



## Lakewood Public Schools Transportation Department

**Phone Number: 616.374.0759**

### FAQs on Missing the Bus

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#### What do I do if my child misses the bus in the morning?

If your child misses the bus at your scheduled bus stop in the morning, call transportation immediately if you still need service. **Phone Number: 616.374.0759**

The transportation department will work to reroute your child's bus back to your home in a timely manner. In some instances, if the bus is too far away, another Lakewood bus will be routed to your home. There may be cases where a bus may not be able to be rerouted back. In rare cases, where the family cannot transport, we may pick up the child with a non-bus district vehicle. This requires express permission from a parent/guardian prior to transport.

We do not recommend the bus be followed to the next stop, or children being dropped at subsequent stops. It is best to call transportation and notify them of your need. Please keep in mind that missing the bus should rarely happen during the student's academic career.

#### What if my child misses the bus at dismissal?

It is the primary practice for the building office to call the child's original bus back for pick up and then proceed with the original route. Depending on where the original bus is at in the route, the child who missed the bus may have to wait in the office with a staff member until the bus returns.

If a child misses their dismissal bus and no buses are available for service, the following protocols are in place:

- The building office secretary and/or principal will contact the parent/guardian and explain the situation.
- The parent/guardian (or approved person by parent/guardian) may come and pick up their child.
- If the parent/guardian is not available (or approved relative) to pick up their child, the office and principal will arrange for transportation with a non-bus district vehicle at the parent and principal's prior permission.
- If no buses or non-bus district vehicles are available or parent/guardian is not available, the parent may give prior permission for their child to be transported in a personal vehicle accompanied by two staff members (transport in personal vehicles is reserved for life/death emergencies or extreme situations).
- The principal will follow up with the parent/guardian to discuss steps to ensure the bus is not missed in the future.

**NOTE:** Board Policy #8600/8640 and all state and federal student transportation laws shall be followed when transporting students