



Frequently Asked Questions

1. Who is eligible for transportation?

Elementary students who reside more than 1.6 KM from their designated school and secondary students who reside more than 3.2KM for their designated school are eligible for transportation. Walk distance calculations and eligibility are confirmed via DSTS' Geographic Information System (GIS).

Not sure if you are eligible for transportation? Please contact DSTS directly to confirm your eligibility.

2. I use a caregiver/daycare at an address other than my home address. Do my child(ren) qualify for transportation?

Transportation to an alternate address for a caregiver/daycare can be arranged if the following conditions are met:

Student is attending an elementary school (Kindergarten to Grade 8).

The caregiver/daycare provider address is within your designated area school boundary.

The alternate address is within the school transportation boundary and is eligible for transportation.

The alternate address is used consistently every day, Monday through Friday every week for the school year.

Please keep in mind that not all daycare facilities receive door to door stops. Please check with your daycare provider to ensure that someone is accompanying your child (ren) to and from the designated bus stop.

3. How many students will be on a school bus?

Students will be loaded on all school bus vehicles with two students per seat. On a regular full size vehicle that is approximately 48 students. All students will be assigned a school bus seat number. We ask that students sit on in the seat assigned.

4. Will students wear masks on the bus?

Since physical distancing can be challenging on buses, non-medical grade face masks will be required for all students on the bus. We encourage all parents to teach their children how to use a face mask safely as we continue to work with the Region of Durham Public Health.

5. Will the bus driver be wearing personal protective equipment on the bus?

All school bus drivers will be wearing personal protective equipment on the bus. All bus drivers will be wearing face masks.

6. Will school bell times change?

Yes, in order to accommodate lowered capacity of the school buses bell times may change. Bell time changes will be communicated by the end of August by DSTS and schools to all families.

7. When will school bus routes and times be available?

School bus routes and times will be available by the beginning of September. Routing information will be available via DSTS' 24-hour automated phone line. Please ensure that you have your student's OEN number to access the information. This information is available on your child's report card.

8. My child currently takes a school bus to school. If I prefer to drive my child, who do I contact to take my child off the bus?

Please complete the transportation survey by Monday, August 10, and indicate that you will not be using transportation services. You can always sign up later through DSTS if required.

9. Can I add my child back on the school bus once we return to a pre-pandemic "normal" situation?

Yes, eligible students can be added back on the school bus. Please keep in mind it may take up to 5 days to re-assign students to a bus route.

10. How will school buses be cleaned?

All school bus operators for DSTS will fully clean the school bus twice per day. Hand sanitizer will be available on all school buses. DSTS asks that all students wash their hands before boarding the school bus.

11. My children are assigned to a bus stop with other children. What precautions will be put in place?

DSTS through the school boards will be providing information to all students about the importance of social distancing. Social distancing should be practiced at all bus stops. DSTS encourages wherever possible parents/guardians to accompany their students to the bus stop.

12. Will secondary students who take public transportation need to follow any special instructions?

Students who take public transportation will need to follow the Durham Region Transit guidelines. Information can be found on the Durham Region Transit website or by following them on twitter.