



Frequently asked questions: Student transportation options

Eligibility and registration

Q: Who is eligible for school bus transportation?

A: Yukon elementary and high school (K-12) students can take the school bus if they live 3.2 kilometers or more from the school by the closest passable road. If students live 3.2 kilometers beyond a bus route or passable road, transportation allowances are provided. This makes sure all eligible students can get to and from 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. 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.

Online registration forms will not be accepted before registration opens.

Q: Do I need to register my child for the bus each year?

A: Yes, registration does not carry over from year to year.

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

A: If families do not have access to a computer or phone, they can ask their school for assistance, or visit the Department of Education for help.



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

A: Yes, you will need to re-submit the online form at Yukon.ca/bus as soon as possible to ensure a smooth transition. Be sure to click on “Existing Application” when submitting, this will ensure we 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 of their children’s school bus routes and numbers.

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 check 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: When I register for the school bus, can I request for my child to be dropped off at after-school care?

A: When you register, your child will be assigned to take the bus from your home address to school and back.

If you want your child to be dropped off somewhere else, like after-school care, email Operations at student.transportation@yukon.ca . These requests are reviewed at the start of the school year based on available space on the bus and current bus routes.



Q: My child attends an after-school early learning and child care centre/ family day home. How do I arrange for my child to get dropped off at another location than the home address provided?

A: We work to accommodate requests beyond the eligibility requirements based on available space on the bus and existing bus routes. Non-eligible students will not be guaranteed a seat.

These special requests include:

- students attending schools outside of their attendance area
- students within 3.2 kilometres of their school who are attending their attendance area school; and
- students riding the bus to after school programs or childcare

Q: For specific a reason, like I am going on vacation. Can my child be dropped off at a different location?

A: Email to bus-stop.request@yukon.ca to request **one-time** changes to your child bus drop-off location, at least 2 business days before needed. For ongoing or regular bus stop changes, please complete the registration form provided.

Note that effective **January 5, 2026**, handwritten notes or verbal requests to the driver will no longer be accepted.

Q: How can I process same day emergency requests?

A: In an emergency, families should call the transportation phone number on the day of the request at 867-667-9079.

Q: Will students who are not eligible for busing (e.g., living within 3.2 kilometres of their school) 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 attending schools outside of their attendance area;
- students who live within 3.2 kilometres of the school in their attendance area and plan to attend that school; and
- students riding the bus to after school programs or childcare



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. 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 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 2 ways:

1. E-mail and web updates using [My School Bus Monitor](#), which provides updates on bus routes and schedules.
2. 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.