

Who You Gonna Call When the Bus Don't Come?

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It might be summertime according to the calendar, but many of you are subconsciously counting the days until that first day of school. Some of you are secretly, some not-so secretly, looking forward to waving “bye” to your little one as that terrific yellow, metal-of-a-blessing, drives off with your little one. Others of you are counting the days in dread as you anticipate that once again your little one will not get picked up by that short, yellow headache of a bus.

Yep, it happens every year: parents are left hanging trying to figure out if the bus is just down the street, if the bus already drove by and they missed it, if they should drive their little one to school, if they should take their little one to work with them and/or if they should call it a day and everyone stays home! Upwards of hundreds of kids are left waiting for that big, short yellow bus to arrive that first day of school and it does not...for one reason or another.

It might be that your child's teacher last year did not submit the transportation request, or maybe it was submitted but was incomplete or had the wrong address, or perhaps it got lost within the computer system or even misplaced by transportation. There are about as many reasons why kids and buses do not connect on that first or even second day of a new school year as there are school days. Consider for a moment the challenge Aurora Public School District and Cherry Creek School District's Transportation Departments face on a daily basis. According to their respective Fiscal Year Budget for 2016-2017:

Aurora Public Schools (APS):

- Serves the City of Aurora
- Operates 55 General Education Buses and 51 Special Needs Buses
- Transports 10,500 General Education Students and 850 Special Needs Students
- Serves an estimated 39,443 students across the District

- 4 Early Childhood Preschool Centers
- 28 Elementary Schools
- 7 Combined Elementary/Middle Schools
- 6 Middle Schools
- 6 High Schools
- 1 6th-12th Grade School
- 1 Technical College
- 1 Online School
- 7 Charter Schools (District Transportation is not provided)

Cherry Creek Schools (CCSD):

- Serves 8 different municipalities inclusive of Centennial, Cherry Hills Village, Englewood, Foxfield, Glendale, Greenwood Village, portions of Aurora and Unincorporated Arapahoe County
- Operates 233 buses across the District
- Transports 22,500 students daily
- Serves an estimated 54,700 students across the district
 - 42 Elementary Schools, serving 23,077 students
 - 6 Elementary Schools offering Full-Day Kindergarten
 - 23 Elementary and Middle Schools offering Pre-K
 - 10 Middle Schools, serving 12,255 students
 - 7 High Schools, serving 16,317 students
 - 9 Other Schools (descriptions and numbers not included)
 - 11 Student Support Facilities (descriptions and numbers not included)

... and you thought carpooling was a scheduling nightmare!

Janet Ulrich with Aurora Public Schools Transportation Department is reporting that *general education students and students with special needs who ride the bus will receive a letter in the US Mail one (1) week prior to school starting, advising them of bus stop locations and times.* Aurora reports that *students with special needs will receive a call from the bus driver or para-professional a week prior to school starting* in order to inform them of pick-up and drop-off times. For students that are transported via the Contracted Car Service, Janet reports that both APS Transportation and the Contractor will contact parents regarding pick-up and drop-off times. Janet suggests parents call Transportation Dispatch if your child is not

picked up by either the bus or car service. Call APS Transportation Dispatch at 303-364-0206 if you have further questions.

Typically, the bus drivers call the parents the night before school starts (roughly 5 pm – 9 pm) to advise parents/guardians of pick-up and drop-off times. Please understand this is an advisement call, not a negotiation call. Schedulers and Route Managers across both Districts spent their summer plugging each and every student that they know of into their Master Route Schedule, double- and triple-checking to try and ensure they got each student on a route and assigned to a bus with the most efficient route possible. Seriously, the Transportation Departments have an enormous task throughout the year as students move into and out of the District and/or about the District. Kudos to Transportation! Nope, Transportation is not perfect, but neither are any of us.

When might one anticipate those yellow contraptions to start rolling down your neighborhood streets? Well, that depends solely on where you live and what school your children attend. There are links at the end of this article to help you figure that out. Be sure to keep all your contact information current and up-to-date with the District Admissions Office as well as the Transportation Department. Not much would be worse than the bus taking a kiddo to what turns out to be an old address and the phone number on file has also been changed!

Likewise, the first day of school varies not only across both APS and CCSD but within each District as well. Here are the links to the school calendars to help you figure out when your child starts school:

[APS Calendar](#)
[CCSD Calendar](#)

So, who do you call if your child is not picked up, dropped off and/or if there are other transportation-related matters that need attention? Below is a compilation of information for both districts.

Aurora Public Schools (APS):

If your child is transported via the Contracted Car Service, the APS Special Needs Number would be the best place to start. Since there are a couple

different Contracted Car Services utilized by the District, it might be wise to get a name and number for the Contract Car's Service as well.

[APS Budget](#)

[APS Calendar](#)

[APS Transportation Department Contact List](#)

[APS Special Needs Transportation](#)

[APS Transportation Organization Chart](#)

To request a change in pick-up or drop-off locations, or for any other concerns with your student's special needs transportation, please contact the Transportation Department at 303-326-1986, or fax 303-326-1977.
APS Transportation is located at: 160 Airport Blvd. Aurora, CO 80011

For after-hours emergencies, please call APS Security Office at 303-367-3060.

Cherry Creek School District (CCSD):

For existing route information or related questions, call the Route Planning office at 720-554-4665. If your child (with special transportation services only) will not be riding the bus on any given day, please contact the dispatch department at 720-554-4664.

[CCSD Budget](#)

[CCSD Calendars](#)

[CCSD Transportation Contacts](#)

[CCSD Special Needs Transportation](#)

[CCSD Bus Time Finder](#)

[CCSD Transportation Questions and Concerns](#)

Emergency Contact: If you have an emergency concerning a bus route during normal business hours, please call the terminal specific for your child's route. See Transportation Contacts for numbers.

After 5:30 PM: If you have an emergency after hours concerning a bus route (i.e. missing student) please call: Integrated Security Services at 303-698-2698.

In Cherry Creek, contact numbers are based on the High School that serves your respective neighborhood. I suggest you call the CCSD Route Planning Number at 720-554-4664 if your child is attending a school other than your neighborhood school.

If your child is transported via the Contracted Car Service, the CCSD Route Planning number would be the best place to start. Since there are a couple different Contract Car Services utilized by the District, it might be wise to get a number for the Contract Car Service as well.

[Click here](#) for an organized chart of contact information for the CCSD transportation department.