

# BUS PASS FAQ's

## **May I ride home with a friend if I am not a registered bus rider?**

Due to safety reasons, students are not permitted ride other routes that they are not assigned. Students that are not eligible or do not have an approved bus pass for the current school year may not ride.

## **How do I find out times of routes?**

Route information is included in the confirmation email. If there are significant changes of 10 minutes or more, an additional email notification will be sent 2 days prior to effective date of change. At any time you wish to confirm your route times, please contact Transportation at 916-786-2723 ext. 0

## **I have submitted my bus pass application. Now how do I receive my bus pass?**

Once your application is received and processed, you should receive a confirmation email with invoice for payment. When payment is confirmed, the bus pass will be produced and sent with the bus driver assigned to the appropriate route. The bus driver will distribute bus passes to their assigned riders.

If you have not received a confirmation email, please contact transportation at [buspass@rjuhsd.us](mailto:buspass@rjuhsd.us) or 916-786-2723 ext. 1390.

## **What do I do if I lost or damaged my bus pass?**

All riders must show their bus pass each time they board the school bus. Please email [buspass@rjuhsd.us](mailto:buspass@rjuhsd.us) to request a replacement. An invoice will be emailed to you as soon as possible. The replacement pass will be generated as soon as payment is confirmed through MySchoolBucks or cash received at Transportation.

## **How do I qualify for a free bus pass?**

If applying for a free bus pass due to income, you must first submit a school bus application and request free by marking the appropriate box. In order to qualify you must be enrolled for the free/reduced lunch program (FRLP) for the current school year. The bus pass will be issued upon lunch program approval.

## **How do I check if I left an item on the bus?**

Please call transportation @ 916-786-2723 ext. 1399. We will ask the appropriate driver when reasonably possible. If found, the driver will hold the item for the student to retrieve from them the next school day. When an item is found and not claimed right away, the driver will deliver it to the school office. Lost and found items are not stored at Transportation.