement from the school in 2.4 km in each direction. It considers the shortest distance to travel between home and school, including all City of Calgary pathways, and all roadways but geographical characteristics are not taken into account for this calculation. It is important to note, we are not asking your child to walk this path, we are using the shortest distance travelled for the calculation.



Calgary Board
of Education

Bus schedules and stops

Bus schedules and stops are updated annually based on pre-registrations by the deadline:

- modified calendar schools will be posted no later than August 10
- regular calendar schools will be posted no later than August 30
- yellow bus routes are posted on the CBE website at cbe.ab.ca/busstop.
- students using Calgary Transit can confirm route times on Calgary Transit's [website](#).
- if the school has express routes, those can be located at [Calgary Transit – School Express Routes](#).

The stop time on the schedule is the time the bus leaves the stop. Be at the stop at least five minutes before scheduled departure.

Students using specialized transportation will not find their routes posted. Rather, they will receive a phone call from the transportation provider no later than 5 days before the start of school.

Please note that route changes will not be made the first and last six weeks of the school year unless there is a safety concern with the stop location regarding safe loading/unloading or overcrowding.

Service cancellations or delays – Bus Stop App

CBE Transportation uses a bus route monitoring app called MyBusStop for all Southland Transportation routes. You can use the mobile and web application GPS tracking service to see real-time information such as the route stops, route schedule, route progress and possible route delays for your child's yellow school bus. The app was created and is maintained by Southland Transportation.

How to Register

- To register you will need your school's unique access code and your child's bus route. Schools will distribute these to families at school start-up.
- Visit www.mybusstop.ca to register and create an account, follow the prompts and select the bus route you want to track.
- Once registered you are now ready to track the school bus using the website or on your mobile device.
- Download the MyBusStop app for iOS or Android
- Learn more by reading our [Parent Brochure](#) and [FAQs](#)

Questions, concerns or suggestions regarding registration or use of the application can be forwarded to admin@mybusstop.ca.



Calgary Board
of Education

Criteria for bus stop review:

- The student is attending their designated regular program school, and there is no bus stop on the route within travel distance guidelines. (*Note Congregated Stops for Alternative Programs*)
- The student is in regular program kindergarten and there is no corresponding mid-day bus stop.
- The bus stop location is deemed a hazard by Transportation Services in consultation with service providers (hazards may include construction, blind corners / approaches).

Determining Bus Stop Locations

It is important to note that as we plan safe and accessible bus stop locations, there may be slight variances in distances for some students to ensure safety of the location. These changes will also impact other bus routes and stops across the system.

Every effort is made to keep ride times to within one hour each way. Due to the sparsity of students, buses must travel long distances to service the schools offering alternative and special needs programs, therefore, ride times may be longer in some cases.

- Parents are responsible for ensuring their child's safety while traveling to and from, and while at the bus stop.
- School bus routes are developed using all pre-registrations that are submitted by May 31, 2019.
- Changes to routes will not be made until after Thanksgiving unless they are necessary, e.g., road closure.
- If a student has more than one address, only the primary residence address will be used for transportation purposes. The CBE cannot provide two or more bus stops for one child; however, students are allowed to use any existing bus stop that is convenient for them as long as they have registered and paid for transportation.
- Parents/guardians can complete a [Bus Stop Change Request Form](#).
- The circumstances under which a stop will be reviewed are outlined on the form.
- Bus routes or schedules are subject to change at any time during the school year.
- Transportation service to new and developing communities does not always align with distance guidelines due to safety reasons.

Alternative programs:

- All Boys
- All Girls
- Arts-Centred
- Chinese (Mandarin) Bilingual
- Early French Immersion
- German Bilingual
- Late French Immersion
- Indigenous Focus
- Montessori
- Science
- Spanish Immersion
- Traditional Learning Centre (TLC)

Congregated stops for all Language and Non-Language Alternative Programs

- Students attending [Alternative Programs](#) within the CBE access yellow school bus transportation under a congregated stop model. Congregated stops are used when a small number of students from multiple communities congregate or gather at one stop to take a bus to their chosen school.
- The bus stop may be well beyond reasonable walking distance from a student's home. Families may be required to arrange for transportation to and from the congregated stop.
- The routes and stops are final and changes will not be made based on new registrations or the route students must travel to get to the stop location.
- When CBE selects a congregated stop location we look at a number of factors include student safety, ease of access for the bus, public space for students to gather and available parking for parents. Learn more about [what safety means to CBE Transportation Services](#).
- Please consider the possibility of transportation being beyond a reasonable walk distance before accepting placement in an alternative program



Calgary Board
of Education

ZPass

Students approved for CBE transportation receive a ZPass to ride a yellow school bus, issued by Transportation Services and distributed by schools. The ZPass only has your child's CBE ID number, for reasons of privacy and security. Please do not add personal identifying information. Do not punch holes in the ZPass otherwise it will not work.

