

2007-2008 SCHOOL START-UP/ TRANSPORTATION SURVEY OF PARENTS

January 2008

MONITORING AND EVALUATION SERVICES



ALEXANDRIA CITY PUBLIC SCHOOLS

2007-2008 School Start-Up/Transportation Survey of Parents

January 2008

MONITORING AND EVALUATION SERVICES

ALEXANDRIA CITY PUBLIC SCHOOLS

Brian Reid, Ph.D.
Primary Author

Monte E. Dawson
Executive Director

Christina Theokas, Ph.D.
Analyst

Robin Saracina
Analyst

Rose Alston
Administrative Assistant

CONTENTS

List of Tables.....	ii
List of Figures.....	ii
Executive Summary	iii
Background Information	1
Responses	1
Other Modes of Transportation	2
Responses by School	3
Type of Problem Reported	4
After-School Transportation Problems	6
Communication	8
Parental Reports to ACPS Offices	8
Parent Satisfaction With Response from ACPS	10
Analysis of Comments	11
Positive Comments About School Startup	11
Negative Comments About School Startup	11
Monitoring Issues Identified in 2006	12
Summary	13

APPENDICES

Appendix A: ACPS Communication to Advertise Survey Opportunity for Parents	15
Appendix B: Verbatim Comments Submitted by Parents	19

List of Tables

Table 1 -	Frequency of Parental Responses by Schools that Children Attend, 2007	3
Table 2 -	Frequency of the Type of Transportation Problems At the Start of School, 2007	4
Table 3 -	Transportation Problems Reported by Parents At the Start of School, 2007	5
Table 4 -	After-School Transportation Problems Reported by Parents At the Start of School, 2007	7
Table 5 -	Parent Comments About Satisfaction With ACPS Response, 2007	10

List of Figures

Figure 1 -	Number and Percentage of Parents Reporting That Their Children Ride an ACPS Bus to School, 2007	1
Figure 2 -	Number and Percentage of Parents Reporting Alternate Modes of Transport to ACPS Schools, 2007	2
Figure 3 -	After-School Transportation Problems Reported by Parents, 2007	6
Figure 4 -	Number of Parent Reports of Transportation Problems At the Start of School, 2007	8
Figure 5 -	Frequency of Parent Reports of Transportation Problems At the Start of School, 2007	8
Figure 6 -	ACPS Office Contacted by Parent to Report Problems, 2007	9
Figure 7 -	Courtesy of ACPS Response to Parent, 2007	9

EXECUTIVE SUMMARY

As part of continuing efforts by ACPS to communicate with families and to improve services for Alexandria students, parents were invited via the ACPS web site to complete an Internet-based survey about issues that arose during the first few weeks of the 2007-2008 school year, especially ACPS bus transportation services. To inform families of this opportunity to communicate with ACPS, printed flyers were distributed via elementary students' backpacks during the first week of October. The survey offered was an updated version of a parent survey previously administered during the fall of the 2006-2007 school year¹.

Method

Beginning on October 4th, for 23 days, parents could elect to complete an online survey. Those who clicked a link on the ACPS web site were presented with a series of questions that flowed from their response selections. For parents without computer access, the printed flyer directed them to call Monitoring and Evaluation to complete their survey responses by telephone.

Results

By October 27, 2007, 184 parents had responded. Two thirds (67%) reported that their children rode an ACPS bus to school, of these 58% were from parents of elementary school children. Two thirds (46 of 71) of parents reported that their elementary school children had not experienced any problem with ACPS bus transport to school during the first few weeks of school.

The survey supplied types of problems that may occur and parents were permitted to select more than one. A total of 74 responses were received from the 53 parents who noted that their elementary, middle or high school children had experienced problems with ACPS bus transport. For the 74 responses received, 60 dealt with scheduling issues, such as pickup times, arrival times, duration of journey and communication of schedule changes. Other concerns noted were overcrowding (n = 10), and inappropriate driver behavior (n = 4).

Problems with after-school transport were reported less frequently than morning concerns; two-thirds (41 of 60) of parents replied that their children had not experienced any problems with the ride home from school. Only 32 parents reported contacting an ACPS office; the largest number (22) contacted the Transportation Office. Parents were invited to elaborate on that experience communicating with ACPS staff. Of 25 parents who commented, 11 were satisfied with the response. However, nine parents reported that the ACPS staff member was not courteous. Courtesy was identified as a division-wide issue arising from the 2006 survey of parents. Similarly, crowding on buses was again cited by ten parents in 2007. However, results from the 2007 survey of parents suggest that the ACPS has made progress towards improved school startup compared to the previous year. Two other monitoring issues from 2006 received only one parent comment in 2007 and no comments were received about the safety issue of a driver speeding. Examination of these concerns can inform ACPS communication with parents and continue to guide improvements in service.

¹ The full survey text is available at: http://www.acps.k12.va.us/mes/reports/20070201_transportation_full.pdf

THIS PAGE INTENTIONALLY LEFT BLANK

FALL 2007 SCHOOL START-UP AND TRANSPORTATION SURVEY OF PARENTS

This document is the final report of an ACPS parent survey¹ conducted by Monitoring and Evaluation Services in October, 2007. As part of continuing efforts by ACPS to communicate with families and improve services for Alexandria students, parents were invited to complete a survey about issues that arose during the first few weeks of the 2007-2008 school year, especially ACPS bus transportation services.

Background Information

The survey offered was an updated version of a parent survey administered in the Fall of 2006. That survey was developed to solicit parent comments about their experiences at the start of school with a focus on ACPS Transportation Services. Details from the 304 survey respondents were reported by Monitoring and Evaluation Services to inform decisions about ACPS buses during the 2006-07 school year and for the start of the 2007-08 school year. To determine the extent of parent satisfaction with changed procedures, the updated survey was repeated in October 2007. Beginning on October 4th, for 23 days parents could elect to complete an online survey from an invitation on the ACPS web site. Elementary schools informed families of this opportunity to communicate with ACPS by distributing printed flyers, in English and Spanish via students' backpacks during the first week of October

RESPONSES

By October 27, 2007 when the survey closed, a total of 184 persons had submitted responses. Two thirds (67%) of the parents reported that their children rode an ACPS bus to school.

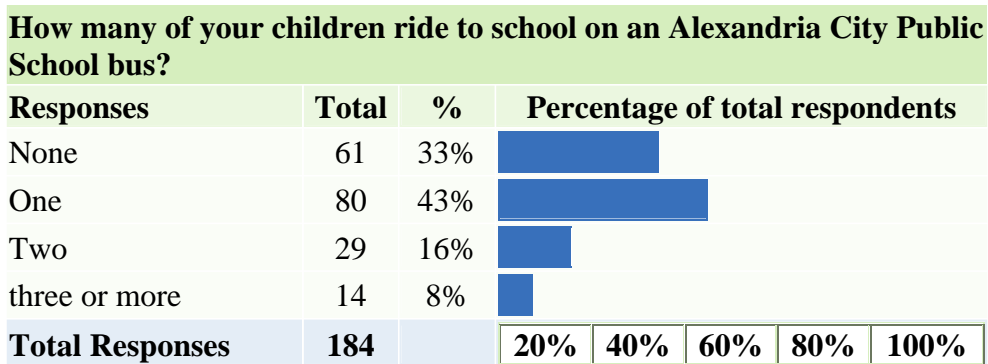


Figure 1. Number and Percentage of Parents Reporting That Their Children Ride an ACPS Bus to School, 2007

¹ The full survey text is available at: http://www.acps.k12.va.us/mes/reports/20070201_transportation_full.pdf

Other Modes of Transportation

For those parents whose children did not ride an ACPS bus, Figure 3 displays their responses describing other transportation used by students and 76¹ responses were received from 53 parents of students at all levels; elementary, middle and high school.

