



TRANSPORTATION NEWSLETTER

Welcome Back Reminders

We are excited to welcome back students for the 2025-2026 school term starting on September 2, 2025. Please read the following reminders to ensure you are prepared to ride the bus on the first day of school.

To improve our service this year, we have introduced a service ticket system. Here is the link [Transportation Ticketing System](#). Please use this system instead of phone calls and emails to achieve the most efficient delivery of your inquiries and requests to the appropriate staff members in our office. Due to the increased volume of inquiries during August and September, please allow 2-3 business days for our staff to respond. Thank you for your patience.

Bus Passes

Bus Passes for students new to the school bus service will arrive by mail in the coming weeks. If your student(s) rode the bus last year, please remember to retain their bus pass(es) as a new one will not be

issued automatically. Replacements for lost passes can be purchased online through the School Engage portal or in person at our service counter located in the RVS Education Centre.

Bus pass pouches are too bulky to be sent in the general mail therefore, they will be delivered to your student(s) directly via their bus driver.

Route Information

- Route information, including route number and bus stop location, will be delivered by email after August 25, 2025. You can also find the urban bus route schedules on our [website](#) under transportation which will be available August 25th. RVS Transportation only provides urban families with morning pick-up times. There are many factors that affect the afternoon drop-off; we do not provide a set schedule. Buses typically depart the school 10 minutes after the final bell. Times listed on the schedule are departure times from the bus stop. Please arrive five minutes before the scheduled departure time.
- Only rural students will receive a phone call directly from their bus driver by the end of August to provide families with their pick-up time. If you have not heard from your driver, please contact the bus contractor responsible for your route. This can be found on our [website](#).

Route/Stop Change Requests

Please do not request route/stop changes directly with your bus driver. All requests must be made through the RVS Transportation Department. If you would like to request a change, please submit it to the [Transportation Ticketing System](#), after we review your request, you will receive a written response with the decision. We expect to address route/stop requests by start of October.

Transportation Cancellation Process

Should your circumstances change, full fee refunds are available if you cancel bus service by completing the "Cancellation Form" online prior to October 31, 2025.

To complete the cancellation form, access your School Engage portal, click on the "Students" tab in the left-side menu, and select your student's name. The cancellation form will populate in the list of forms. A separate form must be completed for each student.

WheresTheBus App

WheresTheBus (WTB) is a free, secure tool used by RVS to provide parents/guardians and schools with arrival times and location information for our school buses. This will provide you with accurate information you can use to check for late buses and when your child arrives at school.

Afternoon drop-off times on the WTB app may not be accurate due to factors such as traffic and weather. Drop off occurs as soon as buses arrive at a stop; there are no set times.

Please download the app from your app store: "WheresTheBus". Available for iOS and Android. Please go to our [website](#) for the step-by-step instructions on how to set up your account.

Second/Final Payment Due

A reminder to parents who have chosen the 50/50 payment option for September 1st, this will automatically be processed on the card you provided for the first payment online. If you paid at the counter, you will need to come in and make your payment.

First Time Riders

The Transportation Department will be hosting a First Ride Program for students who have never rode the school bus before. Participants will have the opportunity to take part in a presentation, ask any questions and take a short ride on a school bus. The program will take place in person from 6:00pm to 7:30pm, at the RVS Education Centre located at 2651 Chinook Winds Drive SW, in Airdrie, AB on:

- Wednesday August 27th
- Thursday August 28th

To sign up for this experience please email transportation@rockyview.ab.ca with the student's name.

**For more information
please visit our [website](#)**

*Rocky View Schools
Transportation Department*