



## **Frequently asked questions: Student transportation options**

### **Eligibility and registration**

#### **Q: Who is eligible for school bus transportation?**

**A:** Kindergarten to Grade 12 students in the Yukon can take the bus if they live 3.2 km or more from their school by the closest road.

If students live even farther—3.2 km beyond a bus route or road—they can get money to help with transportation.

This helps all eligible students get to school safely and reliably.

#### **Q: How do I register my child for school bus transportation?**

**A:** A parent or guardian must fill out the online registration form at [Yukon.ca/bus](https://Yukon.ca/bus). Registration typically opens in May for the upcoming school year. Schools will let you know when registration opens and you can also find registration dates and more on [Yukon.ca/bus](https://Yukon.ca/bus).

Registration forms will not be accepted before registration opens.

#### **Q: Why do I need to register my child for the bus each year?**

**A:** Registration does not carry over from year to year. We build bus routes based on registered students for the upcoming school year as transportation needs often change within families. Registering each year helps us plan routes and ensure your child has a seat.

**Q: What if I don't have a computer to complete online registration?**

**A:** Families who do not have access to a computer or phone can ask their school for assistance, or they can visit the Department of Education office at 1000 Lewes Boulevard in Whitehorse for assistance.

**Q: I am moving. Do I need to re-apply for the bus?**

**A:** Yes. Go to [Yukon.ca/bus](https://yukon.ca/bus) and submit a new form as soon as possible to ensure a smooth transition. Select "Existing Application" so we can update your student's address.

## **Bus Routes and Schedules**

**Q: When will school bus routes be finalized and available?**

**A:** [Updated school bus schedules](#) will be posted in early August.

Families who register by the registration deadline can expect to receive an email confirmation by mid-August with their child's school bus route and number.

**Q: How are bus routes determined?**

**A:** We plan bus routes based on where students live and go to school. The goal is to make the rides as quick and efficient as possible. We regularly review the routes to make sure they still work well for everyone.

## **Special Requests and Exceptions**

**Q: My child has two homes. Can they be bused from both addresses?**

**A:** Yes. If your child lives at two different addresses, please check the box labeled "Child(ren) will be transported to and from your address as part of a joint custody agreement" on the application form. This ensures transportation is arranged from both locations.

Please note: each parent or guardian must submit a separate application for the student.

**Q: Will students who are not eligible for busing be able to register for school bus service this year?**

**A:** We try to accommodate requests that go beyond the eligibility requirements, depending on available space on the bus and the current bus routes. Non-eligible students will not be guaranteed a seat.

These special requests include:

- students who live within 3.2 kilometres of the school in their attendance area and plan to attend that school (For example, I live in Riverdale and my child attends Selkirk Elementary); and
- students riding the bus to after school programs or childcare (For example, your child may ride the bus in the morning from their home address and take the bus in the afternoon to a daycare location, or they only take the bus in the afternoon to daycare.)

**Q: Can I request for my child to be dropped off at a location other than our home address, such as after-school care or a day home?**

**A:** When you register, your child will be assigned to take the bus between the stop closest to your home address and the school. If you would like your child to be dropped off at a different location—such as after-school care or a day home—you can email Operations at [student.transportation@yukon.ca](mailto:student.transportation@yukon.ca) to make a special request.

These requests are not guaranteed and are reviewed at the start of the school year based on available space on the bus and current bus routes.

**Q: I am going on vacation. Can my child be dropped off at a different location?**

**A:** In most cases, yes, provided that a note with parental consent is sent to Standard Bus in advance.

**Q: What if I'm late to pick up my child from the bus?**

**A:** If no one is at the stop and it was arranged someone would be, the student will not be left at the stop. The driver will return the child to school or, if the school is closed, to the Standard Bus office. You'll be contacted using your emergency contact info.

**Q: What if my child is away or sick? Do I need to notify the bus?**

**A:** You don't need to notify Standard Bus if your child is sick or away for a short period. However, if your child will be away for an extended period, please contact Standard Bus to let them know.

**Q: How do I register my high school student for a City Transit Pass?**

**A:** To register for a City Transit Pass, a parent or guardian must complete the online application at [Yukon.ca/bus](https://yukon.ca/bus). Registration for transit passes opens in mid-June for the upcoming school year. Only online submissions will be accepted.

**Q: Can my high school students register for both the school bus and a city bus pass?**

**A:** Families can choose to register their students for the school bus or for a city bus pass, but not for both.

Whitehorse high school students can take a city bus instead of a school bus. Students who choose the city bus receive free Whitehorse Transit passes and are not eligible to ride a school bus.

**Q: Are there any special accommodations for students with disabilities?**

**A:** Yes, Standard Bus provides accommodations for students with disabilities, including wheelchair-accessible buses and specialized seating arrangements. Parents or guardians should contact Operations at [Student.Transportation@yukon.ca](mailto:Student.Transportation@yukon.ca) for requests.

## **Tracking and Notifications**

**Q: How can I track my child's bus, or be notified of delays or cancellations?**

**A:** Parents or guardians may be informed of school bus delays or cancellations in 3 ways:

1. Text message: to receive text messages notifying you of bus delays or cancellations, contact the Student Transportation Officer by emailing [student.transportation@yukon.ca](mailto:student.transportation@yukon.ca).

2. E-mail and web updates using [My School Bus Monitor](#), which provides updates on bus routes and schedules.
3. Local radio, if there are widespread cancellations.

## **Safety, Rules, and Monitoring**

### **Q: What are the rules for student behavior on the bus?**

**A:** Students are expected to follow the bus rules. This means staying in their seat, keeping noise down, and showing respect to the driver and other passengers. If a student breaks the rules, the school principal may be informed.

### **Q: I have a concern about student behaviours on my child's bus. Who do I contact?**

**A:** If you're concerned about student behaviour on the bus, you should contact the school. The bus is considered an extension of the classroom, and the principal of the school is responsible for following up with student behaviour issues. If the route is shared between two schools and the concern involves a student from the other school, talk to your principal; they will work with the other school's principal to look into it.

### **Q: What safety measures are in place for student transportation?**

**A:** The Department of Education and Standard Bus prioritizes student safety with measures such as regular vehicle inspections, driver training, and adherence to traffic laws. Emergency procedures and cameras are in place to ensure the safety of students in case of an incident.

### **Q: What items are restricted on school buses?**

**A:** Restricted items on school buses include hazardous materials and any items that could obstruct the aisle or exits, such as large musical instruments, toboggans, hockey sticks, etc.