



School Transportation Frequently Asked Questions

Thank you for your interest in our transportation service.
Please find below some common questions and answers regarding our services.

Registration Process

How do I sign my child/ren up for LFSF bus service?

Visit our [transportation page](#) on [Lelycee.org](#). Please send us an email at: bus@lelycee.org

What are the registrations deadlines?

For a start date of **August 31st/September 1st 2016**, the online registration must be completed by **August 20th 2016**.
For a start date after **September 1st 2016** the online registration must be completed **3 business days before the 1st day of transportation**.

My children were signed up for LFSF bus service last year. Do I need to complete the sign-up process again?

Yes, the sign-up process must be completed at the beginning of each academic year.

I have questions about the enrollment, whom should I contact?

Please send us an email at: bus@lelycee.org

I do not know my children's schedule yet, should I still register them.

Yes all riders must be registered prior to using the transportation services.

If you do not know your child class/afterschool activity schedule; register for an estimated number of trips; you will have until **September 30th** to send an updated schedule to bus@lelycee.org. Your fees will be adjusted accordingly.

I want to cancel / modify my child's bus registration during the school year, whom should I contact?

Please send us an email at: bus@lelycee.org

For Sausalito Students please also let Savannah Sanders know of your schedule modification

Can I change my child's route on exceptional basis?

Changes in routine are accepted, but they must not become too frequent. In case of illness, absence, outstanding non-use of the bus service, and for all schedule modifications it is imperative to inform your campus as soon as possible:

- Ortega: viesscolaire@lelycee.org
- Ashbury: receptionash@lelycee.org
- Sausalito :
ssanders@lelycee.org
bus@lelycee.org
vbaumbach@lelycee.org
crivard@lelycee.org
(All emails must be included in bus communications)



Bus Routes & Schedules

What happens if I am late to the bus stop?

The driver is required to leave at the time indicated on the schedule. S/he is not allowed to pick up children at locations other than the scheduled LFSF bus stops. Once a driver has left the pick-up location, s/he cannot stop the bus to pick up any children until the next bus stop. At the end of a route, the driver needs to go back to his/her dispatch. If you are delayed, it is essential that you make arrangements with another parent/guardian.

Please be reminded that children must be at the bus stop 5 minutes before the departure time.

Can the departure times be modified?

All scheduled departures have been carefully planned by the school in coordination with the bus company to ensure all children arrive at their campus destination on time. Therefore, these departure times cannot be modified.

Are the arrival times for the morning routes pre-set?

Our bus routes serve multiple locations. For example, one route begins in Mill Valley to pick-up middle and high school students and brings them to our Ortega campus. After dropping these students off, the route continues to Ashbury to drop off lower school students. In order to maximize the use of buses, arrival times are designed to make sure everyone gets to school on time.

Can you adjust the bus schedule for after school activities at Ortega and Sausalito?

Unfortunately there is no bus after the activities at this time.

Bus stops

Has the school considered including a stop at the Golden Gate Bridge in the afternoon from Sausalito?

As Preschoolers to Grade 5 students can only be dropped off at a campus which offers daycare and provides adult supervisors, a stop between Sausalito and Ashbury is not an option.

Can the San Clemente Park bus stop be changed and moved closer to the freeway?

According to our research (bus stop audit and survey), this location is preferred by most parents/guardians. Additionally, there are no other authorized locations on that side of the freeway.

Why is the Sausalito bus departing from Ortega in the morning and arriving at Ashbury in the afternoon?

The bus serving Sausalito first brings students from Marin County to Ortega. To be on time for class in Sausalito, the bus must depart Ortega and cannot detour by Ashbury.

Moreover the stop at Ortega benefits the parents whom have children at both Ortega and Sausalito/Ashbury Campuses. In the afternoon, Preschoolers to Grade 5 students can only be dropped off at a campus which offers daycare and provides adult supervisors.

Can the Lycée implement a route from Ashbury to Ortega in the morning?

The bus serving Ashbury first brings students from Marin County to Ortega. To be on time for classes at Ashbury, the bus must depart Ortega.

Can the Lycée implement a route between Ashbury and Ortega in the afternoon?

As Preschoolers to Grade 5 students can only be dropped off at a campus which offers daycare a stop at Ortega is not an option.

Lack of adequate structure for 5th to 12th graders and limited bus availability make it impossible to bring students from Ortega to Ashbury in the afternoon.



Can the Lycée add a stop at Novato?

A Novato stop was requested in 2014, however due to a lack of registrations from this location we have decided to cancel the destination. There are not enough requests for to re-implement the stop this year.

Can the Lycée pick-up/drop-off students in different areas of San Francisco?