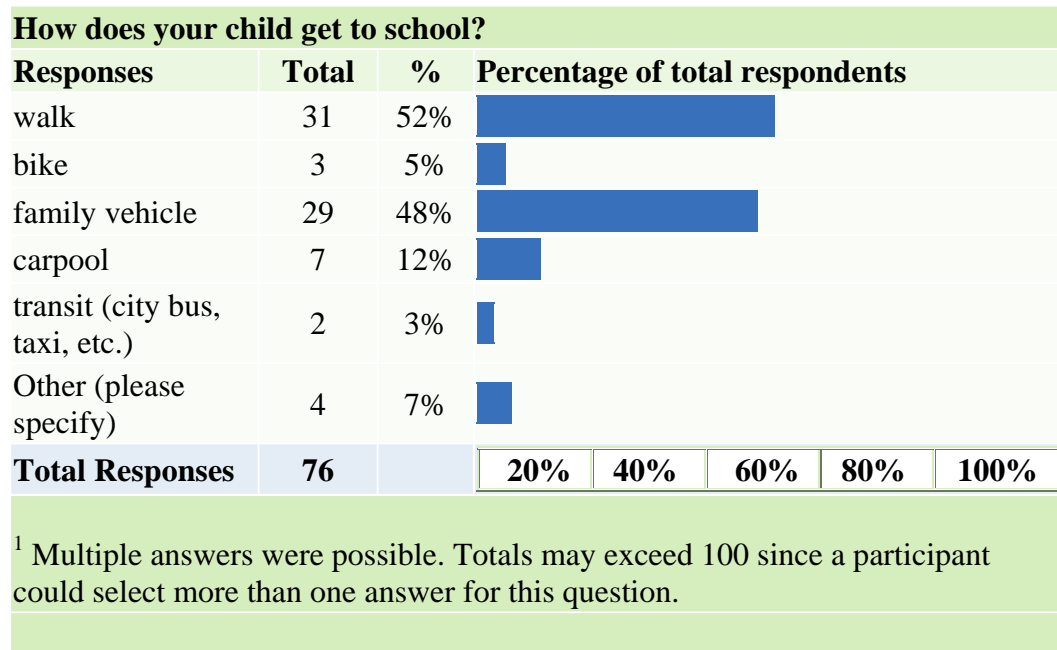


Figure 2. Number and Percentage of Parents Reporting Alternate Modes of Transport to ACPS Schools, 2007

The ‘Other’ option in Question 3 permitted parents to type in a transportation mode that was not included. The additional reports by parents essentially add 4 more responses to the ‘family vehicle’ category.

- ⊕ Motor scooter
- ⊕ Parent drives
- ⊕ I drive him on my way to work
- ⊕ I often take him to school.

Responses by School

A total of 122 respondents identified the school attended by their children (see Table 1). As expected, the majority of the responses (71 of 122; 58%) came from parents of elementary school students. Two thirds (46 of 71) of the parents reported that their elementary school children had not experienced any problem with ACPS bus transport during the first few weeks of 2007 school year.

Table 1
Alexandria City Public Schools
Frequency of Parental Responses by Schools that Children Attend, 2007

Did your child experience any problem with ACPS bus transport during the first few weeks of school?			
Elementary Schools	Yes	No	Total
John Adams	4	1	5
Charles Barrett	1	3	4
Patrick Henry	0	4	4
Jefferson-Houston	3	3	6
Cora Kelly	3	4	7
Lyles-Crouch	4	9	13
Douglas MacArthur	3	8	11
George Mason	1	1	2
Maury	0	1	1
Mount Vernon	3	0	3
James Polk	1	3	4
William Ramsay	0	1	1
Samuel Tucker	2	8	10
Elementary Total	25	46	71
Elementary Percentage	35%	65%	
Middle Schools			
School	Yes	No	Total
Francis Hammond	4	7	11
George Washington	10	7	17
Middle School Total	14	14	28
Middle School Percentage	50%	50%	
High Schools			
School	Yes	No	Total
Minnie Howard	6	2	8
TC Williams High School	8	7	15
High School Total	14	9	23
High School Percentage	61%	39%	
Overall Total	53	69	122
Overall Percentage	43%	57%	

Type of Problem Reported

The survey supplied parents with a series of types of problems that may occur and parents were permitted to select more than one (see Table 2). A total of 74 responses were received from the 53 parents (see Table 1) who noted that their children had experienced problems with ACPS bus transport. Most responses (n = 60) dealt with scheduling issues such as, pickup times, arrival times, duration of journey and communication of schedule changes. Other concerns noted were overcrowding (n = 10), and inappropriate driver behavior (n = 4). Parents were also permitted to type in comments under the 'Other' category. Those verbatim responses are listed in Table 3.

Table 2
Alexandria City Public Schools
Frequency of the Type of Transportation Problems Reported
at the Start of School, 2007

Responses	Total
Bus pickup time was scheduled too early for my child	10
Bus arrived at pickup point before the scheduled time	14
Bus arrived at pickup point after the scheduled time	14
Bus was crowded when it arrived	10
Bus trip was too long	4
Bus arrived at school before school staff were present	4
Bus arrived too late for my child to eat breakfast	2
Bus arrived after school started	4
Bus driver's behavior was not appropriate	4
Not enough notice of bus schedule change given	8
Total Responses	74
Other Concerns (see Table 3)	20

Note. Parents were able to select more than one response.

Table 3
Alexandria City Public Schools
Transportation Problems Reported by Parents at the Start of School, 2007

Please specify 'Other' problems that your youngster experienced on the morning bus ride to school.
Responses
1. Student behavior was not appropriate
2. Behavior problems on bus
3. My child wasn't on the bus list, although we were told she would be
4. Have had 5 drivers already - difficult for my kindergartener to trust / know who is driving!
5. Bus route different than listed in book and no notification sent
6. Bus did not stop to pick up my child (or possibly went to the wrong address)
7. (Bus) left (her) behind at school the first day. Boys fighting on school grounds during arrival at school caused her accidental injury
8. Bus drivers are not sticking to the specified route of pickup locations.
9. pick up point was unclear - no information as to side of intersection or direction of bus arrival
10. Bus drop off time was earlier than scheduled
11. Bus left GW parking lot after school before 6th grade kids got onto it
12. Bus arrived before school staff were present
13. Bus driver speaks limited English
14. No bus for her to use and we leave in Fox Chase, more than a mile
15. There is not enough seats for children. Need a bigger bus. Bus stop is 4 block away from home and I am not able to check if bus comes or not.
16. On 10-15-07 bus took a different route and my daughter was not home until 45 minutes later. It was a little scary! Good thing my daughter had a phone and was able to communicate. Bus driver took different route - I heard nothing more.
17. Bus did not arrive first 2 days.
18. Bus arrived 45-60 minutes late to pick kids up from school the first week.
19. Bus wasn't following published route - made it hard to know when bus would come initially.
20. Bus didn't show up.

After-School Transportation Problems

Parents were asked whether their child had experienced a transportation problem after school (see Figure 3) and permitted them to supply details (shown in Table 4). Two-thirds (41 of 60) of parents from all three school levels had no problems to report.

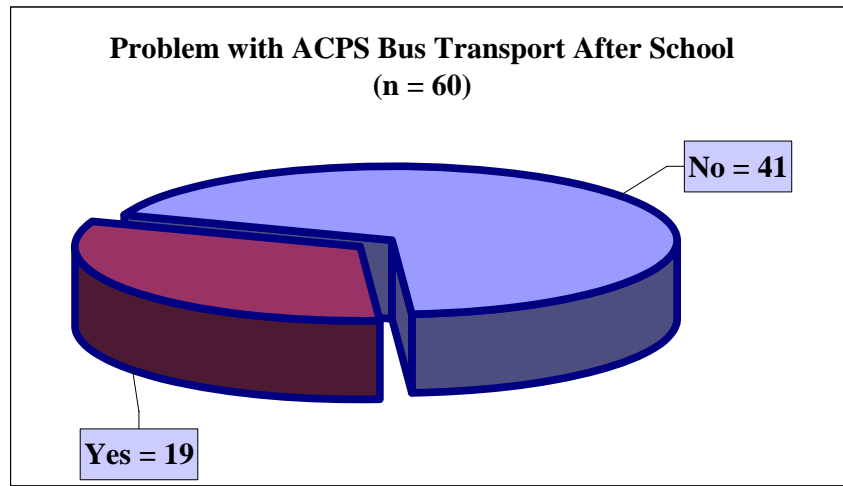


Figure 3. After-School Transportation Problems Reported by Parents, 2007

Table 4
Alexandria City Public Schools
After-School Transportation Problems Reported by Parents
At the Start of School, 2007

Did your child experience any problem with ACPS bus transport after school?	
Responses	
1.	#149 not enough seats on the bus
2.	Behavior problems on bus
3.	167 fight
4.	145; drop off time was unknown
5.	Poor coordination with after-school arrangements
6.	152 arrived 30-45 minutes after school was dismissed. Drivers made inappropriate comments and decisions.
7.	Bus left school without my child on it. (Sorry, I don't know the route number.)
8.	184; she was left behind on her first day
9.	167 Bus was too crowded
10.	bus crowded
11.	bus drop off time was significantly earlier than scheduled/discussed
12.	don't know
13.	Don't know number. No special ed monitor.
14.	184 first day bus left GW parking lot without 6th graders
15.	no bus to pick her up, because you did not make a route for kids at Fox Chase residents
16.	158 (<i>respondent did not specify</i>)
17.	I do not know
18.	Bus arrived 45-60 minutes late/Some parents were called by kids to pick them up or started walking.
19.	153 child left at wrong stop across the park from the actual bus stop. Stranger let her use cell to call me. I double-checked with Transportation, and they assured me this wouldn't happen. One child is 5 and should be dismissed to adult. Potentially very dangerous consequences could have occurred.

