



# Bus Service at Christian Academy of Indiana

## Frequently Asked Questions

<b>Registration Questions.....</b>	<b>1</b>
<b>Bus Stop Questions.....</b>	<b>2</b>
<b>Other Questions.....</b>	<b>3</b>

### Registration Questions

#### How do I register my students to ride the bus?

Complete the Web Form Registration in FACTS Family Portal

- Go to the school's website at [www.caschools.us](http://www.caschools.us)
- Select Quick Links from the toolbar at the top
- Select FACTS Family Portal
- Click on Web Forms (on left side of screen)
- Choose Bus Registration

The bus schedule is linked within the registration form to help choose a route and stop.

#### I'm trying to register my students for the bus, but I'm having difficulty with the webform.

Contact [support@caschools.us](mailto:support@caschools.us) to request help with the webform.

#### My child rode the bus last year. Do I need to register again this year?

Yes, bus registration must be updated each school year.

#### How do I pay for bus service?

The SW - CAI bus is offered free of charge as a service to families traveling from Kentucky to Indiana to go to school at CAI. There is no charge for daily or occasional riders. All riders (both daily and occasional) must register through FACTS Family Portal. Occasional riders must obtain a bus pass from the school office to ride the bus if space is available.

#### What is the difference between being a Daily or Occasional rider?

- **Daily** riders are approved to ride every day and will receive a plastic ID tag so the driver can easily identify approved riders.
- **Occasional** riders do not receive ID tags but instead obtain a paper bus pass in advance from the school office. The pass is given to the driver when boarding.
- **All riders**, daily or occasional, register through FACTS Family Portal.

#### I've just completed the bus registration form. How soon can my child start riding?

- During the school year, when you register your child to ride **daily**, Miller Transportation will be contacted with an updated bus roster, and your child will be given an ID tag if space is available. Your child may ride as soon as he/she receives the ID tag, usually 24-48 hours after registration is received.



- If you've registered your child to ride **occasionally**, you must request bus passes from your child's school office. If space is available, your child may board the bus and give a pass to the driver.
- At the beginning of each school year, registered students will be allowed to ride the bus the first few days of school without a pass until all passes have been distributed by the school office.

**My child is a daily rider both mornings and afternoons but is starting a sport and will not need to ride in the afternoons. Can I change my bus registration?**

You may update your bus registration in FACTS Family Portal anytime during the school year. In this case, you may register for AM only service. Your child will receive a new ID tag reflecting the new service level. The old tag must be returned to the school office. If your child occasionally needs to ride in the afternoons, he/she may obtain bus passes through the school office.

**My child got his/her driver's license, so I want to cancel the bus service.**

Log into FACTS Family Portal and update the bus form. You may change the frequency option to occasional or never. The bus tag must be returned to the school office.

**Who do I contact to obtain an occasional (one-time) bus pass?**

Complete the bus registration form in FACTS Family Portal and contact the school office to obtain a pass. Registration may be completed once and will remain in effect the entire year.

**I purchased bus passes last year and didn't use them. Can my child use them this year?**

Bus passes expire at the end of each school year and are non-transferable.

## Bus Stop Questions

**Can my child walk home from the bus stop?**

- Elementary students must be accompanied by a High School or Middle School sibling and have written consent on file with the school office. Please email the school office and [bus@caschools.us](mailto:bus@caschools.us) with your request.
- Middle School students must have written parental consent on file in the school office. Please email the school office and [bus@caschools.us](mailto:bus@caschools.us) with your request.
- High School students may walk home from the bus stop.

**Can my student wait inside for me at the bus stop locations?**

Parents/Guardians must be present to pick up their child. Waiting inside at bus stop locations is not authorized.

**How can I request a new bus stop?**

The bus schedule is reviewed periodically, and adjustments are made based on participation. A continuous effort is made to promote increased ridership. The schedule is subject to revision after September. Requests should be made by email to [bus@caschools.us](mailto:bus@caschools.us) for review.



### **What time do I need to be at the bus stop?**

Students riding the bus should be aware of departure times from their own neighborhood and from school and be sure to be on time. It is recommended that all bus riders be at the designated bus stop 5 minutes before scheduled departure. The bus will not wait.

### **I'm running late and won't be at the bus stop to pick up my child at the scheduled time. What do I do?**

If a parent is not at the bus stop at the scheduled time, the bus driver will:

- Notify Miller Transportation immediately, who will contact the CASS representative;
- Keep the student on the bus and continue to drive his/her route;
- Wait at the last scheduled stop no more than 10 minutes past the drop-off time;
- Return the student back to school property after completing the last scheduled stop;
- Notify Miller Transportation of habitually late parents. Miller will contact the CASS representative.

The parent can meet the bus at one of the remaining stops or back at the school at the end of the route. Check Miller's Find My Bus feature to see the bus's real-time location. (Contact [bus@caschools.us](mailto:bus@caschools.us) for more information about Miller's Find My Bus feature.)

### **The bus is not at the stop at the scheduled time. What do I do?**

If the bus is more than five to ten minutes off its scheduled time, Miller will notify the school and a text will be sent through CALert. Please ensure contact information is current in FACTS Family Portal for [CALert notifications](#).

Parents can check Miller's Find My Bus feature to see the bus's real-time location. (Contact [bus@caschools.us](mailto:bus@caschools.us) for more information about Miller's Find My Bus feature.)

## **Other Questions**

### **My child left his/her instrument/phone/backpack on the bus. What can I do?**

Please email [bus@caschools.us](mailto:bus@caschools.us), and someone will contact Miller Transportation. The driver will be notified to look for the item and keep it secure until it can be given to the student or delivered to the school office. If it is after school hours, it is likely that the bus driver will have noticed and secured the item until it can be sent to the office the next day.

### **My child rides the bus, and several friends will ride home with him on Friday afternoon. What do they need to do?**

Check to make sure the guests are registered for the bus in FACTS.

- If a guest student is not registered, the guest student's parent will need to register them in FACTS Family Portal as an occasional rider.
- If a guest student is registered to ride the bus daily but rides a different bus, he will need to obtain a bus pass from his school office. The pass will be free of charge but lets the driver know the student has permission to ride.
- If a guest student is registered to ride the bus daily and rides the same bus as the host student but normally uses a different stop, the parent should send a note to the driver indicating permission to use the host student's stop.



- Paper bus passes are completed with the guest students' names, not the host student's name. Bus passes are non-transferable.

**I'm at school to pick up my child, but I think he/she got on the bus. What do I do?**

Parents can call the school office and talk to school staff for assistance in locating the student.

**I'm at the stop to pick up my child, but he/she didn't get off the bus. What do I do?**

Parents can call the school office and talk to school staff for assistance in locating the student.

**I have a concern about something that happened on the bus. Who do I contact?**

Please contact your child's school office, and they will notify the appropriate administrators, depending on the circumstances of the event.

**Are there days bus service is not provided?**

Buses run every day that school is in session.

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