- Students scan their ZPass through an electronic card reader installed on the bus every time they get on and off the bus.
- If a student forgets a ZPass, he or she should notify the driver. They will still be able to ride the bus.
- If a student loses a ZPass, parents are required to request a replacement pass. Please note that ZPass cards are not printed after May 15.
- ZPass cards are meant to be multiyear and should be kept for reuse, even if transportation is cancelled for a period of time.
- As long as your child is eligible and you have registered for transportation, your child can ride the bus while awaiting a pass.

Changes

I have moved and need to change service

- Advise the school of your new address.
- If a student has a valid transportation contract and remains eligible for transportation, the student can access any existing bus stop for the school.
- If there is no stop within the eligible travel distance guideline, complete a [Bus Stop Change Request](#) form (will be available in September) (*Note this does not apply to Congregated Stops for Alternative Programs*).
- If a student has a valid transportation contract they can continue to use their ZPass on any existing route.

I want to cancel school bus service

- Cancellation requests can be completed online via [MyCBE/PowerSchool](#).
- There is no financial penalty for cancellations by Oct. 31, 2019
- Requests can be submitted electronically to Transportation Services within 30 days of the last day the student used the service
- Transportation fees, where applicable, will continue to be charged until a cancellation request is received by Transportation Services.
- Transportation fees are prorated for the months they are used
- Refunds are mailed to the address indicated on the form and payable to the guardian listed for the child.
- Please keep your ZPass for future use, even if you cancel transportation for this year.



Restricted items

- 1 | The Alberta Motor Transport Act, School Bus Operation Regulation prohibits the following items from being transported on a school bus:
 - animals
 - firearms
 - explosives
 - flammable materials or substances
 - fuel other than in the fuel system and fuel tank of the school bus
 - anything of a dangerous or objectionable nature
 - anything that might endanger the lives or safety of persons on the school bus
- 2 | Only certain equipment is permitted on school buses. In cases of dispute the final decision as to what may or may not be transported rests with the driver. The aisle will be clear at all times.
- 3 | Where space permits, musical instruments may be transported if they are in their proper musical cases, and kept on the student's lap or stowed as per the driver's instructions.
- 4 | Skates and skateboards are not permitted on school buses unless they are in a closed duffle bag and stowed as per the driver's instructions.
- 5 | Skis/poles and hockey equipment may only be transported on school buses which are equipped with exterior storage space as per the *Alberta Motor Transport Act, School Bus Operations Regulation*.
- 6 | School related items may be transported where space permits and they can be stowed safely. Special arrangements will be made in advance between the principal, and the driver of the bus.

Behaviour and Safety

School Bus Rules

The school bus is considered an extension of the school. CBE Administrative Regulations 6001, 6095 and 6096 inform the *School Bus Rules* and disciplinary measures for school bus misconduct. Administrative Regulations are available at cbe.ab.ca | [About Us](#) | [Policies & Regulations](#) | [Administrative Regulations](#).

Students riding on a school bus are responsible for their conduct and are expected to follow the *School Bus Rules*. Violation of the *School Bus Rules* may lead to loss of riding privileges, suspension from school or other disciplinary measures.

- 1 | The driver is in full charge of the bus. Respect the driver and obey directions.
- 2 | The driver may assign specific seats to students at any time.
- 3 | Students will not extend arms or head out of windows. While the bus is in motion, students will remain seated facing forward, and will not try to get on or off the bus, or move about within the bus.
- 4 | Students will not throw anything on the floor or out of the windows of the bus.
- 5 | While on the bus, students will conduct themselves in a quiet and courteous manner, showing consideration for the comfort and safety of others.
- 6 | Scuffling, fighting, smoking, and the use of obscene language, gestures or behaviour on the bus, are prohibited.
- 7 | Students will not distract the bus driver with excessive noise.
- 8 | Students causing willful damage to a bus will be held accountable.
- 9 | When leaving the bus, students will observe the instructions of the bus driver, and will not cross the road without having a clear view in all directions.
- 10 | No student or parent is permitted on the bus without:
 - a valid bus pass; or
 - the authorization of the bus driver; or
 - the authorization of the school principal or their designate.