COMMUNICATION

Parental Reports to ACPS Offices

A series of questions inquired about parents' experience reporting concerns to ACPS offices. They were asked: whether they had reported a problem; the number times reported; the ACPS office where the problem was last reported; and whether the ACPS employee was courteous. Data are shown in Figures 4 through 7.

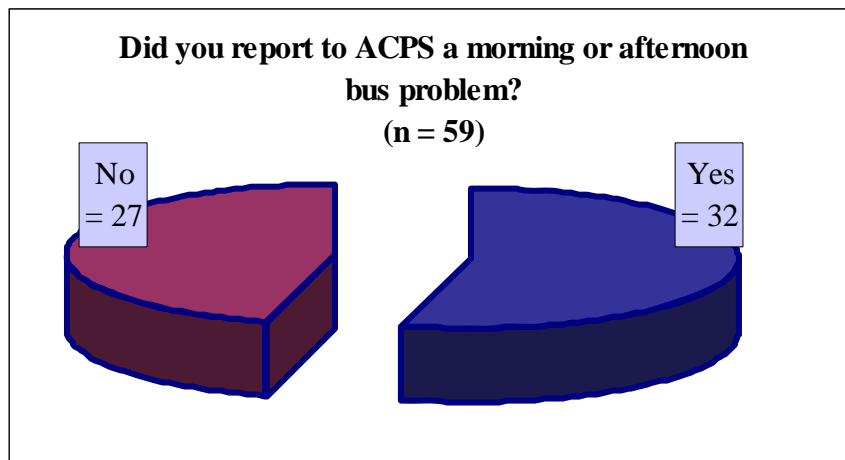


Figure 4. Number Parent Reports of Transportation Problems At the Start of School, 2007

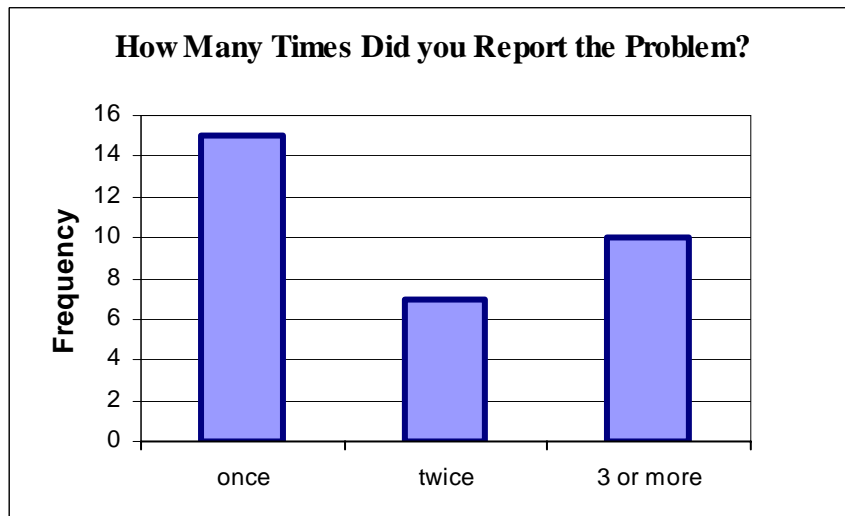


Figure 5. Frequency of Parent Reports of Transportation Problems At the Start of School, 2007

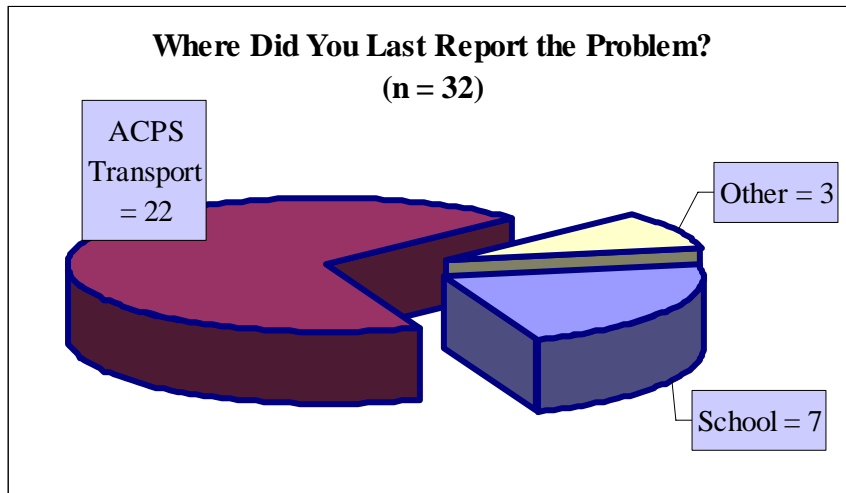


Figure 6. ACPS Office Contacted by Parent to Report Problems, 2007

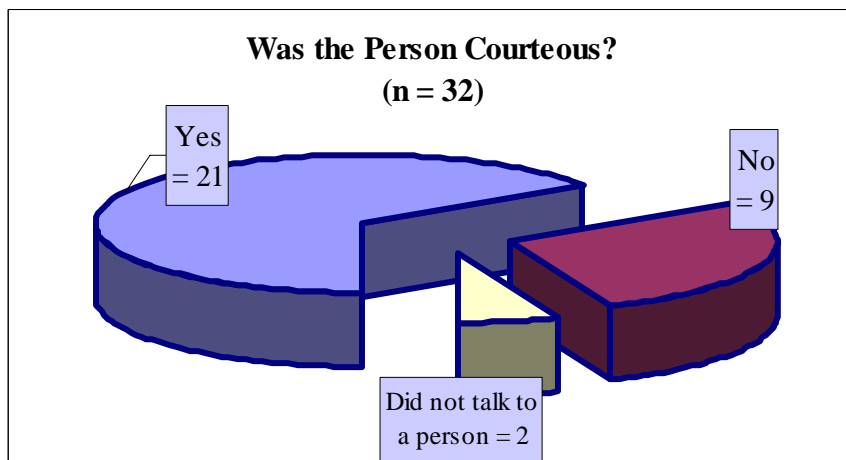


Figure 7. Courtesy of ACPS Response to Parent, 2007

Parent Satisfaction With Response from ACPS

Parents were invited to comment on their communication experience with persons at an ACPS office. Of 25 parents who commented, 11 were satisfied with the response received. Fourteen comments supplied by parents are listed in Table 5.

Table 5
Alexandria City Public Schools
Parent Comments About Satisfaction With ACPS Response, 2007

Did you receive a satisfactory response?
Responses
1. Thanks to the driver, the situation was resolved; however, the staff in the transportation department were very discourteous and did not help to resolve the problem. We are very grateful for the driver we have. Ms. Lorraine is great!
2. Connie assisted
3. Poor phone manners
4. Not really – told a new driver will be assigned, but unhappy with various drivers (some who got lost!) - want bus experience to be consistent and safe.
5. Parent should have been notified of the change.
6. I received a satisfactory response in that he responded and worked to resolve my concern. No one from the Transportation office ever return my calls or e-mails
7. We are still ironing out the details.
8. Not sure whether the issue was resolved or not
9. Information was not available
10. Still waiting for information about how/when ACPS will resolve problem.
11. I think that at any time a parent has a question and he or she does not know the answer, they should direct to the correct person. We should be provided at beginning of school year where to call if we have comments like this.
12. Yes/No. Only bus driver picked up wrong kids from previous school/had to bring them back causing her to be late at GW.
13. I had to drive my daughter to school the first two days. I didn't receive the form for bus transport for reg. school, even though I got one for the two week orientation. Thought the info would carry over from orientation weeks. Spoke to office before the start of school and was told to drive for few days until schedule was updated.
14. We did not get the sense of urgency in which leaving a child on a strange block should require. She barely said she was sorry. We got the impression that this sort of mishap occurs often.

