

TRANSPORTATION FREQUENTLY ASKED QUESTIONS

Q. What time should I have my child at the bus stop?

A. We ask that students arrive approximately 10 minutes prior to the scheduled pick-up time. There will be fluctuations in the schedule, especially during the first few weeks of the school year. We ask for your patience until pick-up and drop-off times become more consistent.

Q. I cannot see my child's bus stop from my house. How can I get the bus stop moved closer?

A. Bus stops are placed at centralized locations to accommodate a number of students. This is done in order to minimize the length of time your child spends on the bus as well as safety and efficiency. We provide transportation for 1,700 students daily. It is simply not feasible to position bus stops so that all parents can see the stop from their home.

Q. The bus drives right past my house. Why can't it stop at my house?

A. The higher frequency of stops makes the motoring public impatient. This results in people attempting to drive around the bus, which creates a dangerous situation. It also delays the bus by increasing the number of stops and makes the student ride time longer. Stops are placed to be central to groups of students or a specific area.

Q. What about the safety of my child getting to and from the bus stop?

A. It is the responsibility of the parent or legal guardian to see that a child gets safely to and from the bus stop. We encourage parents to help each other out by taking turns being the bus stop monitor for those parents who work or may have health issues.

Q. We live on a cul-de-sac. Will the bus come down our street?

A. Except for special education circumstances, buses are generally not routed in to cul-de-sacs. This is considered unwise for the following reasons.

1. Cul-de-sacs create blind spots, often causing students to enter or exit in a "danger zone" around the bus.
2. The length and size of the bus makes maneuvering difficult.
3. The rear of the bus has potential to swing around over the edge of the road which could result in damage to mailboxes and landscaping.
4. Parked cars, bicycles, basketball back boards and other obstacles create road hazards that most times are not seen until the bus has entered the cul-de-sac and at the point of no return.
5. Backing a bus up to turn around in a cul-de-sac creates a dangerous situation.

Q. Can my child go home with his/her friend on another bus after school? I won't be home.

A. Please make alternate arrangements if you will not be home. Our buses are routed for maximum capacity therefore we cannot accommodate for students to ride home with friends.

Q. I am required to be at my elementary school child's bus stop for pick up; what if I am late or unable to be there?

A. If you know that you will not be able to be at the stop please contact the school so that they can let the driver know. The driver is not permitted to discharge a student under the 3rd grade without a designated adult to receive him/her. If no adult is present the child will be brought back to their school at the end of the bus run.

Q. Why can't you call me when you know the bus will be late?

A. There are as many as 40-60 students on a bus. It would be impossible to contact everyone in such a short time frame.

Q. The bus was late. The bus never showed up. What can I do about this?

A. Weather, traffic, driver absenteeism, maintenance difficulties and unforeseen incidents are responsible for delays in arrival of school buses. Please know that we do everything possible to have all buses running on schedule each and every day. Call your child's school, most of the time they are already aware of the situation and can let you know when to expect the bus to arrive. You can also call the Transportation Department at 678-5151*7009

Q. May the school suspend busing services for a child?

A. Yes, please refer to the Code of Conduct. NCPS by law is not required to provide bus service. School Bus transportation is provided as a benefit to the community. Students should know that a ride on a school bus is a privilege, not a right.