

Transportation Services



Student safety and well-being is the number-one priority for CMS Transportation Services.

School buses are an extension of the classroom. Student safety and well-being is the number-one priority for CMS Transportation Services. Every day, more than 937 school buses travel our roads carrying approximately 118,000 students to and from school. We make more than 5,775 daily bus runs and travel approximately 107,000 miles each day. We also provide transportation for after-school tutorial programs, athletics, Saturday classes and field trips. Our goal is providing dependable, safe transportation for all eligible children entrusted to our care.

Frequently Asked Questions

Q: If I need a daycare stop or a stop at a house, what do I do?

A: Parents can go online to the CMS Web site at www.cms.k12.nc.us. Under the bulletin board, the Transportation Service Request Form can be found which includes an Alternate Stop option. Parents may go to their children's school or a library to complete the required information online if they do not have access to a computer. The form is electronically forwarded to a routing technician for processing and determination if the alternate stop qualifies for assignment. If the stop location is eligible, the family will be notified electronically if there is an e-mail identified on the request form. Otherwise, notification will be received through the child's school.

Q: We have moved and I need to change my child's address. How do I do this?

A: The parent/guardian must contact the school or the Student Placement Office at 980-343-5335 and provide proof of residence. The following may be used as proof of residence: copy of a lease, mortgage statement or utility bill. Transportation eligibility will be determined and if

CMS transportation department employs more than 1,450 people to support transportation of CMS students. The department consists of an operations division which supports 14 transportation areas, a full-service maintenance division, a safety and training operation, a routing and scheduling division and central office support staff.

CMS has the largest public school transportation operation in the state of North Carolina.

CMS Transportation is ranked the 10th largest student transportation operations in the nation.

eligible a bus stop will be scheduled accordingly. If you move after school begins, the child must attend the new home school or live within the magnet program feeder area to be eligible for transportation. If the student remains at the non-home school or resides outside the magnet feeder area, the student is no longer eligible and will not receive transportation.

Q: My child's bus has not shown up or is consistently late. Who can I call?

A: Parents may call their child's school or look up the Transportation Area Office responsible for their child's school by accessing Transportation's website through the CMS home page at www.cms.k12.nc.us. Parents are also welcome to call the transportation central office at 980-343-6715 to obtain this information. CMS Transportation will respond and assist quickly, efficiently and with accuracy.

Transportation Services

5001 Airport Center Pkwy., Suite B, Charlotte, NC 28208

Phone 980-343-6715 (between 7 a.m. and 5:30 p.m.)

Visit us on the Web at www.cms.k12.nc.us. Click on the Departments tab and then click on **T** for **Transportation**.

CHARLOTTE-MECKLENBURG SCHOOLS

P.O. Box 30035 • Charlotte, NC 28230 • Phone: 980.343.6715 • Fax: 980.343.6723 • www.cms.k12.nc.us

In compliance with federal law, Charlotte-Mecklenburg Schools administers all education programs, employment activities and admissions without discrimination against any person on the basis of gender, race, color, religion, national origin, age or disability.

Fall 2011

Reach Further. **Global competitiveness starts here.**