ANALYSIS OF COMMENTS

The 2006 and 2007 School Start-Up Parent Surveys highlight transportation issues experienced by students. A final open-ended question allowed parents to report any issues or concerns they had with the start of school. In the fall of 2007, a total of 112 parents took this opportunity and the comments they typed in are shown in Appendix C. Comments ranged beyond transportation to include communication and school start-up in general, schedules, and even walking paths. The detailed, diverse responses in Appendix C provide ACPS staff with a rich information source to review when planning service improvements. The following issues may provide a helpful guide for further inspection.

Positive Comments About School Start Up

Parents took time to compliment ACPS staff on a “Great start up of school this year including bus transportation” (# 45), (see also comments # 41, 44, 47, 53, 57, 75 and 98).

Parents reported good service by the transportation department in general (see for instance, comments # 36, 38, 39 and 109), by administrators, “Mr. Rose has been extremely helpful in getting the situation straightened” (# 64), and by specific employees, “Our driver is wonderful. I have no complaints and only praise” (#4), and “I want to thank the bus driver, and his coworker, for taking our children to school everyday, efficiently and (in) a timely manner” (# 86), (see also comments # 40, 49, 91, 101, 106 and 108).

Parents also had compliments about the high quality information that they received from school staff (see for instance, comments # 71 and 104).

Negative Comments About School Start Up

Given the opportunity for extended response, a comment cited as positive could also include one or more negative statements (see for instance, # 98) and vice versa (#14 and 70). Scheduling issues were cited frequently in Table 2 and a number of parents also wrote schedule-related comments (# 13, 20, 22, 54, 72 and 81). Some comments reflect parent concerns that could not be addressed without a regulation change (# 7, 17, 80 and 105). A closer examination of the full text of parent statements can provide data to address concerns such as, dropping off students at school (# 9, 21, 27, 31 and 93), start times (# 10, 27, 62, 89 and 110), safe walking routes (# 6, 23) and seat belts (# 8). Additional reports and analysis of negative comments are included in the section on the next page reporting the status of monitoring issues from the 2006 parent survey.

Monitoring Issues Identified in 2006

From the 2006 survey, six issues were identified as in need of monitoring: notice of bus delays/accidents, drivers using cell phones, drivers speeding/smoking, music/radios on buses, crowding and courtesy. A review of 2007 responses with respect to these issues provides a useful indicator to measure whether progress has been made and if continued monitoring is necessary.

1. **Bus Delay/Accident Notice.** Related to communication, parents would appreciate prompt information when buses are delayed, especially because of a traffic accident. Procedures and mechanisms should be in place to accomplish this notification in a timely manner.

Status in 2007: One parent reported, “parents were called by kids to pick them up” (see Table 4, response #18), so in at least one instance, parents did not receive notice from ACPS of a bus delay. One parent suggested a solution: “If buses are late to and from school....Why not post it on the ACPS school channel?” (comment # 65).

2. **Policy Regarding Drivers’ Use of Cell Phones.** Parents have reported inappropriate cell phone use. The Transportation office can continue monitoring driver behavior.

Status in 2007: Without a direct report, one parent’s comment implied that cell phone use has not been completely eliminated, “Talking on cell phones should be an absolute no-no” (comment # 42).

3. **Speeding/Smoking.** Similarly, Transportation supervisors need to remain vigilant to ensure that drivers attend to all safety rules.

Status in 2007: Speeding was not cited by parents as a problem. One parent alluded to a smoking incident in the summer of 2007 (comment # 25).

4. **Music on Buses.** That vigilance extends to music played or any other communication that is not appropriate for ACPS students.

Status in 2007: Inappropriate music on buses remains an issue to be monitored (see for instance, comments # 42, 43 and 52).

5. **Crowding.** Parents perceive that crowding occurs on some routes. This concern can be investigated and quantified, to determine if capacity should be adjusted or increased.

Status in 2007: Crowding on ACPS buses was again reported by parents in 2007. One comment (#12) stated the concern as, “serious overcrowding.” Other comments from parents (see for instance # 5, 24, 84 and 97) elaborated on the 10 reports (see Table 2) that parents had noted crowding on buses during the first few weeks of the 2007-2008 school year.

6. Courtesy. Parents called offices other than Transportation, the issue of telephone courtesy is a division-wide concern. ACPS should ensure that all employees have appropriate training to communicate to members of the public.

Status in 2007: Parents may telephone an ACPS office to report a problem. Regardless of the purpose of the call, it is incumbent on ACPS staff to communicate with the public in a courteous manner. Telephone courtesy was identified as a division-wide concern in the 2006 report. At that time, 14% of respondents were dissatisfied with their communication experience. Fewer total responses were received in 2007, but a higher level of dissatisfaction was reported. Of the 32 parents who communicated with an ACPS employee in 2007, nine reported that the person was not courteous. Since nearly one third of parents were not satisfied with ACPS employees' level of courtesy, it seems reasonable to reiterate this concern. Moreover, one third of parents (10 of 32) stated that they felt the need to report a problem at least three times (see Figure 5). Repeated reports suggest that parents did not receive satisfaction after an initial complaint. Since parents call school, central and Transportation offices, the issue of telephone courtesy remains a division-wide concern. All ACPS offices need to continue efforts to ensure that employees who communicate with members of the public do so in a courteous and respectful manner.

SUMMARY

By October 27, 2007 when the survey closed, 184 people had submitted responses and two thirds (67%) of the parents reported that their children ride an ACPS bus to school. The majority of these responses (58%) were from parents of elementary school children. Two thirds (46 of 71) of elementary parents had no problems to report. From the 74 problems that were reported with respect to ACPS bus transportation (see Table 2), 60 complaints (parents could select more than one) were related to scheduling issues, such as pickup/arrival times, journey duration, and communicating schedule changes.

Six issues were identified in the 2006 report for continued monitoring. Of these, crowding on buses was one that remained a concern in 2007, reported 10 times by parents from a list of choices (see Table 2) and mentioned in open-ended questions. Inappropriate music on buses remains an issue to be monitored, as does ACPS staff courtesy to members of the public.

That said, results from the 2007 survey of parents indicate that the ACPS has made progress towards improved school startup compared to the previous year. Two of six monitoring issues from 2006 received only one parent comment in 2007 and no comments were received about the safety issue of a driver speeding.

THIS PAGE INTENTIONALLY LEFT BLANK

Appendix A
ACPS Communication to Advertise
Survey Opportunity For Parents

- ⊕ **Flyer In English Distributed to Elementary Parents**
- ⊕ **Flyer In Spanish Distributed to Elementary Parents**
- ⊕ **ACPS Web Page Invitation**



PARENTS

Would you like to comment on school start-up
or transportation services this Fall?



We have a survey for you.
On the Internet, please go to the ACPS
Web site <http://www.acps.k12.va.us>
You will find a link to the survey.

We value your comments!

You may also complete the survey by telephone.
Please call **703-824-6638**
from 8:30 a.m. to 4:30 p.m., Monday through Friday.

This survey is part of continuing efforts by ACPS to communicate with families and improve services for Alexandria students. If you are interested in comments that parents have made in the past, a complete report on the 2006 School Start-Up Survey is available at:
http://acps.k12.va.us/mes/reports/20070201_transportation_full.pdf



PADRES

¿Querría usted comentar sobre el servicio de bus o sobre el comienzo este otoño de escuela?



Tenemos una encuesta para usted.
En el Internet, favor de ir al sitio de red de ACPS
<http://www.acps.k12.va.us>

Usted encontrará una conexión a la encuesta.

¡Nosotros apreciamos sus comentarios!

Usted también podría cumplir la encuesta por teléfono.

Por favor, llame: 703-824-6638
entre 8:30 de la mañana a 4:30 de la tarde,
de lunes a viernes.

