

2020 * TRANSPORTATION * 2021
Frequently Asked Questions

Who is eligible to ride the bus free of charge?

In a normal school year, students who live more than 1.5 miles from their school are automatically assigned a bus stop according to their home address. During the 20-21 school year, only hybrid families that requested bus transportation on the learning option form will be routed. If circumstances have changed for your family and your child needs transportation to or from school, please contact transportation@hawthorn73.org.

How are bus stops determined?

Bus stops are created based on state guidelines and transportation standards to ensure safety and efficiency. Hawthorn bus stops are generally on corners and within a two-block walk. Middle school bus stops may not be the same as elementary stops. Students must use the designated stop. Drivers are not authorized to make changes to bus stops.

How can I help my child board the bus?

During these times of COVID, please ensure your child is wearing a mask prior to boarding the bus. In the event your child does not have a mask upon entry, the driver will provide your child a disposable mask. Please be reminded parents or other unauthorized persons are not allowed to board a bus at any time.

What mitigation efforts are in place to ensure my child is safe on the bus?

ISBE and IDPH guidance limits 50 people on a bus. Lakeside is partnering with District 73 to ensure the following:

- Each child has an assigned seat
- Each child wears a mask when boarding the bus and the duration of the route. Students refusing to wear a mask will be held accountable to the consequences of violating the [district mask policy](#).
- Siblings are seated together. Every effort will be made for non-siblings to be distanced a minimum of 3 ft apart.
- Bus drivers report all discipline issues to the principal immediately

How do I make a change to my child's bus stop?

If a temporary change is needed, please provide a **WRITTEN** request to the school office a minimum of three school days prior to the requested change, For safety and security reasons students are not allowed to ride other buses or use other stops. If a permanent change is needed, send an email with your request to transportation@hawthorn73.org.

Can my child be dropped off or picked up at a location other than home?

As a part of the registration process for hybrid, families were asked to share alternative transportation requests. If you did not indicate an alternate address(es) at that time, you may still update your request by contacting transportation@hawthorn73.org.

Can my child receive transportation to and from daycare?

Bus routes **do not** serve all childcare facilities or neighborhoods. A daycare facility needs to be on your home boundary. It is highly recommended that you ask the daycare facility if they provide transportation to and/or from your child's school. It is the responsibility of the parent making arrangements to ensure that the child's transportation is secured.

What time should my child arrive at the bus stop and how long will he/she be on the bus?

Keep in mind that bus routes may take substantially longer during the first weeks of hybrid, as we are running new routes and limiting the number of students on each bus. Students should plan to be at their assigned bus stop 10 minutes before their scheduled pick up. As students become more familiar with the bus-riding process, the route timing will change, becoming more consistent and efficient. Students will still need to be at the bus stop 5-10 minutes early as weather and traffic can affect the timing of the route.

It is important for parents to know that Hawthorn schools follow a detailed dismissal schedule to ensure that each child reaches their destination safely and comfortably. Classrooms are dismissed in separate waves, and staff carefully check bus passes as students are escorted to the bus. At the beginning of the year, buses may not leave the school grounds until 20 or 25 minutes after the final bell. As students become more comfortable with the dismissal routine, this time shortens substantially.

What happens if I move within the district?

You will be asked to update and verify your residency, including any apartment number changes, with our registrar located in the District Office. For accepted documents or general registration questions please visit the registration page of the Hawthorn website at www.hawthorn73.org or call our registrar at 847-990-4217. Parents will be responsible for transportation temporarily if a new route and/or bus stop is needed. This usually takes 3 days after all residency documents have been approved.

Can I still pick-up my child from school if they are routed on a bus?

Yes. The pick-up line for all vehicles is a single file line. Be watchful and patient of other vehicles, pedestrians and all Hawthorn staff. If your student is not using the bus service for a specific day or time frame you must send a written note to the school office 24 hours in advance advising who will be picking up the student. The person picking up the child may be asked for identification.

What if my child leaves something on the bus?

Personal items are the responsibility of each student. Neither Hawthorn nor the transportation company is responsible for lost or stolen items. However, it is the policy of the bus company to keep common items such as lunch bags or jackets on the bus for the student to retrieve during the next ride. More valuable items, such as cell phones and chromebooks, are taken to the bus company headquarters where they are secured in a locked facility. Parents may pick up these items directly from the bus company. To inquire about lost items, please call Lakeside Transportation at 847-263-7619.

If I do not qualify for free transportation can my child still take the bus?

Option-to-Pay Bus Service for the 2020-2021 Hybrid School Year

If space is available, this service is offered for students living less than 1.5 miles from school. As a part of the registration process for hybrid, families were given the opportunity to request paid transportation. If your situation has changed since the time you registered, you may still request paid transportation by contacting Jennifer Ezop at transportation@hawthorn73.org. A fee of \$53.00 will be added to your child’s account in Power School and can be paid through RevTrak.

What if I have a question about my child’s bus route?

Contact your child’s school and please have the following information ready:

1. The school your child attends
2. The bus route
3. The bus stop

District Office Main – 847-990-4200	
Registrar – 847-990-4217 / 4280	
Townline Elementary – 847-990-4901	Hawthorn School of Dual Language – 847-990-4900
Elementary South – 847-990-4800	Elementary North – 847-990-4500
Middle School North – 847-990-4400	Middle School South – 847-990-4100
Aspen Elementary – 847-990-4300	Lincoln School Main Number – 847-949-2720
Young Learners – 847-990-4750	Special Services – 847-990-4272

