



Service de transport de

Wellington – Dufferin
Student Transportation Services

Transportation FAQ for Parents– TF014

IS MY CHILD ELIGIBLE FOR TRANSPORTATION?

- Transportation is assigned according to STWDSTS policy 002 - Transportation Eligibility.
- To qualify for transportation, your child must live within the school's attendance boundary and beyond the Maximum Walking Distance for their grade level.
Go to [Policies - Wellington-Dufferin](#) to access all STWDSTS Transportation Policies.

HOW CAN I FIND OUT IF MY CHILD IS ELIGIBLE TO RIDE THE BUS?

- Go to www.findmyschool.ca to determine your child's eligibility.
- You will be required to enter your exact municipal address (house number, street name, and municipality).

HOW AND WHEN WILL I BE NOTIFIED OF MY CHILD'S BUS SCHEDULE?

- During the late spring and summer, STWDSTS plans and updates bus routes for the upcoming school year.
- All student transportation information will be available online through the parent portal 2 weeks prior to the first day of school.

WHAT IF MY CHILD IS TO BE PICKED UP AND DROPPED OFF AT A CAREGIVER?

- Transportation will be provided in accordance with STWDSTS policy 034 - transportation for childcare.
- Your child's address and your caregiver's address must be within your child's school attendance boundary and meet the distance criteria to be eligible for transportation.
- Provide your school with this information at the time of registration and follow up with a phone call to STWDSTS (519-824-4119) between May and August to ensure this alternate address has been received.

CAN MY CHILD BE PICKED UP AT HOME AND DROPPED OFF AT THE CAREGIVER?

- Transportation will be provided in accordance with STWDSTS policy 034.
- Both addresses must qualify for school transportation, and there must be space on the alternate bus. Pickup and drop-off addresses can differ but must be used consistently every day—one for pickup and another for drop-off.

CAN MY CHILD BE TRANSPORTED TO THE BEFORE SCHOOL PROGRAM OR BE TRANSPORTED HOME LATER BECAUSE HE/SHE IS IN THE AFTER-SCHOOL PROGRAM?

- Transportation is not provided for the before or after school programs.

MY CHILD IS ENROLLED IN THE BEFORE SCHOOL PROGRAM. IF BUSES ARE CANCELLED IN THE MORNING WILL MY CHILD BE TRANSPORTED HOME AFTER SCHOOL?

- If buses are cancelled in the morning, they do not run in the afternoon. You will have to plan to have your child picked up from school.

WHAT SHOULD I DO IF MY ADDRESS CHANGES DURING THE SUMMER?

- Call STWDSTS at 519-824-4119 and leave a detailed message with your:
 - child's name,
 - child's school of attendance,
 - child's complete address, and
 - phone number to reach you

A Transportation Technician will call you with new bus information.

Please be advised that it can take 5-10 business days to make a change in September after school starts.

WHAT SHOULD I DO IF MY CHILD'S BUS IS LATE?

- You need to know the name of the bus company that transports your child and the bus route number.
- Go to www.stwdsts.ca and click on the Bus Delays icon to view a list of reported bus delays. If your child's bus is not listed call your bus company directly.
- Download the Bus Planner Delays App is available on both [IOS](#) and [android](#)

HOW DOES THE SCHOOL KNOW WHICH BUS MY CHILD RIDES?

- All schools have access to current bus lists from STWDSTS.
- In addition, STWDSTS prepares transportation tags for each kindergarten and grade 1 student to wear which includes their name, bus route, and bus stop information.

DO I NEED TO MEET MY CHILD WHEN THEY GET ON/OFF THE BUS?

- Parents need to plan for their child to get to and from their bus stop safely.
- Junior Kindergarten, Senior Kindergarten, and Grade 1 students must be accompanied to the bus stop and meet at the bus stop in accordance with STWDSTS policy 015 - primary protocol.