



TRANSPORTATION NEWSLETTER

Welcome Back Reminders

We are excited to welcome back students for the 2024-2025 school term starting on September 3, 2024. Please read the following reminders to ensure you are prepared to ride the bus on the first day of school.

To improve our service this year, we are introducing a service ticket system. Here is the link [Transportation Ticketing System](#). Please use this system instead of phone calls and emails to achieve the most efficient delivery of your inquiries and requests to the appropriate staff members in our office. Due to the increased volume of inquiries during August and September, please allow 2 to 3 business days for our staff to respond. Thank you for your patience.

Bus Passes

Bus passes for students new to the 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(s) 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 service counter located in the RVS Education Centre.

Bus pass pouches are too bulky to be sent in the general mail therefore, they will be delivered to your student(s) directly via bus driver or at the schools.

Route Information

Route information, including route number and bus stop location, will be delivered by email after August 26, 2024.

- Urban students will receive a password to access the online route schedules and view their pick-up time.
- Rural students will only receive a phone call directly from their bus driver by Aug 30th to provide families with their pick-up time. If you have not heard from your driver, please contact the bus contractor responsible to your route. This can be found on our [Rocky View Web Site](#).

Route/Stop Change Request

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 submit it to the [Transportation Ticketing System](#), after we review your request, you will receive a written response with the decision.

Transportation Cancellation Process

Should your circumstances change, full fee refunds are available if you cancel bus service by completing the "Cancellation Form" online prior to October 31, 2024.

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.

Bus Status App

Please download the 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.

Second/Final Payment Due

A reminder to parents who have chosen the 50/50 payment option for September 1st, this will automatically be processed on the card you provided for the first payment.

First Time Riders

The Transportation Department will be hosting a First Ride Program for students who have never rode the school bus before. Participants will have the opportunity to take part in a presentation, ask any questions and take a short ride on a school bus. The program will take place in person from 6:00pm to 7:30pm, at the RVS Education Centre located at 2651 Chinook Winds Drive SW, in Airdrie, AB on:

- Monday August 26th
- Tuesday August 27th

To sign up for this experience please email transportation@rockyview.ab.ca

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