Frequently Asked Questions (FAQ’S)

Glynn County Public Schools Transportation Department receives numerous phone calls daily. We look forward to working with parents/guardians and students to ensure safe ridership to and from our schools. Parents/guardians with questions regarding the Parent Portal, Webquery, routing, schedules, or bus stops should call the student's assigned school or the Transportation Department. Here is a list of FREQUENTLY ASKED QUESTIONS to assist you with answers to the most commonly asked questions. If your question is not answered here, please do not hesitate to phone 912-267-4120.

The Transportation Department relies on information contained within the Infinite Campus student information system to assign stops and routes. It is imperative that parents keep information current on Infinite Campus by contacting their child’s schools with address and contact information changes.

Students should arrive 7 to 10 minutes ahead of the scheduled pick-up time for their bus at their assigned bus stop only.

Where is my child’s bus?
What are buses used for during the day?
Why does my child’s bus come so early?
Why is my child’s bus late?
Why can’t you come further into my sub-division or farther down my street?
Why can't the bus stop in front of my house?
Why does my child have to walk to school?
Why does my child have a seat assignment?
What parts of the school discipline code address bus behavior?
Why would someone suspend my child from riding the bus?
Why can’t last minute changes be granted?
Why can’t my child get off wherever they want in the afternoon?
How do you decide when it is too dangerous for school buses to transport students to school due to inclement weather? Who decides? How is the public notified?
Why are there only a few students riding some buses and my child’s bus is crowded?
How can I become a school bus driver?
How can I receive transportation for my special needs child?
How long does it take to set up transportation for my special needs child?
What is the average time length of the ride for special needs students?
What if I have a concern regarding my child's bus driver?
What if my child is being bullied? What steps should be taken?
How do I find out which bus route my child will be riding?
How are bus stops determined?
What items are allowed on the bus?
Can I reach someone in the Transportation Department before 8 AM?
**Where is my child’s bus?**

Nearly every parent will ask this question at some point. Glynn County Schools is excited to offer parents access to the EDULOG Parent Portal. EDULOG’s Parent Portal can give parents access to personalized information about their child. Because the Parent Portal links up with the school system’s GPS tracking system, parents can see what bus their child needs to catch, where it is, and what time they will be picked up and dropped off. After downloading EDULOG’s Parent Portal mobile app (NOT Lite Version), parents can track their child’s bus and watch it move on a map while it is on its route. Additionally, parents will be able to locate their child’s bus in real-time and even set up ALERT ZONE notifications. Please see the EDULOG Parent Portal Brochure that can be found on the Glynn County School Website under the Transportation Department tab.

**What are buses used for during the day?**

The Department of Transportation supports the educational day by providing safe, professional, and efficient transportation to and from school, educational field trips, work-study programs, the College of Coastal Georgia, the Golden Isles College and Career Academy, Athletic competitions and other events. Coordination requires a great fleet of professional bus drivers with commercial driver's license (CDL) and a competent support staff.

**Why does my child’s bus come so early?**

It is a daunting task trying to coordinate the schedules for more than 100 buses. Bus routes are designed to be as safe and efficient as possible. Student loads and the distance to the school are only two of the factors that go into determining the routes and start times. Other factors include:

- school start time
- traffic – can have an immense impact on the speed a bus can travel
- route length - the longer the route, the longer the transit time
- number of stops - the number of designated stops the bus is required to make on the route

**Why is my child’s bus late?**

- Weather, traffic, driver absenteeism, maintenance difficulties, and unforeseen incidents are responsible for delays in the arrival of school buses in the morning
and afternoon.

- Sometimes the bus routes must be doubled out or run as a second load to or from the school due to the regular driver being absent.
- Traffic in the Glynn county area is increasingly complex.
- Drivers check buses before their routes and sometimes find mechanical problems that can cause delays and require driving another bus for that day.
- Please know that we are doing everything humanly possible to have all buses running on schedule every day.

In the event that your bus does not arrive as scheduled, please allow ten to fifteen minutes before calling the transportation office or the school.

**Why can’t you come deeper into my sub-division or farther down my street?**

School buses come in various sizes ranging from 25 to 36 feet long, 20,000-26,000 pounds, 12-13 feet high and 6-9 feet wide. The length is what limits the ability to be maneuver in cul-de-sacs and tight places. Smaller buses can turn in a shorter radius, while longer buses cannot maneuver the same circle without backing the bus, which is avoided in routing if possible. Residents sometimes park trucks, boats, and trailers on the streets. Children leave their bicycles, skateboards, and basketball backboards on the streets. Although our drivers are trained to be able to parallel-park their buses, some sub-divisions are not designed with school bus transportation in mind. Please know that we will design school bus routes to be safe and convenient to the majority of students within the limits of time and physics.

