



## TRANSPORTATION NEWSLETTER

### Welcome Back Reminders

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We are excited to welcome back students for the 2023-2024 school term starting on September 5, 2023. Please read through the following reminders to ensure you are prepared to ride the bus on the first day of school.

Due to an increased volume of calls and emails during August and September, please allow 2-3 business days for our staff to respond to emails and voicemails. We thank you for your patience.

### New Version of the Bus Status App

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The Bus Status App has updated, and the previous version is no longer active. Please download the new app from your app store: "**Bus Status 4**". Select Rocky View Schools as your district, and "star" your student's route(s) to receive notifications. Available for iOS and Android.



iOS:



Android:

If your bus route is running 10 minutes delayed or more, delays will be posted on the Bus Status App. We endeavor to ensure this app is as current as possible, although timeliness of information may vary as data is posted after the information is received from the school bus drivers. Always have a back-up plan in case of bus delays.

## Bus Passes

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Bus passes for students new to school bus service will arrive by mail in the coming weeks. If your student(s) rode the bus last year, please remember to retain their bus pass(es) as a new one will not be issued automatically. Replacements for lost passes can be purchased online through the SchoolEngage portal or in person at our Transportation Counter located in the RVS Education Centre in Airdrie.

Bus pass pouches are too bulky to be sent in the general mail, and therefore they will be delivered to your student(s) directly via the school office for RVS students, or via the bus driver for CCSD students.

## Bus Route Information

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Route information, including the route number and bus stop location, will be delivered by email during the week before the first day of school.

Urban students (within the limits of Airdrie, Chestermere, Cochrane and Langdon) will receive a link to the online route schedules to view their pick-up time.

- Urban route schedules with the pick-up times will be available on the [Rocky View Schools website](#) after August 28, 2023.

Rural students (outside the limits of Airdrie, Chestermere, Cochrane and Langdon) will receive a phone call directly from their bus driver 1-2 days before the first day of school to provide families with their pick-up time.

## Route/Stop Change Requests

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Please do not request route/stop changes directly with your bus driver. All requests must be made through the RVS Transportation Department. If you would like to request a change, please complete our [Administrative Form 5500-C Transportation Parent Concern](#) and email it to [transportation@rockyview.ab.ca](mailto:transportation@rockyview.ab.ca). After we review your request, you will receive a written response with the decision.

## Transportation Cancellation Process

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Should your circumstances change, full fee refunds are available if you cancel bus service by completing the "Cancellation Form" online prior to October 31, 2023.

To complete the "Cancellation Form", access your SchoolEngage portal, click on the "Students" tab in the left-side menu, and select your student's name. The "Cancellation Form" will populate in the list of forms. A separate form must be completed for each student.

**For more information  
please visit our [website](#)**

*Rocky View Schools  
Transportation Department*