



FAQ for New Transportation practices for 2014-15

What new practices will WCPSS put in place for 2014-15 to continue to improve yellow bus service?

Families new to using WCPSS yellow school bus service can request transportation service as they enroll in school. For families to receive first day service on their school calendar, they must be enrolled and sign up for bus service approximately one month before the start of school.

The changes are aligned with the opening of the new school year, and include community outreach to drive the number of last minute student enrollees in the district down, setting a cutoff date for requesting and receiving transportation on the first day of school.

Why are these new practices being implemented?

These steps are part of the continuing improvement in transportation services that began with the 2013 Transportation Department reorganization that brought routing specialists who are focused on superior bus routing.

Routing is a complex process that takes months. Routing specialists can create superior routes given a fixed list of the students who are currently riding the bus in 2013-14, the most likely to use the bus in 2014-15. Adding students who enroll in school in the few weeks prior to when the school year begins means changes to routes, which in turn, negatively impacts service levels to the other 97% of our riders.

The new practices will provide routing specialists the opportunity to design effective routes. Bus drivers will now drive the routes prior to the beginning of the year to both learn the route and ensure the routing is accurate. Ultimately, these new practices will lead to improved level of service during the challenging first weeks of school opening.

How will new families sign up for yellow bus transportation service?

Some families have already enrolled new students for 2014-15 prior to the new processes that will begin on May 30. We have created a new online form for requesting transportation services that will be available on the Transportation website May 30. We will send a postcard to these families asking them to visit the online form and click to let us know their need for transportation services. These families must request bus service by the cutoff date to receive first day transportation services.

Some of our current families may have changes in their need for transportation services for 2014-15. Students don't ride the bus in 2013-14 and plan to be regular bus riders in 2014-15, must visit the online form and click to let us know their need for transportation services.

What are the cut off dates for families to request Transportation services to receive first day bus service?

- Year-round calendar schools regardless of track assignment must enroll and request bus service by June 6 to receive first day service.
- Modified calendar schools must enroll and request bus service by June 25 to receive first day service.
- Traditional calendar schools must enroll and request bus service by July 21 to receive first day service.



For families who request transportation services after the cutoff date, bus service is not guaranteed for the beginning of the school year. Requests received after these cut off dates will be processed in the order received. Transportation will make every effort to provide service using existing bus stops as quickly as possible.

Are there other Transportation practices that will affect students for 2014-15?

Everyone needs to be aware of two practices currently in place that will continue in the 2014-15 school year. Transportation will provide service based on the family's residence of record. Requests for additional service, such as to and from afterschool programs, will be considered after the first 30 days of the school calendar.

Students who do not use Transportation services for 10 consecutive days will be removed from routes. Families will need to request Transportation services using the online form to reactivate the student's bus stop assignment.

How will families find out about these changes?

We have a comprehensive communication plan to share information about the change in practices. There will be information on the transportation department website, articles shared with the news media and targeted publications for families and school system staff. We expect families currently in our schools to continue their transportation habits. We are counting on schools joining us in sharing information through your school communications and using the information and posters we share to help your families become aware of these changes.

How many students and buses do we have now?

We currently have 76,000 students riding 932 buses daily. Our buses travel 100,000 miles going to 25,000 bus stops a day. There will be approximately 4,000 additional students for 2014-15. Since about 50% of our total student population utilizes yellow bus transportation, our ridership estimate for 2014-15 is 78,000 students.