**Why can't the bus stop in front of my house?**

The overwhelming consideration in determining the location of bus stops is the safety of our students. Certain situations, such as sharp curves in a road, are avoided so drivers will have a clear view of a stopped bus and will be able to stop in time. Stops are placed in locations where they will provide a safe and convenient location for the most students while helping us route our buses in the most efficient manner possible. The number of stops may add additional time to the run and cause delays to and from school. Bus drivers cannot make unauthorized stops. The penalty for a driver doing so could range from probation to termination. Please don't ask the driver to take such a risk by asking them to stop at a location other than an authorized stop. If you have concerns regarding the location of your child's bus stop, please contact the transportation department.
Why does my child have to walk to school?
The Board of Education policy states transportation to a school will be provided to students who live outside of a one and one-half mile radius of their attendance area (zone) school. There are exceptions to this policy, the most common of which are:

- Students inside the one and one-half mile radius might be transported if the walking distance to school via the most direct route exceeds 1.5 miles.
- Students inside the one and one-half mile radius may be eligible for transportation if safety concerns such as traffic, or if a student would have to cross a major road, such that the safety of any student will be compromised by having to walk.

If your child is within the school's "walk zone," and you have concerns or questions regarding the route your child must take, please discuss them with your school administrators.

Why does my child have a seat assignment?
Seat assignments are a positive way for the ride to be consistent and safe. It is also a recommendation for drivers of elementary, middle and high school students to assign to a specific seat. This aids the driver with discipline and learning each student’s name at the beginning of the school year.

What parts of the school discipline code address bus behavior?
The behavior code is made available to parents and students annually at the start of the year. Specific references to bus conduct and behavior are addressed:

- Bus Behavior
- Bus Suspension
- K – 12 Bus Transportation

Why would someone suspend my child from riding the bus?
Behavioral expectations on the school bus are much like those in the classroom. Then, factor in the mobility of that “classroom” and traffic, added noise and the size of the “classroom” and you have a potential catastrophe if there are not clear expectations and enforcement. The behavioral expectations on the bus revolve around the individual rights of every person on the bus, including the driver and
the collective rights of students and driver as it pertains to SAFETY. Anything that jeopardizes the safety of individuals on the bus is viewed as serious. Behavior that distracts the driver from driving safely may result in a consequence. Most drivers have Bus Rules or Expectations posted on the bus. Our goal is never to deny any student transportation to and from school, but we must maintain safety for all students.

Why can’t last minute changes be granted?
SAFETY is our main goal and concern. Changes may be granted for consistent schedules within the child’s regular route if completed in a timely fashion. Each school has a plan in place for bus or transportation changes as well as a procedure for parents/guardians to follow. Requests at dismissal or at the bus may not be granted.

Why can’t my child get off wherever they want in the afternoon?
To avoid multiple problems, the driver requires a note, signed by the parent and school administrator to alter the destination of students. This allows the drivers to focus on driving and safety instead of having to decide whether the student should be allowed to change their routine and get off with a friend or ride to an entirely different neighborhood. This should be the decision of the parent. The driver has no other way to verify that the parent has made this decision. This policy avoids confusion and the chance of students getting lost or running away. Each school has a procedure in place for bus notes, bus changes and bus request.

How do you decide when it is too dangerous for school buses to transport students to school due to inclement weather? Who decides? How is the public notified?
The Superintendent of Glynn County Schools is responsible for the final decision to close schools due to inclement weather. The decision is made after administrative staff report from various positions in the county regarding road conditions. Other factors considered are school facility information (heat, water, power), school parking and entryway conditions, temperature and wind chill, snow and ice build up on main and secondary roads and weather forecasts and predictions. A decision will be made and the public will be notified. Notifications can be found on the Glynn County Schools webpage, social media, local television
and radio stations as well as the One-Call system.

**Why are there only a few students riding some buses and my child’s bus is crowded?**

Decisions regarding each bus route are made by careful planning based on information from the school registration, previous similar routes, and Department of Transportation data. Most routes are fixed during the summer months and changes are made after the first two weeks of school, if not sooner. The more current information we are given, the better decisions regarding specific routes we can make. Distance from school, number of buses and drivers, as well as grouping of students and neighborhoods are factors considered also. Sometimes it is just not possible to have the exact number of students on every run. State and National guidelines allow for up to 20% over capacity seating. We strive not to exceed the bus capacity.

