



Pick-up and set down guidelines

Each school environment is different and managing your school's pick-up and set down zone will have varied requirements depending on the number of parents/carers using the zone, the size of the zone and how it is managed by the school. Schools are encouraged to develop a process or set of guidelines that work effectively for them.

The afternoon peak is generally more concentrated than the morning peak, so the pick-up and set down zone may only need to be managed each afternoon and only for 10-15 minutes.

To ensure the pick-up and set down zone is safe and efficient, schools should consider the following:

- Develop a set of guidelines and regularly promote them within your school community
- Include a map in the guidelines that identifies the pick-up and set down zones
- Seek staff, P&C representatives or parent helpers to manage the children
- Encourage parents to display their surname on the passenger side of the vehicle (either under the sun visor or on the dashboard) to assist managing the students
- Consider using walkie talkies (depending on the size of the zone) so staff/helpers can communicate which children need to be ready for collection
- Encourage parents/carers to do a lap and re-join the line if their child isn't ready for collection
- Encourage parents/carers to collect children 10-15 minutes after the bell to reduce the concentration of cars (the afternoon peak is usually worse, but only lasts for 10-15 minutes)
- Encourage more students to walk, ride or scoot for shorter trips and make use of part way points to help reduce traffic.

Tips for staff/volunteers:

- Wear high visibility clothing so you can be distinguished by motorists and students
- Follow the guidelines or procedures put in place by your school
- Always remain on the footpath, do not enter the road environment
- Do not attempt to direct or manage traffic
- Provide clear and concise information when dealing with students and motorists
- Always be polite and courteous to students and parents/carers



Tips for parents:

- Always drive very slowly through the car park (max 10km/h) and be alert for children
- Never park in the pick-up and set down zone, it defeats the purpose of the area as a quick drop-off/collection point
- If the area is managed by staff or volunteers, clearly display your surname in bold capitals on the passenger side of the vehicle (either under the sun visor or on the dashboard)
- Children should always depart and enter the vehicle using the onto the footpath, not the road
- Remind your child to have their bags and other items readily available so they can quickly depart/enter the car
- Children can generally be dropped at school 30 minutes prior or picked up 10-15 minutes after school, which can help to reduce the concentrated peak
- Minimise the days you drive your children by encouraging them to walk or ride
- If you need to drive, utilise part way drop off or collection points around the school to reduce congestion in the school carpark and pick-up and set down zone
- Be patient and courteous when driving near the school.

Tips for students:

- Have your personal belongings like your school bag ready, so you can quickly enter or leave the car
- Always depart and enter the car using the footpath, not the road
- Wait in a safe location back from the kerb until you are collected
- Keep your seat belt on until the vehicle has stopped and you are ready to exit the car
- Follow the instructions of the staff/volunteers managing the pick-up and set down zone.

Transport Canberra and City Services' [School Safety Program](#) can provide advice about how to develop a successful pick-up and set down zone, including examples from other ACT schools.