

CCSD Transportation Q&A 2024-2025

Q: Where do I find information about how to use the CCSD bus system?

A: Please visit the [CCSD Transportation page](#) and click on the [Bus Stop Information page](#) to see how to look up a bus stop and route, how to request a bus stop if needed, view [bus stop guidelines \[Spanish\]](#), and view [parent/guardian bus stop responsibilities \[Spanish\]](#). There is no application required to ride a CCSD bus, however, please check with your student's school about how to share your student's transportation needs and schedule. Your student's transportation method should have been captured during the registration process, however, your student's school can confirm this information with you.

Q: Where can I find the bus routes, bus stops, and pickup/dropoff times?

A: Please visit the [CCSD Transportation page](#) and click on the [Bus Stop Information page](#). Select the [Bus Stop Lookup Tool](#) to locate bus route numbers, bus stops, and pickup (AM) and drop-off times (PM).

Q: When should I get to the bus stop and how long should I wait?

A: Please arrive at the bus stop 10 minutes *before* and stay until 10 minutes *after* the published stop time. This allows for flexibility on either side of the posted time for traffic, weather, and other issues that may impact the arrival time at a stop.

Q: If I am experiencing issues with my student's bus route such as a driver skipping my stop, the bus coming too early or too late, or my route does not have a driver, how do I share those concerns?

A: Please visit the [CCSD Transportation page](#) and fill out the [Bus Complaint/Feedback Form](#). After your concern is received, it will be investigated and someone will call or email you to address your concern. CCSD Transportation staff monitors this log to ensure concerns are being addressed in a timely manner.

Q: How do I request a bus stop to be added, changed, or moved? How long do those requests take to be reviewed and/or approved?

A: Please visit the [CCSD Transportation page](#) and submit a [School Bus Stop Request Form](#).

Q: What is the FirstView App and how do I use it?

A: FirstView is an application that allows users to track bus routes. Users can download the app at firstviewapp.com or search FirstView in the Google Play or App Store. Please note, users will need to know their bus route number before registering for FirstView. Bus route numbers can be found using the Bus Stop Lookup Tool. [Quick start \[Spanish\]](#) and [step-by-step \[Spanish\]](#) instructions are available on how to download and use the FirstView app. Additional information is available on the [Bus Tracking and Notifications Apps page](#) of the CCSD website.

Q: What is my school's code for the FirstView app?

A: There are no longer individual school codes this year. The district code for all users is **GF8G**.

Q: Is it intended for bus stops not to show up in the app the way they used to last year?

A: Stop-level data and time-based ETA are no longer available in the app. CCSD changed to route-level tracking in June, which means users search for their assigned route and set up the custom stop pinpoint for notifications and tracking. This option is more accommodating for districts that have routes that change frequently and allows users to customize their tracking and notification experience. FirstView has received positive feedback from districts that have switched to this tracking method over the last three years and it will be the blueprint for upcoming FirstView improvements.

Q: My route is not showing in the FirstView app. What should I do?

A: Please utilize the [Bus Compliant/Feedback Form](#) and/or contact FirstView Customer Service at 1-888-889-8920 or support@firstviewapp.com.

Q: Can I track more than one bus route in the FirstView app?

A: Yes, FirstView now allows users to track multiple buses. When users receive notification that another route is covering your route, you can now add that route to your app to track.

Q: I have a special needs student who rides the bus. I cannot find my student's route. What should I do?

A: Parents and guardians of special needs riders should have started receiving phone calls beginning on August 6 with their personalized route information. The unique special needs routes are not in the app yet.

Q: When the app says GPS tracking is unavailable, what does that mean?

A: The "No GPS" icon or No Tracking Available status indicates the assigned vehicle is not sending GPS data to the app. This can be due to the assigned vehicle being powered off, an issue with the GPS unit, or an incorrect vehicle assignment. It is not because the driver has turned off the GPS unit. Please refer to the messaging in FirstView related to your student's route for additional information or instructions.

