



# TRANSPORTATION SERVICES BUS SERVICE INFORMATION

PASCO COUNTY SCHOOLS 2025 - 2026 SCHOOL YEAR

## Secondary Information

### TRANSPORTATION CALL CENTER

**Our Customer Service Team is available: Monday through Friday from 6:30 AM – 5:30 PM, call 813-320-2562.**

To assist families with back-to-school questions and concerns, the Transportation Call Center will be open the following dates and times:

August 4<sup>th</sup> – 8<sup>th</sup> from 8:00 AM – 4:30 PM.

August 11<sup>th</sup> – 15<sup>th</sup> from 6:30 AM - 6:00 PM.

**Call 813-320-2562**

Please also e-mail [open@k12-lets-talk.com](mailto:open@k12-lets-talk.com) and Transportation Customer Service representatives will assist.

#### Where's The Bus App

Provides parents with the live time the location of their students assigned school bus and its ETA to the bus stop. By monitoring ridership with student IDs, parents can receive notifications when their student boards the bus. Arrival times are available instantly with Apple or Android apps or any internet device (smartphone, tablet, PC, etc.). Visit the Transportation Services page at <https://www.pasco.k12.fl.us/> or scan the QR code for additional Where's The Bus information and instructions.



#### Be Ready for the Bus

It is important to be standing at the bus stop at least 5 minutes prior to the pick-up time on your bus pass. Please follow these directions, especially if you drive your student to the stop in the morning. Routes will likely run a little late until everyone gets into the back to school routine again. Please be early and be ready. It is important to keep in mind that school bus drivers are not able to engage in lengthy discussions with parents or guardians at the bus stop as we strive to maintain our bus stop schedule. Please contact Transportation bus compound or call center should you have questions or concerns you would like to discuss.

#### Bus Compound Contact Information

Bus routes each have an alpha-numerical identifier. The beginning letter identifies the servicing bus compound you should call if needed.

C Routes (Central) 727-774-0520	D Routes (East) 813-794-0560
N Routes (Northwest) 727-774-0540	S Routes (South) 727-774-4410
W Routes (West) 727-774-0400	Z Routes (Southeast) 813-794-0500

#### Late Buses

If a bus is running at least 15 minutes late, an automated phone message will be sent to the identified contact for the students assigned to that bus, using the primary phone number listed in Mystudent. If the bus arrives late to school, Transportation notifies the school office of their late arrival. Students will not be marked tardy due to their bus arriving late to school.

### **Transportation Eligibility**

Florida State Statute outlines student eligibility for school transportation. In general, students that live within 2 miles of their zoned school are not eligible for basic student transportation, and it is the family's responsibility to coordinate how their student gets to and from school. Transportation as a related service for special education students is coordinated on a student IEP or 504 documentation.

### **Bus Passes**

Transportation relies on information in MyStudent to issue bus passes for students. It is important for you to ensure your student's address information is accurate and updated, as needed, directly with their school. Updated bus passes will be available in your MyStudent portal. Bus passes for students with an IEP or 504 can take up to 7 days to coordinate transportation so it is important to contact your school as soon as possible if there is a concern. Parent Portal set-up information can be found here <https://tinyurl.com/y6nyn8b8>

### **Single Bus Pass**

Transportation eligible students may only be issued one bus pass based on the student's address of record. This pass is for consistent transportation; Monday-Friday; morning and afternoon; to the same stop location. The District is unable to accommodate requests for bus stops to multiple addresses.

### **School Choice**

Transportation is not provided for students that have elected to attend a school other than their zoned school. Students participating in some academic programs (e.g.; Cambridge, IB, Magnet) may have alternative transportation options. This information can be provided by your student's school or by contacting Transportation at 813-320-2562.

### **Ridership Consistency**

We certainly understand the excitement of returning to school and families driving their elementary students in the first few days (or more)! Please consider transitioning your student to the bus as soon as possible. We want our students (and you) to be comfortable and confident when using District transportation. Ridership will be monitored and those students with bus passes that do not ride the bus will receive notification of their pass being ended. The deactivation of passes will begin in October for students not actively riding the bus.

### **Two Week Route Consistency**

It is District practice to restrict route changes for the first two weeks of school (e.g., adding stops, changing stop times). This allows students and families to build a consistent back-to-school routine. While there are situations that require some limited, specific changes to occur, we will work to minimize the impact as much as possible. Route changes will begin to be processed beginning the third week of school.

### **Maintaining Your Student's Emergency Contacts**

The information recorded in MyStudent will be used to communicate with you or your designated emergency contacts in the event of an emergency at school or on the bus. It is vital that you check periodically and update this information with the school. This information can be verified through your MyStudent portal.

### **General Bus Safety and Information**

Buses are equipped with lap belts and students are expected to wear them at all times.

**Band Instruments or Large Projects:** Students may bring these items on the bus as long as they can be held in their lap or between their legs. Also, they shall not protrude into the aisle or another student's space. Large projects cannot contain materials that could be harmful to other students such as hazardous liquids, glass, or other sharp items, etc.

Any item left on a school bus will be collected by their bus driver and held for your student on the next school day. Students should check with their driver first for any lost items. Items of obvious monetary value are turned in to the bus compound at the end of the day. We are not able to have a bus return to a stop for items left on the bus. Contact the transportation compound should assistance be needed.