Esta encuesta es una parte de los propósitos continuos de ACPS para comunicar con las familias y mejorar los servicios a los alumnos de Alejandria. Si se interese a saber los comentarios que los padres hicieron en el pasado, un informe completo de La Encuesta del Comienzo de 2006 está disponible a:
http://acps.k12.va.us/mes/reports/20070201_transportation_full.pdf



[Skip Navigation](#)

[ACPS Home](#) | [Español](#) | [Feedback](#) | [Text Only](#)[Text and images site](#)

Search ACPS

Go!

- [A-Z INDEX](#)
- [SCHOOLS](#)
- [CONTACT US](#)
- [PARENTS](#)
- [STUDENTS](#)
- [COMMUNITY](#)
- [EMPLOYEES](#)

[Home](#) » [News Releases](#) » [2007-2008](#) » October 5, 2007

Parents Invited to Complete Survey on School Start-Up and Bus Transportation

Parents are encouraged to complete a survey that will assist Alexandria City Public Schools in improving school start-up and transportation services to students. The online survey should take less than 10 minutes. The survey will close Friday, Oct. 26, at midnight.

Fliers with details about the survey will be sent to ACPS parents, in English and Spanish, along with alternative instructions for people who prefer to take the survey by phone.

For more information, contact the ACPS Department of Monitoring and Evaluation at 703-824-6638.

[Complete Survey](#)

Appendix B
Verbatim Comments as Submitted by Respondents

Please type in any comments you wish to make about transportation, or other issues about the start of school this fall.

Responses

1. The bus comes too early, so there are times that the children get to school a full half hour before school starts, and stand in the front yard of the school. This is the same problem as last year, but nothing has been done to change the schedule. Many parents in our neighborhood drive their children to school because they are unsure if there is supervision when the kids get there so early. This just causes more traffic in front of school.
2. no problem
3. I cannot wait to move my children out of this district. I don't care that a new high school opened this fall, the same students are still going there. My child was subjected to the same behaviors that were tolerated last year.
4. Our bus driver is wonderful. I have no complaints and only praise.
5. I feel that more buses are needed to transport the children to GWMS in the morning. There are more children riding the bus in the morning to school then after school. It would cut down on the overcrowding, and the safety issues that come alone with it.
6. I live at 124 XXXXXXXXXX Dr. We do not get a bus to TC. TC is 2 miles away by car, but as the crow flies it is 1.5, I guess. I see many kids taking the Dash bus on Duke St. Children who live in Carydale Apts. and on Seay street and Nob Hill have to cross dangerous Duke St to take Dash to King St metro and then transfer to get to TC. It is crazy because a School Bus goes by on Duke. They pick -up kids at Duke and Roberts and then drive west on Duke past Quaker Lane to pick-up. These kids are at risk kids who live in the apartments on Duke and on Seay. I do not allow my daughter to walk because the fastest way is through woods which is totally dangerous for a young girl to walk the same route everyday. A predator person would observe this and could do her harm in the pathways through woods behind TC, First Baptist and MacArthur. Please rethink this 1.5 at Duke St. I called David Rose at the beginning of school but NEVER received a return phone call. He ignored my call.
7. We desire to have school transportation available to children that live close to the school. My children are 6 and 5 years old and 1 mile is a bit of a stretch for them to walk.
8. I wish seat belts were the norm. I do not believe the studies, and just know kids are at risk of head injuries.
9. I drive my son to school in the morning and we do the "kiss and ride". Although I like this concept, I have two issues. I do not like not being able to watch my child walk through the school doors. When I watch him enter the school, I feel confident that he is safe. There is so much chaos in the mornings that I do not feel comfortable dropping my son off before 7:50 so that he can wait in a very long line to get into the school building. Further, I do not like dropping my son off in the Kiss and Ride line and then having to drive off before I watch him enter the building. Although I believe there are measures in place to "watch" the children, I believe there is too much going on outside the school in the mornings for the school to insure my son's safety. I want to be able to watch my son walk into the school to make sure that I know he is safe. Because of the line situation, I also have to wait until around 7:53 for all the children in the line to enter the building before I can drop my son off which only allows for 7 minutes for him to get into the school and get to class before

Note. Text has not been edited for grammar, typographical errors, etc. To maintain anonymity, parents' and students' information has been redacted.

- the school starts. I would like to drop my son off in the mornings and watch him walk in through the door every day. Otherwise, I really like the "kiss and ride" concept but there needs to be a change in time for the line to enter the school building maybe to 7:40 (all the bus children are allowed into the building earlier anyway). I would also like the ability to drop my son off and watch him enter the building before driving away.
10. My child attends Maury and we liked it much better when school started at 8:30 am.
 11. My daughter really likes her bus driver(Ms. Michele) and has a good relationship with her.
 12. Bus Route #109 is seriously overcrowded. According to my son, all seats on this route are filled -despite sitting two per seat, some students have to stand. One reason for this overcrowding is that there are many students who are not eligible for bus transportation currently riding this route. We live just outside the required 1.5 mile radius for bus transportation (according to Mapquest, the distance is 1.7 miles). My son's bus stop is the last stop on Route #109. I have personally observed a number of students walking to his stop (at the corner of Russell and Glendale) who live inside the 1.5 mile radius. For instance, one student lives 1.3 miles from TC (again, using figures from Mapquest). But she daily walks down Russell Road to catch Bus #109. The use of this route by ineligible students - and the resulting overcrowding - causes extreme problems for our family. My son is in the band and plays a large instrument XXXXXXXX. He cannot use a school instrument as those available for rental are old and inferior (per Mr. Ambrose, not at all appropriate for my son's playing level). So, he must bring his own instrument to school on days when it is needed. The overcrowded conditions on his bus mean that he is unable to take the bus on days when he needs his instrument. As a single mom, I must transport him to & from school on Blue days (when his class meets). In addition, I transport him to school on M/W/F mornings (for Jazz Band, which meets before school on those days) as well as pick him up on Tu/Th afternoons (since Marching Band practice is after school on those days). The overcrowded conditions deny him the "free transportation" that he is entitled to. The Transportation Department needs to address thi
 13. I have been told that the bus is arriving at school before 7:30am to allow children to eat breakfast if necessary. I doubt most children need 25 minutes to eat breakfast. Furthermore, the children who don't eat breakfast are forced to sit there for a half an hour waiting to go to their classrooms. That is time that could better be spent getting a little extra sleep. The schools have also had to make accomodations for the students who are arriving before 7:30am. They now have to have staff present earlier to supervise the students. Our bus pick-up time is now between 7:10-7:15am. For many years the bus came between 7:25-7:30am and the children still got to eat. Please consider changing the bus pick-up times.
 14. Our bus driver was chronically late in the morining last year and the first week of this year. Has been very timely since. (Bellefonte & La Grande Ave)
 15. The reason my son does not ride the bus is that, due to the early school start this year and last, he would have to be at the bus stop much too early. Please consider pushing the school start time back to 8:30 or later. Thank you.
 16. "The next one of you who brings a dang on instrument on the bus must hold it over their head. I can't have yall' wasting all of my time" This was today's comment by the bus driver. Everyday there is some kind of inappropriate talk on the part of the bus driver. My children were late for school almost every day for 3 weeks in September and some

Note. Text has not been edited for grammar, typographical errors, etc. To maintain anonymity, parents' and students' information has been redacted.