**How can I become a school bus driver?**

We are always looking for good candidates to train to become school bus drivers. Driving a school bus is the perfect job for retirees wanting extra income, shift workers looking for a second job, parents with children in school and anyone who enjoys working with children. All applicants must complete an on-line application which will become available for review. Follow the link on the district webpage quick links under employment. The Glynn County School System requires a criminal background check, drug screening and fingerprinting on all new employees, including all substitutes and other designated employees. Required credentials for drivers include a Commercial Driver’s License (CDL) with a Passenger (P) and School Bus (S) Endorsements as well as having attained the age of 21 or older. Drivers also must be able to pass an annual physical exam. Fulltime drivers enjoy benefits such as health insurance, retirement matching, daily split shift, 180-day work year and paid summer months off.

It is the policy of the Glynn County School System not to discriminate on the basis of age, sex, race, color, religion, national origin, marital status, disability or any other legally protected status in its educational programs, activities or employment practices.

**How can I receive transportation for my special needs child?**

A committee of people already involved in a student’s education determines
transportation needs. After it has been determined that the student would benefit from being transported apart from the mainstreamed students, the teacher will complete and send a special needs transportation request to our office for processing.

How long does it take to set up transportation for my special needs child?
Five (5) business days are needed to obtain all emergency information, process routing information, contact drivers and communicate with parents and other professionals involved. Any questions should be directed to your student’s case manager.

What is the average time length of the ride for special needs students?
Our goal, for all students within the Glynn County district, is no more than one and one-half hours with pickup no earlier than 6:30 am. The length of the ride depends upon the distance from where the student resides to the school he or she attends as well as the number of stops the bus must make to pickup other students. It is not feasible nor practical to have only one student riding a bus.

What if I have a concern regarding my child's bus driver?
Concerns may be submitted by email on the transportation website or you may contact the Transportation Department by phone at (912) 267-4120. A receptionist will record your information and concerns then route that information to the appropriate person. Your call will be returned as soon as possible.

What if my child is being bullied? What steps should be taken?
The student should inform the driver of what is going on as discreetly as possible. Additionally, the parent/guardian should contact the school, school counselor, or school administrator.

How do I find out which bus route my child will be riding?
All bus assignments can be accessed using the Web Query application found on the Transportation Departments website. Users input an address and school to
determine stop locations. Normally, the two closest locations will be listed for the address as well as bus route information and corresponding times. Bus assignment information is also available during each school’s Open House. The district website lists dates and times for Open House. During the school year you may call the school your child will be attending, check the district or transportation website or call the Transportation Department at (912)267-4120.

How are bus stops determined?
The location of bus stops are determined by the Routing Supervisor with assistance from the support staff. The safety of students is the first consideration when determining bus stop locations. This consideration takes precedence over all other routing criteria. The school bus can travel streets or street segments that are at least 3/10 of a mile long and which provide a safe turnaround area for the bus.

Note: We do not change stops based on the proximity of the stop to your residence, the parent’s ability to see their students at the stop, the fact that the bus passes your house to get to the stop, the lack of sidewalks, or that it may be dark outside. It is the parent’s responsibility to determine the safest method for students to get to the stop. It is recommended that an adult be present at stops for younger children with an adult required to be present for all Kindergarten students.

What items are allowed on the bus?
The rules that govern our buses are designed primarily for the safety of our students. The rules help to minimize distractions and obstructions for the driver and alleviate situations that could be potentially dangerous. The safety of our students is of utmost importance. With this in mind, please remember that the center aisle of the bus and the emergency exits must be kept clear at all times. Large, cumbersome items such as project boards/backboards, large athletic equipment, large band instruments, etc. may not be transported on the bus. Glass containers of any type are also prohibited, including flowers, as are animals and insects (alive or dead). All manner of balls such as basketballs, footballs, tennis balls, golf balls or volleyballs are not allowed on buses unless contained at all times within a book bag or sports bag. Students are not allowed to bring bicycles, balloons, skateboards, lasers, flash cameras or other items that might interfere with the safe operation of the bus or bus evacuation. All food and drink shall remain unopened and in book bags or lunch boxes while on the bus.

Cellphones and small electronic devices may be transported on the bus. While
loading and unloading, no devices are allowed to be used and headphones/ear buds must be removed. Use of devices during the bus ride to and from school is at the discretion of the driver and should only be audible to the user. No taking or sharing of pictures or video of any kind by students are allowed while on the bus. Inappropriate content will result in disciplinary action.

**Can I reach someone in the Transportation Department before 8 AM?**
Yes. Someone is available by phone at 912-267-4120 beginning at 6 am.