

Hamilton Avenue Transportation Frequently Asked Questions

1. What is the bus drop off protocol for kindergarten and first grade students as well as students with special needs?

For kindergarten and first grade students as well as students with special needs, our district procedure states a “responsible adult,” should be present at the bus stop for a child to exit the bus.

2. What is the bus drop off protocol for students in grades 2-5?

For students in grades 2-5, students may be dropped off with or without a responsible adult present.

3. What happens if a kindergarten or first grade child is left on the bus because no designated responsible adult is present to pick him/her up from the bus stop?

Per standard District procedure (E-051.4), if kindergarten or first grade students are not met by a responsible adult, the bus driver will contact the bus company, complete the run, then return the student to school and the supervision of the school administrator, in this case Western Middle School. You should pick up your child at that location.

4. What do I do if I am running late to pick up my kindergarten or first grade child from his/her bus stop?

Please identify a family member, “buddy” parent or parents who will help out just in case you are going to be late picking your child up from his/her bus stop.

5. What is the protocol if I have a bus concern that I want to report?

Please contact the Hamilton Avenue School office staff at 625-7413 if you have a concern to report. The concern is recorded on a centralized computer system. The Transportation Department reviews the concerns and will follow-up with the bus company.

6. Are there signs on each bus that identify the school destination?

Although we have provided signs to STA, different buses are used for the Hamilton Avenue School runs each day. We are working with STA to ensure clear signage is on each Hamilton Avenue School bus.

7. What if I arrive at the bus stop in the morning and the bus has already left?

You will need to drive your child to school if the bus is missed.

8. What if my child’s bus is arriving and dropping off either too late or too early?

The pick-up and drop-off times provided to all parents are estimates. Due to traffic delays, pick-up times in the morning and drop-off times in the afternoon can vary.

Changes to bus routes can also result in time changes. Please arrive **at least 10 minutes** prior to the estimated pick-up and drop-off times.

9. *What should I do if I want my child to ride a bus other than his/her assigned bus or if I want my child to be dropped off at a different bus stop on a particular day?*

Please provide a written permission slip in advance to the school office. If a bus other than the child's assigned bus is requested, the school office will check to ensure there is adequate space to accommodate an additional student on the requested bus. Slips will be kept on file in the school office for the balance of the academic year.

***Important:** For more information about bus transportation, please visit the Greenwich Public Schools' website (greenwichschools.org) and view the E-051.4 Transportation Procedure.*