

**North Caldwell School District
Transportation Changes to take effect 9/27/17
Frequently Asked Questions**

Please read this FAQ carefully because it describes changes that will be made to bus routes beginning tomorrow, Wednesday, September 27.

As a result of parent feedback provided to the District about safety concerns observed with the new bus cooperative and assigned routes, the District has made some immediate changes to the bus routes that are effective on **Wednesday, September 27, 2017**. These changes are informed by the results of our parent transportation survey, consultation with the bus company (STA), review by our busing cooperative, the Essex Regional Educational Services Commission (ERESC), and approval by the North Caldwell Police Department. With the transition to a new transportation cooperative we thank everyone for their patience and assistance.

Q. Why are these changes in bus routes being implemented at this time?

A. Safety is the top priority of the North Caldwell Board of Education and District Administration. The routes have been changed as child safety is a priority and children will not be required to cross busy streets like Mountain Ave., Greenbrook Ave., Central Ave., and Grandview Ave. It is expected that the changes being made will improve safety and efficiency of the routes.

Q. How do I know if my child's bus route has changed?

A. Please log into the Genesis Parent Portal to see your child's route number and stop location. While most changes affected the Gould routes, there were some smaller changes to the Grandview Routes. Also, under the documents section, you can find the full route detail to see the order in which your child will be picked up and/or dropped off.

Q. What time should I be at my stop?

A. Our bus routes begin at **approximately** 7:50 am. STA, who drives our bus routes, also handles the routes for West Essex. If those routes are delayed, it may impact our routes by plus or minus a few minutes.

Q. Why does the bus arrive at a different time each day?

A. For the first week or two it's common to have the bus time fluctuate by +/- 10 minutes. As the drivers and students get accustomed to the routes, the time fluctuation is minimized. Of course, there will be days when inclement weather can delay a route, or a substitute driver is driving the route due to an absence.

Q. Will my route change again?

A. We do not expect any more wholesale changes to the routes. The Administration has worked with ERESC and STA to modify the routes with safety being the number one priority. After the routes were completed, they were also reviewed by the North Caldwell Police Department. As always, bus routes can be modified as new children move into the district requiring transportation.

Q. What should I do if I experience continuing issues with busing?

A. Please call The ERESC at 973-405-6262 Ext 287 or email j.maya@eresc.com. Please allow time for a response. If your issue is not addressed please contact the Board of Education Business Office at 973-712-4400 Opt.2.

Q. How will I know if a bus is running late on a particular day?

A. If the bus leaves the school more than 10 minutes late, a School Messenger phone call will be sent out to the parents.

Q. What time will my after school bus route end?

A. Our goal is to have all routes completed by 4:00pm. For the first few days, they may run a little longer due to the children and the drivers becoming familiar with the routes. However, they should be completed around 4:00pm.

Q. I live less than two miles from the school. Why isn't my child home sooner?

A. As with any public mass transportation, it takes time for the drivers to make 15-22 stops on a bus route and unload students.

Q. My bus seems to go in a circle or pass the same spot more than once during the route?

A. In order to have *door side* pick up on specific streets in town, the bus may have to make a loop so a child will not have to cross a main road. In certain areas, stops were added in the past few years which now cause the bus to make a loop.

Q. I do not like my stop, or I would like a stop added. How can I do this?

A. The Board of Education Transportation Committee does not look at stop change requests until after October 1st. This year the committee will have to delay this due to the new route changes. Requests for changes are evaluated on a case-by-case basis, and if approved by the Board, could add additional time and/or redundancy, which will affect all riders on the route.