

West Chester Area School District Transportation Office

Instructions and Forms for School Transportation Change Request

To facilitate the process for filing and reviewing parent requests for changes in transportation service, the West Chester Area School District has established a series of procedural steps. The Transportation Administration Office and parents are required to follow the steps that are applicable to them. We have printed them here to ensure your understanding of the process. We ask your cooperation.

1. Requests for changes/additions of bus stops or routes shall be directed to the Transportation Administration Office **IN WRITING**. *Please use the “**Transportation Change Request Form**” links at the bottom of these instructions.*

The form can be saved or printed out for your records and then mailed, faxed, or emailed as directed below:

- Mail: West Chester Area School District Transportation Office
Attention: Parent Request Department
782 Springdale Dr.
Exton PA 19341
- Fax Number: 484-266-1181
- Email address: transportation@wcasd.net

2. Upon receipt of the request, the Transportation Administration Office will provide a notification by email or by telephone regarding the approximate timeline for reviewing the request. When a request includes multiple families in a development or neighborhood, the notification will be provided to the first party listed on the request.

- The timeline for the review may be based on the time of year that the request is received. For example, based on the high volume of requests in the first 4-6 weeks of school, a much longer period of time will be needed before a review is completed. Since the beginning of the school year is the busiest time for the transportation office, your request may be delayed up to 7 weeks.
- The timeline may be based on the complexity of the request. Issues impacting the complexity include the number of on-site observations, the amount of research required, and the number of outside agencies involved.

3. The Transportation Administration Office will provide an update to the parent/guardian by phone or email if the investigation is not completed within the estimated timeline.

4. At the conclusion of the review, and if the request is approved, the Transportation Administration Office shall provide instructions about any bus service changes to the parent/guardian by phone or email. Implementation of the change shall generally occur within a 5-day period of the approval. If a large number of parents are impacted by the change (such as revised bus stop times), the new service may take longer than 5 days.

5. At the conclusion of the review, and if the request is denied, the Transportation Administration Office will provide a written response to the parent/guardian.

[Transportation Change Request Form – fillable form](#)

[Transportation Change Request Form – print to complete](#)