Discipline

Infractions of safety or discipline rules will result in the following:

- 1 | The driver will first seek the cooperation of the student.
- 2 | If the student does not comply, the driver or supervisor will submit a *Bus Communication Form* to the school and will attempt to obtain student cooperation.
 - a | we encourage drivers to fill out these reports as a communication tool in order to ensure students are safe and supported.
- 3 | If your child reports a behavior on the bus that is disturbing to them, please ensure that the school and service provider are made aware of the issue.

Ideas for getting to school safely and actively

It can seem hard to fit in a 20 to 30 minute walk - especially in the morning rush - but it doesn't have to be.

There are lots of ideas that can help getting to school or the bus stop easier, safer and more fun.

SHAPE (Safe, Healthy, Active People Everywhere) offers ideas and support for you and your school to develop programs that will benefit health, reduce road congestion and build community.

Visit SHAPE's website at shapeab.com for ideas and information on:

- Walking school bus,
- Walking buddies,
- Wheel Week,
- International Walk to School Week,
- and more.

SHAPE also offers a School Travel Planning Toolkit to help create an active School Travel Plan that involves, and works for, the whole community.

You may also want to check with your school administration and School Council for ideas, programs and support.

- 4 | If your child is responsible for a behavioral or safety concern, the service provider and/or school will let you know
 - b | in either case, service providers, school, and transportation staff will work with you as needed towards a solution
- 5 | The principal or designate will keep a record of all such reports and will take corrective action, which may include suspension of the student's transportation privileges.
- 6 | Students will not be discharged from the bus mid-trip to or from school as a form of corrective action for infractions of the school bus safety rules.

Safety

The safety of students riding the school bus is a shared responsibility, resting not only with the bus driver and the students, but also with Transportation Services, service providers, administrators, teachers, parents and motorists.

Conventional school buses in Calgary are generally not equipped with seat belts. All school buses with a body size designed to carry less than 36 passengers are equipped with a three or four point passenger restraint for each seating space.

Students weighing less than 40 pounds need to be seated in an appropriate car/booster seat or integrated bus seat.

School bus safety programs

Schools are encouraged to work with service providers to develop a safety program for all students. Schools are also encouraged to incorporate a bus safety program into the curriculum or offer an extra-curricular program. School bus evacuation drills are to be practiced twice during each school year.

School bus capacity and utilization

The capacity of standard charter school buses is 66 - 72 passengers. Knowing that filling a bus to capacity can create concerns, Transportation Services loads buses using the following general utilization guidelines:

- K - 3: three students per seat
- Grades 4 - 9: two students per seat
- Note: Ride time is a factor in bus utilization

Safety resources

- [My Health Alberta](#)
 - [School Bus Safety](#)
 - [Getting To and From School Safely](#)
 - [Pedestrian Safety for Children](#)
- [Safe Routes to School](#)
- [Safe, Healthy, Active People Everywhere](#)



Calgary Board
of Education



My 1st Ride is a free, one hour program to educate parents and first time riders about bus riding safety.

My 1st Ride is offered every May and includes:

- a 15 minute classroom presentation,
- a presentation on school bus safety,
- a ride on a school bus for students and their parents.

Dates, times and registration for *My 1st Ride* are sent to all CBE elementary schools and posted on [our website](#) each January.

Kindergarten service

- Two-way transportation is provided for eligible kindergarten students.
- Families are responsible for the safe passage of students to and from the bus stop. The school is responsible for escorting kindergarten students to and from the classroom to the bus, identifying them to the driver and assigning seats in the first few rows.
- *My 1st Ride* is a free program to help prepare young students for school bus transportation (*see sidebar for details*).
- Mid-day kindergarten bus stops are normally in the same location as, or across the street from, morning and afternoon stops. The CBE does not provide door-to-door service.
- In late fall, mid-day kindergarten school bus schedules may be adjusted as unused stops are removed. Changes will take place the Wednesday following notification to parents.
- For students joining the CBE mid-year and requiring CBE transportation, parents can complete and submit a [Bus Stop Change Request](#) form (will be available in September) if there is no mid-day bus stop within 1.6 kilometres of the student's primary residence (*Note Congregated Stops for Alternative Programs*).

