

FREQUENTLY ASKED TRANSPORTATION QUESTIONS

Q: How do I register for bus transportation?

A: Once enrolled at the school, your child is automatically loaded into the transportation database and assigned a bus stop based on your home address. Stops are consolidated and will not be at your home address.

Q: When will I receive my bus assignment?

A: The sooner you enroll your child at the school, the sooner a bus will be assigned. Children enrolled by Aug. 1 will receive bus information in the mail in mid-August. Children enrolled after Aug. 1 may not receive a stop until a week into school. In that situation, you will need to call the school after the first week of school for the bus assignment.

Q: Can I change my bus stop?

A: In order to change a bus stop or request a new one, you must go to the CMS website and complete the Alternate Stop, Unsafe Stop or Change in Request form online. The website is www.cms.k12.nc.us. Under the "Department" link, click on "Transportation." Depending on the time of year, it could take several days or up to two weeks to be approved before your child is assigned to the new bus and can begin riding it. Once you have submitted the change of information online, please contact the school after 3 days to verify if it has been approved.

Q: How do I request that my child ride to a daycare center that is being served via a CMS bus?

A: If you have registered your child at a daycare center to which CMS provides transportation, you will need to go to the CMS website and request that stop in the section titled "Alternate Stop." *Your child's daycare center cannot do this for you.* This only applies to daycare centers that CMS provides bus transportation for, not daycare vans. Failure to request the daycare stop will mandate that the driver take your child to the assigned home stop.

Q: Can my child be left at the bus stop without an adult present to meet them?

A: Unless the child is 4 years old and in the pre-k program, they will be dropped off at their assigned stop with or without an adult being present. Please allow 5-10 minutes on each side of the scheduled bus pick up and drop off times, especially at the beginning of the year.

Q: What if I need to change my transportation for a period of time, such as to a car rider?

A: A written note must be sent into the child's teacher explaining the change in transportation. This will be signed off by an administrator. For safety reasons, we do not accept changes for transportation over the phone unless it is an emergency.

Q: How will my child be identified to ride the bus the first day of school? (Kindergarten only)

A: Kindergartners should receive a "tag" that can be attached by a safety pin to their clothing or backpack to show their assigned bus number and stop.

Q: How can I be sure that my child will get to their assigned bus in the afternoon?

A: All buses are assigned a specific slot on the school bus lot. Each classroom teacher will lead their class out to the lot and drop off each child at their assigned bus to ensure their safety.