



## Frequently Asked Questions

### **When can I register for transportation services?**

You can register for transportation services as early as February for the upcoming school year! Transportation Services gets most of our applications processed by the end of June. The earlier you can submit your application, the easier it will be to have all the details ready for the first day of school! Any bus changes will be communicated to you prior to the start of school.

### **When will I know what my Transportation Fees are for the upcoming school year?**

The transportation [fees schedule](#) is approved by the Board by April 30. Your student(s) transportation fees will be posted to your [PowerSchool SIS account](#) when you receive your transportation registration confirmation email from Transportation Services

### **How do I pay my fees?**

Transportation Service fees are accessible on [PowerSchool](#) for online payment by credit card either in full, or by setting up a monthly payment plan. Alternatively, payment can be made at our Central Office location (9820-104 Street, Morinville) by debit, credit, cash or cheque from Monday to Friday; 8:30-4:30.

### **When are fees due?**

Fees are due prior to your child accessing transportation services. Once the fees are paid, a bus pass will be processed and sent to the school location.

### **How do I get my child's bus pass?**

Bus passes will be sent to the school locations for distribution. Bus passes are not required to get on the bus for the first day of school.

### **What if my child loses their bus pass?**

A replacement pass is available for \$20 and will be sent to the school office. Please complete this [bus pass replacement form](#) to get a new one.

### **What do we do if we are not going to be on the bus for one day?**

As each Contractor chooses to handle this differently, please ask your bus operator how they would like to be contacted when there is a change in your schedule.





### **What do we do if we are no longer going to use transportation services?**

Please complete [this form](#) to indicate a transportation service cancellation. Refunds will be prorated monthly, based on the unused service period.

**Please note:** Notifying the bus operator that your student will not be riding the bus will not result in service cancellation and fee reduction. You must communicate with Transportation Services for this process to occur.

### **Can I register for transportation service mid-year?**

You may apply for bus service mid-year by completing the [transportation online application](#). Service will be based on availability and in some cases, routes cannot accommodate additional students who are ineligible for transportation.

### **If I can't afford the fees, what should I do?**

The [Administrative Procedure 464: Fees](#) provides information on the fees assessed and the collection procedures. Families can apply to have fees waived if they are unable to pay due to financial hardship.

### **How do I know if the bus has a delay or is canceled?**

If there is a bus delay of more than 5 minutes, or if it is canceled, the status will be posted on the [Sturgeon Public Schools website](#). Parents should download the [Bus Status](#) App to get notifications right to their phones!

### **What happens if I move during the school year?**

If you change your residence during the school year and need to update your transportation, please complete a new [online application form](#).

### **Can I get transportation services from two locations?**

Students may be able to have transportation services from two locations if we are able to facilitate the request. Please note, they will be assessed a supplemental bus fee for this service.

### **Why do I have to walk further to my bus stop this year?**

Transportation Services is working on different solutions to reduce total bus ride times for our students. The less times a bus needs to stop to pickup students, the shorter the total bus ride will be!

If your question is not answered above, please feel free to reach out to us at [spsdtransportation@sturgeon.ab.ca](mailto:spsdtransportation@sturgeon.ab.ca)!

