Kannapolis City Schools
Transportation Handbook & Staff Guide

Mission Statement:
The Kannapolis City Schools Transportation department is a committed group of professionals dedicated to transporting our students to and from school safely. We strive to foster positive relationships among our students and between staff, students, and families.

1445 Oakwood Avenue, Kannapolis, North Carolina 28081
Phone: 704-938-4848

Transportation Department Personnel

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Transportation Assistant & Office Support
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Transportation Website
https://www.kcs.k12.nc.us/departments/transportation/25-26-bus-info

Transportation staff are available for contact by phone between 9:00 a.m. and 11:00 a.m. at 704-938-4848. Outside of these hours, please leave a message and we will return your call as soon as possible.

Parent Information

1. **Stay Connected!!**
    a. To help you stay informed about your child's transportation, KCS utilizes the Here Comes the Bus (HCTB) App. We highly recommend downloading this app to access the following features:
        - Track your child's bus in real-time.
        - View expected arrival times.
        - Receive updates regarding bus substitutions and delays.

Directions to download the Here Comes the Bus App can be found here.

2. **Route Changes & Delay**:
    a. For advanced changes (such as stop changes, bus numbers, double runs, or route/driver changes), the transportation department will notify your school 2-3 days ahead of time.
        i. Your school administrators will then communicate this information to you via the school's chosen parent communication platform.
    b. For real-time changes, communication will be sent through the Here Comes the Bus App.

3. **Bus Assignments & Timelines**
    a. Bus assignment availability and processing times depend on your student's enrollment status. Please reference the table below for details:

Student Status	**Assignment Process & Timeline**
Returning Students	Assignment information is available in Infinite Campus.
Current Students (New Requests)	New bus assignments will be available in Infinite Campus once the assignment has been made. [*available through child's school*]
New Students (Beginning of Year)	Please allow up to 10 days for a bus assignment to be finalized after submitting a request.
New Students (After First 10 Days)	Parents are responsible for student transportation for the first 3-5 days after enrollment.
New Students (Assignment Completion)	Once processed, assignment information will be available on the HCTB App and shared with the school office via Infinite Campus.

4. **Important Attendance Notes**
    a. Students must attend and be marked present on their first day before riding the bus.
    b. Students are not considered KCS students until they are marked present, with the only exception being the actual first day of school.
    c. If a household has multiple students and only one is assigned to a stop, schools may issue a bus pass to the other student after requesting the stop.
    d. If a student has attended school and there is an existing stop, the school may issue a pass after requesting the stop.

5. **Exceptional Children**
    a. Transportation as a related service is determined through the IEP process
        i. See link to Transportation as a Related Service guidelines

6. **Parent Requests for Stop Changes or Safety Concerns**
    a. If you have a request regarding a bus stop change or a safety concern (such as stop location, high traffic areas, or construction), KCS follows a strict protocol to evaluate the area.
        i. Parents should contact the Transportation Office directly at transportation@kcs.k12.nc.us.
        ii. Transportation personnel will review all requests.
        iii. Staff will communicate with you and your school site administrator.
        iv. The department will collect data by visiting the location, speaking with the driver, taking pictures if needed, and reviewing the area's history/concerns.
        v. Decisions and outcomes will be communicated back to all parties involved.

FAQ/Cs - Frequently Asked Questions and/or Concerns

- **"I cannot see the bus stop location from my home."**
    - *There is no local or state requirement that families be able to see the bus stop from their residence.*
        - *For example, sometimes the ability to see the bus stop location is blocked due to the build/unit design of a complex or neighborhood.*

- **"The bus stop location is too far from my home."**
    - *In North Carolina, school bus stops should generally be at least 0.2 miles (1,056 feet) apart unless safety concerns require a closer location.*

- **"My child's bus stop was changed from the location where it has been for several years."**
    - *State law (G.S. 115C-246) mandates that each student must have a bus stop within one mile of their residence. Most stops are*

significantly closer.
    - *Parents may appeal stop assignments through the local board of education according to established procedures.*
        - *The Kannapolis City School Board of Education meets monthly.*

- **The school is telling me that my house is in the "parent transport zone," what does that mean?**
    - *Students who live within a .5 mile radius of their elementary school or .75 mile radius of their secondary school are considered to be in too close of proximity to the school to require bus transportation.*
    - *Homes within this radius are listed as a "parent transport zone," and require families to provide their own transportation to and from school.*