The Lycée's transportation routes are serving the many families who resides north and south of San Francisco with only a few stops, as opposed to a local door-to-door school bus service. Limited bus availability and lack of demand also reduce the ability of implementing such a route.

How does LFSF determine bus stop locations?

In 2013/14 the LFSF launched an extensive investigation to find the best possible bus stop locations. We compared our current locations to locations suggested by our families. We also researched other options beyond those proposed by our community. The results indicated that our current locations are best suited to meet all identified criteria and our current needs. It is important to note that authorization to use a parking lot or a city bus stop is rarely given to schools due to traffic issues. Our bus stop locations meet the standard safety criteria set by the school and the bus company. Parents/Guardians must be present at the stops in the morning and in the evening. Even for older children we recommend that they not be left alone once they have been dropped off. Having said this, we are open to new bus stop suggestions. Please keep in mind that the suggested stops must meet the criteria given by the bus company and the school. They must also be accepted by a majority of the parents/guardians who use the stops; additionally the stops must be authorized by the location owner.

Bus safety

Are seat belts required?

Seat belts are not required on school buses and only buses built after July 2004 (otherwise known as Type 2) have built-in seatbelts. School buses are designed with a special compartment engineered to protect the rider.

Although, per requests from parents, we have demanded to use mainly busses with seat belts, schools are not required to use Type 2 buses. For more information please visit this website: <http://www.cde.ca.gov/ls/tn/or/bulletin0926.asp>

Do you plan to include a French speaking bus supervisor on the buses?

Bus supervisors are not required by law to be present on buses with children. LFSF has chosen to include a bus supervisor for the route that transports our youngest riders for the comfort and security of the children. We conducted a thoughtful and thorough recruitment process which resulted in our hiring of our current supervisor, Savannah Sanders-Hughes. Savannah has ECE units (Early Childhood Care) and is a certified nursing assistant. Although she doesn't speak French, keeping the children safe is our number one priority. If families are interested, we are open to discussing the possibility of creating a transportation supervisor volunteer program. This would provide an opportunity for French speaking volunteers spend time with the children on their ride to school.

Where do you keep my child's emergency form?

The bus driver has all emergency forms for the students enrolled on his/her route. We do recommend that you leave a form in your child/ren's back pack(s) in case s/he takes a different bus route, for example when going to a friend's house. If you exceptionally change route you must let your campus know about it by calling the receptionist (Ashbury and Sausalito) or "vie scolaire" (Ortega)



Miscellaneous

How will I be contacted if there is an issue with the bus?

For emergencies and important delays we use the contact information you provided when you signed up for the bus service. We place a phone call using our automated school alert system and/or our school cell phones.

You will only be contacted if your child is signed-up for the route that is experiencing an issue. Make sure to contact your child's campus if your child is taking a different bus than s/he normally takes.

Is there time for a snack for children arriving from Sausalito prior to the start of their after-school activity?

Yes, as soon as the children arrive at the Ashbury campus, they are able to eat their snack before their activity begins.

Is it possible for my child to participate in the 3:40 pm Ashbury after-school program (AES) session if s/he is on the bus from Sausalito?

The Sausalito afternoon bus doesn't arrive in time for the first AES session but is scheduled to allow time for children to participate in the second AES session which begins at 4:40 pm.

Can I contact my child's bus driver directly?

Drivers do not use cell phones while driving. They use CB radios to contact dispatch only. If you need to contact the driver, please call the school's main number (415-661-5232) or call your local dispatch directly (phone numbers are listed on your Transportation Information, Terms & Guidelines).

Will the bus driver be the same everyday?

The Lycée does request that the same drivers be assigned the same routes everyday. Unfortunately due to an important shortage of bus drivers, the company may have to make necessary changes.

I cannot make it to the bus stop on time in the afternoon; can the bus driver wait for me?

Unfortunately, the driver can wait only until his/her schedule departure time from the stop to drive other children to the next stop. At the end of a route, the driver needs to go back to his/her dispatch.

If you are delayed, it is essential that you make arrangements with another parent/guardian.

What should I do if the bus does not arrive at the stop on time in the morning?

It is possible due to traffic or weather conditions that the bus arrives late. Please wait with your children until the bus arrives. Never leave your children unattended at the bus stop.

If due to extenuating circumstances, the bus does not arrive within 20 minutes of its scheduled time, we recommend that you drive your children to school or make arrangements with other parents/guardians. We will always do our best to contact you as soon as we are made aware of any issues.

The Lycée does not allow me to park at the campus bus stops; where should I park.

Loading/unloading areas and bus stops (white zones) cannot accommodate parking spots for the safety of all the students and their families. Plan to arrive early to find a nearby parking and walk your children to the bus stop.

For further inquiries, comments, and/or suggestions, please send a message to bus@lelycee.org