

PARENTS/GUARDIANS TRANSPORTATION GUIDE

- Students must wait at the bus stop and be ready to board. Buses will not stop and wait if students are inside their houses or on porches.
- Students must be **at the bus stop ten minutes before** the scheduled pick up time. Parents should not call the bus company unless the bus is running more than 10 minutes late picking up or dropping off students. (The 10 minutes prior to pick up is built in to allow for traffic, weather, and other variables.)
- **Pressing parent questions** should be forwarded to the bus company at 203-269-4171. Some examples would be.
 1. A child is not picked up at his/her stop.
 2. A child does not get off the bus after school.
 3. A child leaves something on bus. (cell phone, back pack etc.)
 4. A parent needs a temporary bus stop change due to weather conditions.
 5. Bus is running more than 10 minutes late picking up or dropping off students.
- The following requests need to be put **in writing** to Wallingford Public Schools, 100 South Turnpike Road, Wallingford, CT 06492, Attn: Mary Ann Croce , **NO EMAILS** will be accepted.
 1. Safety concerns due to speed limit, curves in road, no sidewalks etc.
 2. An exception for a walker to ride a bus.
 3. Request for bus stop change.
 4. Medical Exceptions.

***Parents will be notified in writing if the request is approved or denied. Allow two weeks for turnaround time.**

- Parent/Guardian should contact **Mary Ann Croce** at the Wallingford Board of Education Transportation Department at **203-949-6512** if :
 1. If there is an **issue with a bus driver** and the bus company is **not** addressing it.
 2. If there is a **safety issue** that you addressed with the safety supervisor at Durham Bus Services and has **not** been resolved.
 3. If there is an issue with **student discipline** and it has **not** been resolved with the bus company and or the principal at the school.

NAMES	WORK HOURS	TITLES	E MAIL ADDRESSES	Phone
Mary Gagot	7:30 - 5:00	General Manager	magot@durhamschoolservices.com	203-269-4171
Peter Whitman	5:30 - 2:00	Dispatch Manager	pwhitman@durhamschoolservices.com	203-269-4171
Robin Cruz	7:30 - 5:00	Operations Supervisor	rcluz@durhamschoolservices.com	203-269-4171
Donna Martin	7:30 - 4:30	Safety Supervisor	dcmartin@durhamschoolservices.com	203-269-4171
Lori Oslund	8:00 - 4:00	Accounts Receivable	loslund@durhamschoolservices.com	860-571-2984
Lexi O'Donovan	6:00 – 4:00	Clerk	N/A	203-269-4171