

Top 6 Questions about Transportation... and the answer

1) How do I get a bus stop?

- Stop Requests are initiated by your child's school and they will enter your request. If you need a residential stop, that is noted in the Transportation field of PowerSchool. If you need an alternate stop, it is entered in the EveryInfo program – it is important to understand the school initiates this process and Transportation services each request.

2) Where's my bus stop?

- On August 14th, the school will have access to print a “*Boarding Pass*” for all students assigned to a bus stop. This form contains the AM & PM stop location, the AM & PM stop time and the AM & PM bus numbers (the bus # may not always be the same). Additionally, you can go to the Transportation Page of our school district's website and enter the child's last name and Student ID # (see this link: <http://wsfcs.k12.nc.us/Page/50785>) to look up Stop Information.

3) How can I change my bus stop?

- Appeals of your current bus stop are initiated by your child's school. The school will enter an appeal in EveryInfo on the parent's behalf. At the beginning of the year, Transportation is focused on ensuring all students have a bus stop. Appeals are generally not reviewed until September.
- Please familiarize yourself with our Routing Policy 3541
 - a. Buses are routed to pass within ½ mile of a student's residence
 - b. Bus stops cannot be closer than 2/10 of a mile apart due to insufficient visibility by other motorists of the bus stopping unless other safety factors are present
 - c. Buses are not routed onto side roads unless (10) or more students are riding from within the neighborhood attending the same school
 - d. Parents/Guardians or a student in 4th grade or older **MUST** escort students in kindergarten through 1st grade. Each of these students must have a yellow tag on their book bag. An escort ensures the student is safely escorted to and from the existing bus stop.

4) What time is the bus coming?

- The “Boarding Pass” your child receives will have a morning “Approx. Time” and it also says (+10/-10 minutes). This means the bus stops within a range window of 10 minutes before until 10 minutes after the time listed on the Boarding Pass.
- In the afternoon “Approx. Time” and it also says (+20 minutes). This means that the bus may come at the time listed or up to 20 minutes later.
- The purpose of the range times is due to delays in students boarding the bus, traffic congestions and occasional mechanical issues.

5) Why is the bus late?

- The first two weeks of school we expect bus delays. Both students and drivers are learning stops and getting to know one another. This is why it is so important to have your child waiting at the bus stop when the bus makes the stop. If we have to wait 30 seconds longer for each child to get to the stop, we’re 15 minutes late arriving to school in the morning. Schools may dismiss early the first few days of school to get students accustom to boarding the correct bus and sitting in their assigned seat. All buses should load at schools within (10) minutes of dismissal bell.

6) When am I going to get a new stop?

- Students who enroll after the cut-off of July 25th will be assigned to an existing stop. To allow time for drivers to learn stops and parents to anticipate a consistent arrival times – we do not add new stops until after September 8th. After September 8th, we process new requests on a first come – first serve basis.

Thank you for your support and patience as we work to meet the needs of students.