



Frequently Asked Question



To whom should I give my change of address or telephone number?

The school should be contacted as soon as possible with all address and telephone number information changes. The school will put the information into their computerized student information system allowing visibility to the Transportation Department to then view this information and assign a bus if applicable.



Is transportation provided for occasional busing?

The CQSB cannot provide transportation for special events such as birthday parties, sleepovers, a homework project, babysitting etc. These requests will not be permitted.



My child left a jacket (books, ski pants etc.) on the bus. How can we get it back?

The drivers must check their bus after each run. Items that are left on the bus by students will be held by the driver and may be claimed by the child at the end of the day or the next morning (school day).



If my child has been suspended from school transportation, can he/she catch another bus at a different stop?

No. When a student is suspended from the school bus, they are not allowed to ride on any bus. The parents/guardians are responsible for their transportation to and from school.



Do you provide transportation to or from a caregiver's address when required, as well as to the home address?

CQSB policy states a maximum of two pick-up and drop-off points per household will be accepted as long as they fall within the catchment area determined for the school. Please note that different pick-up and drop-off addresses may be accommodated only if there is a consistent weekly or biweekly pattern and both points must be served by the same bus route. A consistent pattern allows the bus driver to monitor all pick-up and drop-off situations. This is particularly important for the safety of young children.

Requests are subject to review and authorization by CQSB Transportation Department.

For more information, please refer to our policy on our [website](#).