Issues / commendations

Who do I speak to about commendations and/or concerns regarding bus service?

To discuss an unresolved concern about a driver, first talk with the service provider. If the situation remains unresolved, please contact Transportation Services directly. The concern will be investigated and you will receive a response from Transportation Services. Schools may also pass on concerns to Transportation Services directly, if they are made aware there is an emergent issue

To commend the service of a driver, contact the service provider directly. If you do so by email, copy transportation@cbe.ab.ca so we can also follow-up with our thanks.



Calgary Board
of Education

Quick Resource Guide

There are a number of ways to find the transportation information you need. Please refer to this guide to find the right resource.

Print this page and post in a visible location such as your fridge or bulletin board.

Resource	Information	Access Contact
My CBE Account	<ul style="list-style-type: none"> Register and pay for transportation Apply for waivers 	MyCBE/PowerSchool to login or register for an account
Student Family Guide Specialized Transportation Handbook	<ul style="list-style-type: none"> Eligibility How to register Responsibilities, rules and procedures 	cbe.ab.ca/transportation
CBE website	<ul style="list-style-type: none"> My CBE Account and Student Transportation Handbook Waivers Bus stop locations Forms Administrative Regulations 	Main: Transportation Services: cbe.ab.ca/transportation transportationforms@cbe.ab.ca
Service Providers	<ul style="list-style-type: none"> Service issues (late buses or taxis, driver issues) 	Southland: 403-287-1335 Dreams Transportation: 403-590-7433 4SeasonsTransportation: 403-999-3334 Checker Taxi: 403-299-4934 Mayfair Taxi: 403-252-1494
Transportation Services	<ul style="list-style-type: none"> General questions, information 	403-817-7433 x.7 transportation@cbe.ab.ca
MyBusStop	<ul style="list-style-type: none"> Mobile and web application GPS tracking service to see real-time information 	www.mybusstop.ca
ZPass	<ul style="list-style-type: none"> New or replacement 	transportation@cbe.ab.ca 403-817-7433



Family Checklist

Getting ready for school
I have registered my student for transportation.
My child's ZPass is in their backpack if they already have one, and my child knows to scan the pass before boarding and when leaving the bus.
I know where the bus stop is located and the time 'I have to be at the stop.
My child is dressed appropriately for today's weather.
I have reviewed the Student Transportation Handbook with my child and I have posted this Family Checklist somewhere visible (e.g. fridge, bulletin board).
My child knows how to recognize the bus stop and find the way home. My Kindergarten child will stay on the bus until they see a parent or caregiver, or advise the driver if they are not at the stop.
My child understands what to do if: <ul style="list-style-type: none"> ▪ they have missed their stop, ▪ are on the wrong bus, ▪ no one is at their stop to meet them, ▪ the bus is late or does not arrive, ▪ no one is home, and ▪ there is an emergency school closure.
My child has the medication(s) they need and understands what to do if they need to use the medication. Drivers do not administer medication.
I understand that transportation of students to school is a responsibility shared among parents and students, bus drivers, service providers, Transportation Services and motorists.
Safe travel to and from the school bus stop
I understand that I am responsible for my child's safety to and from the bus stop, and that I must be at the stop at least five minutes before departure and arrival.
If I am unable to accompany my child to and from the bus stop, I have made appropriate arrangements to get my child safely to and from the bus stop, and the school and driver are aware of who else may accompany my child.
My child understands street safety, and will cross streets only at intersections and only when safe to do so.
At the school bus stop
My child will respect private property and will not use it as a gathering point at their pick up-drop off location.
I will not drive into a school bus loading zone to pick up or drop off my child from the bus stop, or otherwise interfere with the safe travel of the bus.
My child will: <ul style="list-style-type: none"> ▪ stand and wait at least five giant steps away from the school bus as it is arriving and departing ▪ get on and off the bus in an orderly fashion ▪ walk to the nearest intersection to cross the road
On the school bus
To ensure the bus driver can focus on transporting students safely to and from school, my child will: <ul style="list-style-type: none"> ▪ follow the School Bus Rules ▪ avoid bringing restricted items on board the bus