



Frequently Asked Questions

Is my student eligible to ride the bus?

Marlborough Public Schools is fortunate to have the resources necessary to provide free transportation for all elementary school children as well as all middle and high school students living beyond the non-eligible zones. Maps of the two non-eligible zones are posted to the transportation page of the MPS website. Please contact the Transportation Coordinator (Steve Phalen 508-460-3509 x13815 or buses@mps-edu.org) if you have questions about a non-eligible zone.

Do I need to register for the bus every year?

Each student must be registered to ride the bus. However, bus registration will carry over from the prior year for most students. Students who must register each year include:

- students who will attend Marlborough High School
- students who were in grades K-7 the prior year and were not registered for the bus

Bus registration is not necessary each year for the following students:

- students who were in grades K-7 the prior year and were registered for the bus
- incoming kindergarten students
- students requiring specialized transportation

Is it too late to register for the 2022-2023 school year?

The registration period closes on 5/31/22, but new students to Marlborough can sign up for the bus during the school registration process conducted by the Registration & Parent Outreach Center. Existing students who do not register for the bus by 5/31/22 may contact the Transportation Coordinator. You will be placed on a waiting list and bus assignment will be subject to the availability of open seats.

How will I know my registration form has been received?

MPS will email you a confirmation approximately 2-3 days after the registration form is received. You will be contacted again 1-2 weeks before the start of school with the details of your bus assignment.

How do I know which bus to ride?

MPS will contact you 1-2 weeks prior to the start of school with your assigned bus number.

Where can I find the bus routes and my stop?

The bus routes for 2022-2023 will be posted the last week of August to the Marlborough Public Schools website on the transportation page. Review your assigned route, and your stop is the one closest to your home.

What time will the bus arrive at my stop?

The bus routes indicate the estimated time of arrival at each stop based on posted speed limits and assumptions on loading time per student. **ACTUAL ARRIVAL TIMES, PARTICULARLY FOR THE LATER STOPS ON THE ROUTE, WILL VARY.** The computer estimates do not account for traffic, weather, road construction, and other factors. Therefore, MPS recommends that students be at the stop ten minutes prior to the estimated arrival time. After the first few weeks of the school year, the route times will become more predictable.

The bus did not arrive on time. How long should my child wait for the bus?

Your student should be at the bus stop ten minutes prior to the expected arrival time. Traffic, weather, road construction, and substitute drivers are some of the reasons a bus may be delayed. Please have your child remain at the stop even if the bus has not arrived by the regular time. If the wait becomes extremely long (approximately 20 minutes), please call the school for an update.

How do I request a change to my student's bus stop?

Any concern about a bus stop or a request for a change will be reviewed by the Transportation Coordinator. Please contact Steve Phalen at 508-460-3509 x13815 or buses@mps-edu.org.

Can my child be picked up or dropped off at a day care or address different from my home?

Such a request should be included on your registration form, and the Transportation Coordinator will review each request. If an alternate address is approved, it will be effective for all five days of the week. MPS will not permit drop off at home a few days per week and an alternate address the other days.

My child will be playing at a friend's house after school. Can they ride their friend's bus home?

No. Students must ride their assigned bus and board/disembark at their assigned bus stop. Student school bus rosters need to remain consistent for the safety of all.

Who do I contact if my child left a personal item on the bus?

Call NRT Bus at 978-562-5186.

What if my student is having a problem with other students on the bus?

Please contact your child's principal or assistant principal with any concern about behavior on the bus. Building administrators will help resolve behavioral issues. Access to bus transportation is a privilege. Multiple behavioral infractions may result in removal from the bus.

Who is the primary contact for transportation questions and concerns?

Steve Phalen is the Transportation Coordinator and can be reached at 508-460-3509 x13815 or buses@mps-edu.org. Your student's school also can assist with most transportation issues.