

# Bus Transportation FAQ

Updated 9/14/09

## How is my child's bus route determined?

Wake County transportation is divided into districts that are usually based on the area high schools. Supervisors at each site manage the transportation for buses in their district. They are responsible for determining stops, drivers, maintenance, safety concerns, etc. Mr. Boonstra will work with families to submit stop requests and submit requests for changes due to safety or routing concerns. Mr. Boonstra may also be contacted for information on bus routes.

You may also use the following contact area information to inquire on routes and express concerns.

<b>District</b>	<b>Fuller Routes</b>	<b>Supervisor</b>	<b>Contact #</b>
Apex	37, 38, 39, 47, 48	Jenny Bullard	387-2230
Green Hope	45, 46, 49	Wanda Davis	380-3690
Cary	30, 31, 32, 33	Jimena Mitchell	460-3517
Fuquay	41, 42, 43,	Carol McDowell	557-2547
Holly Springs	44	Vickie Jacobs	577-1440
Garner	34, 35, 36	Regina Horton	662-2408
Enloe	12 and 40	Leigh Highfill	856-7916

## How do I know which bus my child rides?

Every student is assigned a route and a stop based on his or her address. Either WCPSS Transportation will contact you by letter or your child's driver may call you. If you have not received notification prior to one week before the start of school, please contact Mr. Boonstra.

## Is my child's bus route the same as last year?

Route numbers typically stay the same, but they may be different. The routes for 2009-2010 have changed significantly. Thank you in advance for adjusting to any new stops, drop-off times, and pick-up times.

### **Will my child be picked up/dropped off at the same time as last year?**

Many times this is the case, but it is important to review the information you receive from transportation leading into the new school year. If you would like to request a change in a stop, please contact Mr. Boonstra or the transportation department.

### **Should I let my child ride the bus on the first day of school?**

It is important that students ride the bus as soon as possible so that the driver can become familiar with the route. The staff at Fuller takes your child's safety seriously and works carefully on the first days of school to ensure that all students know what bus they are taking home and board the correct bus. Kindergarten and 1<sup>st</sup> graders must wear tags that indicate their name, route, and bus stop for the first ten days of school.

### **What if I need my change my child's bus stop?**

Please contact Mr. Boonstra or the transportation department to submit a request for a new stop.

### **What if I have concerns about the arrival and/or drop off times for my child?**

Fuller's routes are managed and supervised by the area transportation supervisors. After the first two weeks of school, Mr. Boonstra will help communicate concerns to the transportation department about drop off and pick-up times. Families may also contact the transportation department directly. Area transportation directors make all decisions regarding changes to bus routes, stops, and timing.

### **My child told me he or she takes the "Cary Combo" home. What is that?**

Currently, the PM "Cary Combo" consists of routes 31 and 33. Both routes board the same bus in the afternoon and depart to a designated WCPSS middle school.