

FAQ's

- Why do I not get a bus?
 - If you reside in the walk boundary, which is 1.5 miles surrounding the school, you are not entitled to free busing. This is according to school code.
 - We do offer the bus service for a yearly fee.
 - You can see how to sign up on the Pay Rider button on our web page.
- What happens if my student misses the bus?
 - Each bus route has a schedule to maintain. The driver does his/her best to maintain a timely schedule. A bus driver should arrive at approximately the same time each day. Bus riders need to be present at their assigned bus stop at least 5 minutes prior to bus arrival. In the event your child(ren) misses the bus, you are responsible for transporting them to school.
 - The buses do not wait if no one is present. If a student misses the bus, they will need to find their own way into school.
 - You can download the My Ride K-12 app from the Transportation website that will show you the location of the bus in relationship to the bus stop.
- Can my student be dropped off at work or other location(s)?
 - We only pickup and drop-off students at a location based on their home address.
 - The only exception is for families of divorce. This form can be found on our webpage. Look for Dual Households.
 - For a dual pass to be issued, both parents need to reside in the school boundary. If they are in different school boundaries, this will not be approved.
- Can my student take a different bus to a friend or relatives house?
 - No. Home to school and school to home only.
- How do I change my child's bus route if we move or new to the district?
 - Contact the school building registrar to prove residency. The registrar will make the change in the school system.
 - The change could take 24-36 hrs. before the new information is in the student's school portal.
- How can my student ride the Late/Evening routes?
 - Students need to have their ID for their regular bus route to and from school as well as for the Late/Evening routes.
 - The student will need to find their route by using the map in the Athletic or Main office. This is the only way to obtain the designated route.
 - Late/Evening routes are only for those who are regular riders.

- If you live in the walk boundary, you may not access these routes unless you pay for the service.
- Where can I find my bus route?
 - Bus routes are viewable in the Infinite Campus portal under the MORE tab.
 - They are update nightly beginning in August
- How can I reach the Transportation department?
 - You can email: transportation@d211.org
 - You can call our office after 7:30 am: 847-755-6796
 - If you have issues before 7:30 a.m. call our dispatch at 847-755-1798
- How do I get a bus pass?
 - We do not provide bus passes. Nothing will be mailed to the home.
 - The student I.D. is also your bus pass. The route number found in Infinite Campus should be printed on the I.D.
- Assigned bus stops: Corner pickup and drop off
 - It is not possible to provide bus stops that are within sight of all student's homes. Most families that live even one house from the corner cannot see the corner bus stop without coming out of the house.
 - A house stop vs corner stop would not be made only because the bus goes past a student's house. Many routes travel past student's houses on the way to or from school. Students are expected to walk to bus stops, which can be made up to 1.5 miles away.
 - Likewise, a house stop would not be made because there is only one student at the stop. Other students may be assigned to the stop but ride infrequently. Also, stops are made at corners for efficiency and to accommodate other students who may move into the neighborhood.
 - Sidewalks. Many neighborhoods do not have sidewalks and therefore cannot be a justification for adding a stop.
 - Weather conditions are not part of the criteria for a bus stop change.
 - We tend to hear of corners filled with snow piles from the plow trucks. This is an issue you need to address with the village.
 - Be ready 5 minutes before the scheduled arrival time
 - Be courteous to other students
 - Stand back 5-10 feet when the bus is approaching the bus stop
 - Get on the bus in an orderly fashion, keeping hands to self