	children were standing up or sitting on the floor of the bus b/c all the seats were taken. There is also a lot of cursing by children and one girl who is in 8th grade who is physically abusive to others on the bus. The driver does nothing.
17.	ACPS should provide my child with transportation. The reason we do not use ACPS busses is because ACPS does not provide us with one. Apparently we live too close to get a bus, but really we live too far to walk, especially since my child has knee problems.
18.	I spoke to the principal and emailed a member of the school board. They were polite and accomodating. After that I did not hear of any further incidents from my son.
19.	N/A
20.	pick-up in the morning is so early. 7:00 pick-up for an 8:10 start time, when we live so close is too early. We end up driving them in the morning so they can get a little more sleep. Is there any flexibility with the routes?
21.	would like to see more structure and order in dropping off children. william ramsay has limited access and it seems to be every man for himself. this makes it more difficult to get in and out.
22.	It's not clear that the bus arrives in time for the children to eat breakfast.
23.	The walking path through our neighborhood to the school could use some work. I am grateful that ACPS allows MacArthur to open 10 minutes later than other schools (given the proximity to and the start time of Bishop Ireton).
24.	i think school buses are ok but some lines are crowded so some students will not sit inside the bus, till they reach the school.
25.	My daughter didn't ride the bus at the start of school. The Transportation Info provided arrived too late at the start of school and it wasn't very clear. Also, during her attendance of a summer school program, the driver assigned to our residencial area was absolutely HORRIBLE. This driver smoked with kids on the bus even though he held his cigarette outside of the window and he drove like a "bat out of hades".
26.	This is a new bus route because the original one (#149) was chronically late. This route is working out fine.
27.	To me it seems strange to have the children line-up in front of the school and wait to go in but it seems to work. My comment pertains only to kindergartners- The first week of school so many parents are walking their kids to school and there was huge mobs walking down the street and waiting to get into the school. I really think it would be less intimidating and traumatic to allow the incoming kinders to start school an hour later so they don't have to see 300 people standing in front of the school trying to get in. I know several kids broke down in tears because it was such a frightening sight the first few days. It has since become less crowded in the mornings and the walk to school is much calmer but the first week it was very scary especially to a 5 yr old. Maybe starting an hour later is not possible- but I would hope there could be an easier transition than encountering a mob scene.
28.	My daughter has yet to be on a bus route that hasn't had problems -- in K-prep, K, 1st grade, and Super Summer. I know that there are many buses going all over (because of school choice, etc.) but why are there so many problems?
29.	It took a few weeks to get the bells working correctly so people knew if they were late or on time.

Note. Text has not been edited for grammar, typographical errors, etc. To maintain anonymity, parents' and students' information has been redacted.

30. My 3 children attend more than one school.... but there is no way (so far) to comment on more than one.
31. At least one or more staff should aggressively work to keep students moving on the sidewalk in front of TC along Chinquapin Drive. Almost every morning kids are forced to step off the curb to get around large groups of kids who have stopped to talk. This is especially serious at the part of the sidewalk from King St to the school entrance. I am concerned that a child will get hit by all the buses and cars that are coming in. In addition, it is not enough to have one officer directing traffic at the top of the drop area (just before parkland begins.) You need an officer closer to the entrance to keep the traffic coming forward as far as possible and to move the kids away from the curb. Otherwise, the traffic backs up onto King Street and there is no place to turn in, even when I have the green arrow for a left turn off King to Chinquapin Drive. One of the causes of the backup is that each bus seems to have to stop at the top of the drive (just before the first parking lot) to talk with someone (the transportation coordinator?) before driving on around the circle and out. If this function were moved to further into the park, it would create more room for cars/buses to get in, and not back up traffic on King Street. I know this is a difficult situation, but these few improvements could make things go more smoothly and make it safer for pedestrians.
32. It would help if we had more advance notice on the teacher and team the children were going to rather than just the few days notice before.
33. My children are one of the first ones picked up in the morning on this route. Almost an hour before school starts. Then on the ride back they are one of the last stops. It seems unfair to have the same children ride the bus the longest time. An alternative solution would be to drop off the children in the same order they are picked-up to be fair to everyone. Thank you for your consideration!
34. not as smooth as past years...scheduling problems with TAG classes that went unaddressed by the new principal
35. I don't understand why the asbestos problem wasn't anticipated. The parking situation and complete reliance on one small road for ALL access to TC are ridiculous. I thought the point of last year's schedule change was to allow time to take down the old building during the long break. Now what?
36. We have been very happy with our transportation this year. The bus has been on time every day this year!! Thank you for great transportation.
37. Would prefer a more interactive class decision making process as classes in 7/8 grade determine what can happen in the 9th grade... /ALE
38. We are, for the most part, happy with the bus service. We wish that the bus that went right by our house (Seminary Rd. and St. Stephens) could have a bus stop at that intersection.
39. I hope that the school year goes well. Sincerely XXXXXX XXXXXX
40. The bus driver is very nice to my child and very accommodating. I am glad to have her again this year.
41. I think it went very smoothly. My son started at TC and I am impressed with the start of semester. My son is unhappy about having to walk "so far".
42. It would be nice if the drivers didn't feel the need to play provocative music so early in the morning and so loudly. Talking on cell phones should be an absolute no-no. If I send a

Note. Text has not been edited for grammar, typographical errors, etc. To maintain anonymity, parents' and students' information has been redacted.

	note in with my child to allow her to ride an alternate bus home, she should not be given any grief by the bus driver. If the bus driver should not take issue with the child; I should be called. But a note from the grade-level principal and myself should suffice.
43.	It is vital that there be an age appropriate environment on each school bus with regards to the radio station/music choice made by the bus driver. I have a child in elementary school and middle school. Both children regularly complain about the rude comments/topics they hear from the radio announcers (not the bus driver, but the radio station). Other than that negative comment, I want to say that Mrs. "O" (as she has asked the children to call her) has been a very capable bus driver for my children last year and this year. I think that she does the best job she can with very little support, as she is the only adult on a bus full of children. The use of 5th graders to monitor the other K-5 children is ridiculous! Children can not safely monitor other children. Many times, from what my children report, the 5th grade bus monitors are some of the worst offenders when it comes to poor "bus safety" behavior.
44.	Bus and school startup were smooth this year
45.	Great start up of school this year including bus transportation
46.	the transportation has improved since the beginning. once my child's time for pickup has there have been no problems.
47.	the service is wonderful
48.	There is great disparity between drivers and routes. I also feel that while it is certainly stressful to ensure that 10.000 students arrive to school and return home safely, that is no excuse to treat parents and staff poorly. There are also solutions beyond "That is the way we do it."
49.	Mr. Matthews, the bus driver is punctual, and very courteous. He greets us each morning with a smile. We are happy with his outstanding service.
50.	Clearer communication is needed for students who receive special education transportation to outside programs. Times, needed items (e.g., car seat), etc.
51.	The transportation dept need to assist the parents in getting the correct bus route without having the schools to request a route. The schools should be able to look at the routes to help parents also.
52.	Please prohibit the bus drivers from playing the radio during operation. Bus transportation should be seen as an extension of the learning environment. Students wanting to read or study during the ride to and from school shouldn't have to compete with the radio. The environment within the bus should be media-content neutral. Students that want to listen to music or radio programming can supply their own personal headsets. Playing the radio during bus operation is unprofessional and stands in opposition to the school's mission, which is to create an environment for learning. The bus program, as an extension of the school environment, should be about learning and creating an atmosphere appropriate to learning. Students should be encouraged to use their time on the bus to get into the habit of reading. Please direct the bus drivers to keep the radios off during operation.
53.	School start-up was very smooth. Sometimes it is better to be lucky than good. Tell John Porter hi!
54.	The bus arrives VERY early (7:20am), even though the route is very short. Kids arrive to school quite early, sometimes before they are allowed to enter the school building. Getting

Note. Text has not been edited for grammar, typographical errors, etc. To maintain anonymity, parents' and students' information has been redacted.

- them to the bus stop this early has been challenging for us, requiring us to drive the children to school frequently. A later pick-up would allow our children to make the bus more often, reducing the traffic at the school in the mornings.
55. Last week my son told me that the monitor on his bus 145 JH kicked him. I did call transportation and has recently spoke to Mr. Porter. But I was very upset the way transportation handled the situation. I spoke to COnnie at transportation who gave me some false information. However I am very satisfied with Mr. Porter and the care that I get from him
56. Again, I think it is important, esp. for my kindergartener, to have a consistent, knowledgeable driver. We've had 5 drivers in 4 weeks. Pickup time has varied by 15 minutes. One driver got lost! I want him to be safe and comfortable on the bus, not worried about whether the driver knows where to go, nor who the driver is! Drivers should know their kids (and vice versa) - having this many different drivers makes that difficult!
57. I think that transportation did a marvelous job this year. This is our first year without any glitches! Thanks!
58. There should be seat belts without metal buckles.
59. My son had a problem with a bully in the spring. The problem was resolved with support from the school. I do have concern that middle school and above have no assistance on buses full of adolescents. I have several friends that drive their adolescents to Hammond because the bus ride home is too out of control. This concerns me because everyone should feel safe. I think it is too much to ask the driver to drive the bus and be incontrol of the children also.
60. I realize the first few weeks of school are hectic. But for special needs children, its important for certain things to be in place the first few weeks of school. And I have noticed that its been really hard in middle and high school to have this communication with teachers and staff. There seems to be a lack of understanding of the importance of some of these issues. If these kids get off to a bad start, it can create problems and issues for much longer than for "normal" children. They sometimes don't rebound as quickly. Examples are not preparing a child for change that responds poorly change, such as changing their schedule, and not knowing the child is using a special organization system as identified in their IEP and repeatedly asking the child to conform to the regular system.
61. I expect The Transportation staff as well as all ACPS staff regardless of their positions, to communicate with students in a respectful way. I have observed and reported my specific concerns to the ACPS Transportation Director, this year and last year regarding Transportation staff communication and behavior with students who have disabilities. I recommended this year and last that The Transportation staff receive some form of communications training and an orientation for working with students with disabilities. The ACPS as a whole should institute some form of new employee orientation and annual refresher that clearly lays out ACPS' expectations for positive communication between staff and students. Additionally, it is very troubling that the Transportation Director is not responsive to parental inquiries and concerns. The inquiries I made went unanswered and only with the participation of the Assistant Superintendent was a resolution developed. Parents must be able to trust that their children are being treated with respect and if an issue arises they must be assured their concerns will be addressed.
62. We sometimes walk or bike to school but usually drive because of the early start time of

