



## Frequently Asked Questions 2022-2023 School Year

If your question is not answered below, please feel free to reach out to us at [spsdtransportation@sturgeon.ab.ca](mailto:spsdtransportation@sturgeon.ab.ca)!

### **When can I register for transportation services?**

You are able to register for transportation services as early as February for the upcoming school year! Transportation Services gets most of our applications processed by the end of June. The earlier you can submit your application, the easier it will be to have all the details ready for the first day of school! Any bus changes will be communicated to you the week prior to the start of school.

### **When will I know what my Transportation Fees are for the 2022-2023 school year?**

The 2022-2023 transportation [fees schedule](#) is approved by the Board by April 30. Your transportation fees will be posted to your [PowerSchool SIS account](#) on June 30, 2022 for payment.

### **How do I pay my fees?**

Transportation Service fees are accessible on [PowerSchool](#) for online payment by credit card either in full, or by setting up a payment plan. Alternatively, payment can be made at our Central Office location (9820-104 Street, Morinville) by debit, credit, cash or cheque from Monday to Friday; 8:30-4:30.

### **When are fees due?**

Fees are due prior to your child accessing transportation services and receiving their bus pass.

### **How do I get my child's bus pass?**

Bus passes will be sent to your child's school for distribution by the end of the first week of school. Bus passes are not required for the first day of school.

### **What if my child loses their bus pass?**

A replacement pass is available for \$20 and will be sent to the school office. Please complete this [bus pass replacement form](#) to get a new one.





### **What do we do if we are not going to be on the bus for one day?**

As each Contractor chooses to handle this differently, please ask your bus operator how they would like to be contacted when there is a change in your schedule.

### **What do we do if we are no longer going to use transportation services?**

Please complete [this form](#) to indicate a transportation service cancellation. Refunds will be prorated on a monthly basis, based on the unused service period.

### **Can I register for transportation service mid-year?**

You may apply for bus service mid-year by completing the [transportation online application](#) but service will be based on availability. In some cases, routes cannot accommodate additional students.

### **If I can't afford the fees, what should I do?**

The [Fees Policy 410](#) provides information on the fees assessed and the collection procedures. Families can apply to have fees waived if they are unable to pay due to financial hardship.

**Please note:** Applications for Fee Waiver will not be accepted if students are attending Schools of Choice or are non-resident students as per Fees Policy 410. The [Fee Waiver Application](#) must be accompanied by documentation to support the application (e.g. CRA Notice of Assessment).

### **How do I know if the bus has a delay or is canceled?**

If there is a bus delay of more than 5 minutes, or if it is canceled, the status will be posted on the [Sturgeon Public Schools website](#). Alternatively parents can sign up for our Bus Status App to get notifications right to their phones! Download the app, and see how it works [here!](#)

### **What happens if I move during the school year?**

If you change your residence during the school year and need to update your transportation, please complete a new [online application form](#).

### **Can I get transportation services from two locations?**

Students may be able to have transportation services from two locations if we are able to facilitate the request. Please note, they will be assessed a supplemental bus fee for this service.

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