

FAQs for Guardians

Is my child/student eligible for transportation services?

Transportation is determined by the Camden City School District [Eligibility Guidelines](#). Please be prepared to provide the school administration with the most up-to-date phone number and residential address for your child when requesting transportation. Guardians should be prepared to provide [proof of address](#) if an address change is required.

I live 1.91 miles away. Do you round the number up?

We do not round up.

How can I find out where my corner bus stop is located?

A Bus Card is sent to guardians of students who ride the school bus and have a corner bus stop. The Bus Card provides the name of the student, the school the student attends, the route number and the pick-up time and location. Bus Cards must be shown to school bus drivers for the first week of school bus transportation.

When will my student's Bus Card arrive in the mail?

If your student's Bus Card does not arrive in the time frame described below, please contact your school or the CCSD Transportation Office at (856) 966-2036.

- **Before school starts:** If your student is eligible for transportation in the upcoming year, you should receive a Bus Card in the mail the week before school starts ***IF***:
 - your student was eligible for transportation the previous year, and is returning to the same school, or
 - your new school requested transportation for your student by June 30th.
 - **If transportation is requested after June 30th, transportation is not guaranteed for the first day of school.**
- **During school year:** You should receive a Bus Card in the mail after your student's eligibility has been verified and a school bus seat has been assigned. If there is an existing school bus route with an available seat, you should receive your Bus Card in the mail in five working days after your school submits the transportation request. If there is not an existing school bus route with an available seat, you may receive payment in lieu of transportation. See [Eligibility Guidelines](#) for details on aid in lieu.

Is my student's bus stop a home pickup or a corner stop?

Home pickups are intended for students with special needs documented through an Individualized Education Plan (IEP) or medically required via a 504 Agreement. Students with these types of school bus stops are called by the school bus company before the start of transportation to notify them of pickup and dropoff times.

Students eligible for school bus transportation due to mileage are typically assigned to corner school bus stops. These students will be mailed a Bus Card that must be shown to the school bus driver for the first week the student rides the school bus.

How far may a child be asked to walk to a corner school bus stop?

Corner school bus stops must be less than 1.0 miles from the student's home. Most students walk less than 0.5 miles to their assigned bus stop.

I am moving. Who do I notify to update my student's transportation?

Guardians must notify the student's school regarding any changes in address or phone number, and request the school to submit a transportation update. Guardians should be prepared to provide [proof of new address](#)

My bus is late. Who should I contact?

The direct line to the Transportation Office is (856) 966-2036.

What time will my student be picked up and dropped off?

The morning pick up time for the student will be listed on the Bus Card, and students should be at the stop 10 minutes prior to their pick up time. There are many factors that may affect the time a driver arrives at a given stop. Daily traffic patterns, inclement weather, and student loads are unpredictable and may cause a driver's time to vary. These situations, plus differences in clock times, have proven over the years that arriving ten minutes early gives students an adequate window of time to ensure they catch the bus. Because the same is true in the PM, we cannot specify a drop off time in the afternoon.

Who is responsible for my child on the way to and from the bus stop?

The parent/guardian is responsible for the safety and conduct of their child/children on the way to and from their stop or while waiting at the bus stop.

What happens if I am not there when the school bus drops off my student?

Guardians are expected to be present when the school bus picks up and drops off their student. Guardians can authorize an alternative adult to meet the bus, for example a grandparent. Guardians must make this request in writing in a letter which they provide to their school and give to their school bus driver.

If you, or an adult authorized by you, is not waiting for the student, the student may be returned to their school. For students with IEPs attending out of district schools the designated Safe Haven is the Central Office located at 1033 Cambridge Street, Camden, NJ 08105 (Phone 856-966-2000). For all other students the Safe Haven location is their school. School based officials will attempt to contact guardians promptly. NOTE: Child Services may be contacted and assume responsibility if the guardian cannot be reached by 5:30pm

My school bus driver did not wait for my child to come outside.

Because drivers are responsible for arriving on time to each stop, including stops for any other students on the route after your child, drivers will not wait for students. Keep in mind that longer wait times can lead to significant delays at any other stops on the route. Students should be ready to board 10 minutes prior to the scheduled pick-up time.

My child missed the bus. Will the driver come back?

Because drivers are responsible for arriving on time to each stop, including stops for any other students on the route after your child, drivers will not return to pick up students that missed the bus. Students should be ready to board 10 minutes prior to the scheduled pick-up time.

My child was bullied on the bus. Who can I contact?

Transportation sees the school bus as an extension of the classroom. While drivers are responsible for reporting incidents as they occur, it is recommended that you reach out directly to your child's school for more information. Principals will review the situation and make a determination on next steps for your child.

What if I need the bus to drop off my child at a location other than the home or morning pick-up location?

Unless specified by the IEP or 504, transportation is only provided to and from a student's *permanent address*.

How do I apply for NJ Transit bus tickets for my high school student?

High school students attending CCSD high schools, or participating Charter and Renaissance high schools, should receive an [application for NJ Transit bus tickets](#) at the end of each school year for the upcoming school year. Guardians should complete and return this application to their high school by early August to ensure eligible students will have NJ Transit bus tickets by the first day of school.

When will my high school student receive NJ Transit bus tickets?

Your high school student's school will provide him/her with NJ bus tickets at the start of each month. Attendance in the prior month will be taken into consideration when allocating tickets each month.

I lost my NJ Transit bus tickets. What should I do?

The District does not replace lost or stolen NJ Transit bus tickets. Student tickets are not sold to the public and cannot be replaced. You may purchase a regular NJ Transit bus tickets or [other fare products](#) at an approved NJ Transit location.