Note. Text has not been edited for grammar, typographical errors, etc. To maintain anonymity, parents' and students' information has been redacted.

	8am. If school started at 8:25, as it did in the past, we would walk more frequently than drive. The bus is not an efficient transportation method for us because the pick-up time (7:10am) is much earlier than necessary. We can leave the house at 7:30 when walking to school and 7:45 when driving, which is a 20-35 minute difference.
63.	It would have been helpful to receive information in writing about which bus route my child would be on, before the start of school.
64.	Mr. Rose has been extremely helpful in getting the situation in straightened corrected. Unfortunately, it seems that we have the same/similar issue every year.
65.	If buses are late to and from school, there should be some type of system in place to notify the parents. Why not post it on the ACPS school channel.
66.	they need a bus to come to Willow Run and pick the kids up.
67.	MY son won't ride teh bus because he's afraid that he will miss the bus OR that he will miss his stop. The stops aren't clear on the bus routes. Since he wasn't eligible to ride the bus in elementary or middle school, I think he is embarassed that he's in High School and doesn't know how to ride the bus. As for other school start up issues, my daughter is at Polk and there was a issue about where children should enter teh school each morning. The school handbook says one thing but the kids are directed to do something else. It still isn't entirely clear, for instance whether 2nd graders can enter school through the side (payground) entrance, and whether 1st graders should enter school through the front door. I know kids of all ages are doing both. Also, kids are playing on the side playground before school and I know that last year this was prohibited because there wasn't an ACPS person there to supervise. This is a safety issue that should be addresses, but it is difficult because parents waiting at that side door allow their kids to play. That means kids who walk to school alone want to play as well, but shouldn't without supervision.
68.	your bus routes need to be more carefully planned. The amount of students riding the bus increases year after year, you may want to look at adding more buses.
69.	Need school bus to stop at willow run apartments
70.	the construction on Cameron Mills led to a lot of confusion re: the drop off and pick up points. Our bus driver is great!
71.	Good information provided to parents in pre-opening of school packets. Very well organized back to school night at TC Williams.
72.	Rather than just a list of intersections, it would be helpful to have an actual map for the route showing where the stop is along with the earliest arrival time. Where the but will actually stop has been an issue every year that my child has been in school (10 yrs) -- and every year we have had the same issues of bus not coming in time the first week, or not coming at all, or coming early and not stopping.
73.	School bus drivers are not always the most respectful or responsible drivers. I've watched students standing in the bus, standing on seats, and standing on the BACKS of seats while the bus is driving. I've watched busses pull out and nearly hit cars. I've seen them turn and take up two lanes instead of just their own... I realize not all drivers are respectful and considerate towards busses, however that doesn't mean that the bus drivers should be inconsiderate to all drivers AND they should still be keeping an eye on the children in their bus.
74.	The bus schedule was not communicated in a timely manner nor was it provided in

Note. Text has not been edited for grammar, typographical errors, etc. To maintain anonymity, parents' and students' information has been redacted.

	<p>writing. The information regarding the scheduled pick-up and drop off times conveyed over the phone was incorrect resulting in my son missing the bus to school for the first couple of days and having no adult to meet him at drop off because the adult showed up after the bus dropped him off but on time according to what the company communicated to me. My child had to return to school and parent had to leave work early to pick him up. Also, pick up time in the morning has changed from 7:15 am to 7:00 am which is really early for a Kindergarten student. In the future it would have been nice to have clarity in writing before the start of the school year.</p>
75.	<p>We're very pleased with the bus schedule, driver, and set-up upon arrival at the school. Great job!</p>
76.	<p>No comments</p>
77.	<p>For the most part, with a child at each Hammond and MHS, things went smoothly. The bus issue made my child anxious as the AM and PM busses were over 1/2 hour late.</p>
78.	<p>I would have greatly appreciated a telephone call or letter reporting shortage of bus monitors. Had ACPS staff developed a plan, assured me of my daughter's safety and asked for assistance, I would have gladly picked up my daughter until the shortage can be resolved. Instead, I am angry that she was placed on a regular bus without an aide without my knowledge. No one from ACPS has assumed responsibility for her safety.</p>
79.	<p>First day of middle school it is important to be sure 6th graders are well managed and bus drivers need to be sure all kids are on bus prior to leaving school parking lot. 7th grade head did loan our kids his cell phone and waited with them until one of us parents arrived to drive kids home thank goodness.</p>
80.	<p>We wanted to be able to take advantage of free after care at a nearby Rec Center. Although a bus currently goes from our child's school to the Rec Center our son was not allowed to use it during the regular school year as his home is within walking distance of school. During the summer he is allowed to take the bus from the Rec Center to the Super Summer programs. Students should be allowed to use existing bus routes to access child care instead of requiring parents to pay for the expensive Campagna option.</p>
81.	<p>One of the parents at our bus stop did call in to report the bus arriving too early on behalf of all of us. Driver now arrives dependably at 7:20 each day which is better than 7:05 but still brings the children to MacArthur 25-30 minutes before school starts and 5-10 minutes before they're allowed to enter the building. If it's possible, it would be helpful for the bus to arrive closer to 7:50, rather than 7:40.</p>
82.	<p>None at this time. My son wishes he could take a bus to TC as he thinks it is too far to walk the 1 mile....</p>
83.	<p>Hammond Activity #118 did not follow route listed in schedule. My child had to walk quite far from where he was dropped off (maybe 1/4 mile?), instead of the 2 blocks as listed on the printed schedule.</p>
84.	<p>My son stated that there aren't any seats on the bus for all kids to be seated.</p>
85.	<p>Que el bus llegue a la hora indicada o cinco minutos antes o despues es aceptable pero hay veces que son hasta 25 minutos de diferencia</p>
86.	<p>i want to thank the bus driver , and his co-workers . for taking our children to school everyday. efficiently and a timely manner .</p>

Note. Text has not been edited for grammar, typographical errors, etc. To maintain anonymity, parents' and students' information has been redacted.