Q: Does the FirstView App provide tracking for early release and half days?

A: No, the app does not provide tracking for early release and half days at this time, however, users can still receive service notifications in FirstView.

Q: In the event my student's bus is late to school, how do I ensure they will not be marked tardy?

A: All schools have an administrator assigned to oversee the arrival of students. The assigned administrator will ensure that students who are tardy due to a late bus are processed accordingly.

Q: Why are there no seat belts on school buses?

A: School buses in South Carolina are designed and manufactured to protect students based on the compartmentalization theory. This means bus seats are precisely spaced, heavily padded, and raised to protect the student. In addition, the exterior construction is designed to prevent the penetration of objects into the passenger area or the collapse of the roof. Seat belts on a school bus can also prevent students from evacuating a bus in a timely manner in an emergency.

Q: What are “open” routes and why/when do they occur?

A: Open routes are bus routes that do not have an available driver. Open routes can occur when a route does not have an assigned driver or when a driver calls out and there is not an available bench driver. Although a route is listed as “open”, there is always a plan to cover the route.

Q: Can Pre-K/CD students get off the bus with their older sibling(s)?

A: Student(s) in Kindergarten and below, being dropped off at their assigned bus stop, may be accompanied by an older sibling, second (2nd) grade or above. Students in Kindergarten and below receive a red tag on their bookbag to denote their grade level to alert the bus driver that the student must get off at a stop to an adult. A red-tag student will *not* be allowed to walk home on his/her own unless they have completed the [Red Tag Sibling Permission Form \[Spanish\]](#) and turned it in to the student’s teacher. The form can be found on the [Parents and Schools page](#) under the CCSD Transportation page.

Q: Do elementary students ride the bus with middle or high school students?

A: No, elementary students do not ride the bus with middle or high school students.

Q: Is there an update available for the West Ashley High School Scholar Academy students receiving transportation to the College of Charleston?

A: Yes, the bus schedule for the West Ashley High School (WAHS) Scholar Academy is complete. WAHS will share the bus schedule with their students.

Q: Are all bus routes serviced by First Student?

A: No, some are serviced by Coastal Bus Line including routes 74, 105, 111, 476, 480, 482, 502, 506, 559-569, 574. Parents and guardians can register for the Remind App to receive notifications about these routes using the [Remind codes](#). The Remind Customer Service contact number is (843) 928-3028.

Q: What are the rules about Magnet School bus stops?

A: Centralized locations are used for magnet/choice school bus stops and could be as far as five miles from your home. These are parent-assisted bus stops and are not intended to be stops to which students can walk or be left unattended.

Q: Does my child have to ride the bus closest to my house?

A: Please check with your school's leadership if you decide to ride a bus that is not closest to your house. In most cases, this should be fine as long as there is no overcrowding on a bus.

Q: Why can't the bus stop when it passes my house?

A: School bus stops are placed in locations to accommodate students in an area that allows for the route length to be within state/district guidelines.

Q: What are the expectations for student conduct during transportation?

A: The school bus is considered school property - an extension of the school - all rules that apply to proper conduct in the classroom and school also apply to the bus. Most importantly, all riders should follow the safety rules and respect and obey the driver. Riding the school bus is a privilege. If the behavior of any student is unacceptable, riding privileges will be revoked. If revoked, it is the parent's responsibility to transport the student to and from school.

Q: Why would my child have a seat assignment on the bus?

A: Students can be assigned a seat on the bus. If the driver determines it is necessary, this process can aid the driver with learning the students, managing student behavior, and/or ensuring safety. Assigned seats on the bus are not considered a form of punishment.

Q: Will dry runs be performed ahead of school beginning on August 13 to ensure the bus system (i.e. GPS, app, etc.) is working as intended?

A: Unfortunately, the weather conditions have altered our plans to test the system during our scheduled dry runs this week. However, we plan on testing the app during dry runs on Monday, August 12, 2024. This tracking style is not new for FirstView and has been used since 2021.