

TRANSPORTATION - FREQUENTLY ASKED QUESTIONS

When will my letter arrive with bus route information?

All letters were mailed out the second week of August. The letter includes the name of the student, the school of attendance, the bus route number, the pick-up time and bus stop location. If you have not received a letter, please contact the Transportation Office at (224) 765-3011.

The bus route information on the letter is incorrect. How can I update the stop locations?

Parents can download the Student Transportation Request Form on the District 112 website and send to transportation@nssd112.org and contact the Transportation Office at (224)765-3011.

Please note: no changes to routes will be made until after Labor Day.

When should my child be at the bus stop to be picked up in the morning?

Bus riders should be at their assigned bus stop at least 5 minutes prior to the scheduled pick up time. This allows for some variation in the bus route due to unanticipated events (traffic, construction, etc.)

Where can I find bus stop information?

E-Link is an online student transportation information portal. E-Link provides you with bus stop information such as bus route number, pick-up and drop-off times and bus stop location.

There is a link on the District website under the Transportation section:

1. Log into the District website: <https://www.nssd112.org>
2. Search Operations and Facilities Transportation
3. Click on the E-Link to access bus route information
4. Enter your User ID and Password
5. Click on “View My Students” to access bus route information

Is there an app with bus route information?

The Versatran MyStop app is a web-based application that can be downloaded to a smartphone, tablet or computer. This app has access to live bus GPS information and displays the school bus location on a map, as well as the estimated time of arrival.

Please note: Information is refreshed every few minutes so parents should not rely on the information as up-to-the-second accuracy.

The login information needed to create an account can be found on the E-Link & MyStop Versatran letter that was mailed home the second week of August. If you do not have access to the letter, please contact the school office and request the Student User ID for your child.

My bus is late. Who should I contact?

Please know that we do everything possible to have all buses running on schedule every day. On a given day the stop times may vary due to traffic, trains, road work, construction or weather conditions. We ask that your student be ready at the stop for the bus at least 5 minutes prior to the assigned pick up time. If your bus is more than 10 minutes late, please contact the Transportation Office at (224) 765-3011.

My child missed the bus. Will the driver come back?

Students should be at their bus stop at least 5 minutes prior to the scheduled pick up time. Unfortunately, drivers will not return to pick up students that missed the bus. Parents will need to make arrangements to transport their child/children to school.

Does my child wear a seat belt?

We encourage children to wear seat belts while riding the bus. Drivers are not allowed to assist children with fastening their seat belts.

Does a parent need to be at the bus stop after school?

During the school year, parents/guardians of Kindergarten and Preschoolers must be present at the bus stop in order for the student to be released from the bus.

My child's daycare will be closed on a specific school day. Can I change the pick-up/drop-off information for that day?

Students that have an alternate pick up or drop off location (other than their home) and the establishment is closed, parents are responsible for the child's transportation that day. Please also remember to notify the school office if the child will not be riding the bus home on a specific day.

My child is having a playdate after school. Can my child ride home with another student?

Parents are encouraged to arrange playdates after school hours.

If there's a family emergency and a child needs to go home with another student, please contact the school office with alternate bus information.

How are bus stop locations determined?

Bus stops are located within acceptable walking distance of residences, typically at corners or intersections. We make every effort to select safe places to load and unload students.

The bus drives right past my house. Why can't it stop at my house?

Bus stops are being created to reduce the number of stops and accommodate all students in the area. Higher frequency of stops makes the student ride time longer. If you cannot see the bus stop from your home and have concerns about your child's safety, you are encouraged to accompany your child to the bus stop or arrange a neighborhood buddy to walk with your child.

I am not happy with my bus stop. How can I get the stop moved?

Bus stops are determined by the District and the bus company in centralized locations based on the number of students in the area. We are not able to establish stops based on personal circumstances.

School bus drivers do not have the authority to alter bus routes or stop locations. If you have safety concerns with a stop, please call the Transportation Office at (224) 765-3011.

My child received a bus pass but lost it. How can I get a replacement?

Please email the Transportation Office at transportation@nssd112.org and request a new bus pass providing the student's name, the school the child attends and the grade of the student. When the new pass is ready, it will be sent to the school office and given to the student.

My child is not eligible for transportation services. Can I pay for the service?

Yes, parents can pay a yearly fee if a route is already established. Please contact the Transportation Office for fee information at (224) 765-3011 to add their student to a bus route. After the route is requested, please download the Student Transportation Request Form on the District 112 website and send to transportation@nssd112.org.

I am moving. Who do I contact about changing my bus stop location?

Parents should notify the student's school and the Registration Office regarding address changes, phone number changes and/or bus transportation requests. Once changes are made with the school, parents can download the Student Transportation Request Form on the District 112 website and send to transportation@nssd112.org and contact the Transportation Office at (224) 765-3011.