87. We would use the bus if it didn't come so early. The bus stop by our house is the last one before reaching the school, yet my son would still arrive at school at 7:35am. This means he would have to wait 35 minutes for school to begin. The kids are fairly unattended during this time, and for the younger kids, this isn't ideal.
88. My son does not ride the bus home after school.
89. A later start time would be helpful. Even only 15 minutes would help.
90. There is a very poor customer service. the transportaton department does not give information to parents and very often refuse to help. I do insist for a bus stop for the kids in Foxchase and the area around. It's more than a mile and more than 20 minutes walking. As a parent I would not allow my child to walk alone on the streets, but this really affects my working schedule and my husband's work. Imagine giving a ride for three years every morning and every afternoon to your child!?. If you work from 9 to 5, how can you manage to be on time for work and school? Hopefully you can hire more intelligent people to do the bus routes and answer the phone.
91. Our bus driver, Bushra, is very nice and accommodating. She seems to know the children and to look out for them. My son, XXXXXX, is in kindergarten and he did a great job getting the bus in the morning (7:30 a.m.) for the first couple of weeks of school, but after that he slowed down and I have had to drive him, although he takes the bus in the afternoon. I wish the children didn't have to get there so early. For those children, like mine, who don't eat breakfast at school, the extra wait is difficult. Because I have been driving XXXXXX to school in the morning, we have at least an extra fifteen minutes to get ready in the morning, which makes all the difference in the world. I appreciate the transportation office trying to improve its service because it does seem to have gone much smoother this year than last year. Bushra navigates the bus extremely well through our narrow residential streets. Our bus stop is near the King Street metro, at the intersection of Upland Place and Hilltop Terrace. Commuters park on both sides of our streets and leave their cars all day, while they are at work. This leaves very narrow passages for cars driving along the street, let alone for the bus. It may be worth it for the transportation office to contact the city about it. I have contacted the city and they tell me we would have to get permitted parking and get residents to sign a petition to request the permits. The other side of Upland and Hilltop Terrace has permitted parking but the restricted area ends where the bus passes through. I am not able to take on that project, because it doesn't directly affect me in front of my house, but it may be worth it for the transportation office to call the city.
92. New parent in school system. I would like to walk with my child to their classroom, especially since it is a new school and environment, the size is bigger and she is just a first grader.
93. It is very unclear where parents should drop off their children. There are many parents who drive dangerously in the lower Minnie Howard parking lot and I see near accidents on a weekly basis. Also, there are students involved in PE playing some kind of game in that parking lot making it even more dangerous.
94. More notice and time needs to be given to students and parents of school routes. When there is a substitute bus driver they should know route. Also after school activity bus should be a little more flexible in reference to their route and stops on the west end coming from TC.
95. I am extremely happy with the 8 am start time. If this might be changed, I think parents deserve to know that specifically in order to appropriately comment.

Note. Text has not been edited for grammar, typographical errors, etc. To maintain anonymity, parents' and students' information has been redacted.

96. Moving the start time to later is good. Having a short time for meal I am not agree.
97. In my child's bus there was no seats for him/her to sit on. It was too crowded and still is and I think they should have divided the buses. Bus # 108
98. Great teachers and staff and a warm atmosphere at school. Three mild complaints, though: 1) Class size. 25 kids per class for kindergarten! Please add a class. 2) Children report to the cafeteria at the beginning of the day, rather than directly to their classrooms. Why? If they are not eating breakfast, they sit around doing nothing, in a crowded, noisy, intimidating room. Fine for the "big kids," maybe, but not so great for five-year-olds. Why not at least give them the option of going directly to their classroom? 3) Homework! At age five, homework is work for the parents, not the child. I'm a working parent and my children go to bed early; from my perspective, homework-- which so far consists largely of worksheets-- just means that we waste fifteen minutes on a doing something uninteresting to both of us before bed rather than doing something more fun and frankly probably more valuable for very young children, such as playing, reading, cuddling, or talking together. There is no evidence that homework for very young children has any educational or behavioral benefits AT ALL. As far as I'm concerned, it's make-work, and insofar as it displaces more pleasurable and meaningful activities, it's a net negative.
99. The closest bus stop for #125 for our son is Chalfonte and Old Dominion Blvd. This corner stop is not optimal and is dangerous (no spot to stand due to existing bushes and it's hidden; cars come down fast). We would suggest moving it just about 25 feet right around the circle at Old Dominion stop sign. Another issue is that the bus comes so early (7:15am) at the above stop and arrives at school just past 7:30am. School starts at 8am. Can the schedule be moved forward by 10-15min?
100. Route 104 arrives at random times to pick up Kids. My son gets on the bus from watergate, and the scheduled pick up is 7.20 AM, The driver never arrives on time, if they come at 7.25 one day the next day it comes at 7.35 AM, Today 10/17 she came in at 7.43 AM, and most of the Kids are at the bus stop by 7.15 AM. If we mention this to the driver they are rude and tell us to contact their supervisor. I hope some action is taken to ensure that the bus comes in on time, a plus or minus 5 minute is acceptable, but everyday we have to wait for 15 plus minutes for the bus.
101. Although we had a rocky start with bus transportation this year, everything is great now. My son, a special ed preschooler at Mt. Vernon, loves riding the bus. The bus is usually right on time in the morning, and the driver and aide, Ms. King and Mary, are always cheerful and careful. I think the bus is the most exciting part of my son's day.
102. I think new drivers should be aware of the bus stops before school starts; they should ensure the students getting on their bus belong there (especially elementary/middle school students).
103. The driver for #158 is great--in terms of reliability. After the first week or so, the route was back to normal and we knew where to go to catch the bus. We also knew what time she would be coming by--she is very punctual, which is a good thing. She even waits at a stop if she is running ahead of schedule! I have two concerns--one is that the bus routinely arrives at school by 7:30, 40 minutes before school starts (MacArthur starts at 8:10, not 8). While the weather is nice, it's not so bad to be standing outside or sitting on the bus, I suppose. But, frankly, my daughter could use the extra time to sleep or band practice or quiet reading rather than getting to school so early and "hanging out" either

Note. Text has not been edited for grammar, typographical errors, etc. To maintain anonymity, parents' and students' information has been redacted.

	<p>outside or in the gym. My other concern is that for the first few weeks of school the bus followed a safe route to MacArthur, coming from the King Street/Janey's Lane intersection up Janey's Lane for an easy right turn into the bus bay. For the last couple weeks, the route has changed and she approaches from the Quaker Lane/Janney's Lane intersection. So, she has to go down the little side street (Old Janney's Lane?) to make a left turn onto Janney's Lane to get into the bus bay. Coming out of that street, the bus is too long to simply make a left turn, so the bus has to back up and turn and back up and turn until she can get around the corner. Given all the traffic (cars and pedestrians) around there at 7:30 in the morning, this seems to be a very unsafe approach to the bus bay. Why doesn't the bus come from King Street up Janney's Lane any more? My eldest goes to GW. She's been walking to school thus far, so we've not had experience with the morning bus. She usually takes the bus in the afternoon and things are m</p>
104.	<p>Samuel Tucker Elementary sent out great information well ahead of time to ensure parents had all the information necessary to choose a transportation option that worked for their child/children.</p>
105.	<p>Telephone survey. Transcribed Oct.19. Parent would like a change in ACPS Transportation policy. He has 2 children attending Douglas MacArthur on Administrative transfer. As per ACPS policy, transportation was supplied for 2 years. Now, in the 3rd year, parents are responsible for transportation if they wish to continue attending DMES. Parent was unaware that transportation would be discontinued. The girls like MacArthur, even though J Adams is their neighborhood school. Parent wishes that buses could be available to permit children to attend whichever school they want.</p>
106.	<p>I just want to thank Mr. Wooten for being so attentive and good with the little ones. It's obvious that he really cares, so we are lucky to have him.</p>
107.	<p>Despite significant problems last year (no communication on pick up time; came by at 6:30 the first 1-2 weeks versus 6:50; missed bus the first day) and suggestions for improved written information and prompt notification, we had the same problem this year. Last minute notification and lack of direction in written communication for the parents of kids going to lottery schools. . . We only found out the pick up time after contacting the school; transportation provided NO help (no one answered calls at 3 pm Wed before school). Please refer parents to a web page or a valid phone number (with a live person) versus the central office of the schools. The asst. principle personally got the information on Thursday as we were going to be out of town on Friday. As it was, if we had gone to catch the bus at last year's time, we would have missed the bus. It was earlier this year. I am still concerned over a 35-45 minute bus route getting the kids there at 7:30. .</p>
108.	<p>Mr. Fennel, bus driver for #106, is polite and curteous and seems to be on time and consistent. My son feels comfortable with him and his manner towards the children.</p>
109.	<p>No issues since the issue at the very start of school. Thank you!</p>
110.	<p>8:00 is too early to start school. Elementary schools should start later and end later, even if 15-20 minutes. Children need their sleep and learn better if well rested. If it requires shifting the middle and high schools, even better because teens need even more sleep. Respected medical research confirms this fact. Thank you.</p>
111.	<p>The bus comes a little late sometimes and my daughter arrives at school very close to the time the first bell rings, then she has to get to her locker and then get to home room. I</p>

Note. Text has not been edited for grammar, typographical errors, etc. To maintain anonymity, parents' and students' information has been redacted.

	guess there are certain days when traffic is a little heavier. Has anyone else had concerns regarding this issue?
112.	We live off of Duke street. On the other side of McDonald's by the bus barn. There are no buses that go to TC Williams. My son must either walk to school or walk a mile to then nearest bus stop.