



Student safety and well-being is the number-one priority for CMS Transportation Services.

School buses are an extension of the classroom. Student safety and well-being is the number-one priority for CMS Transportation Services. Every day, more than 955 school buses travel our roads carrying approximately 123,000 assigned students to and from school. We make more than 5,800 daily bus runs and travel approximately 107,000 miles each day. We also provide transportation for after-school tutorial programs, athletics, Saturday classes and field trips. Our goal is to provide dependable, safe transportation for all eligible children entrusted to our care.

## Frequently Asked Questions

**Q: If I need a daycare stop or a stop at a house, what do I do?**

**A:** Parents can go online to the CMS website at [www.cms.k12.nc.us](http://www.cms.k12.nc.us). Under the bulletin board, the Transportation Service Request Form can be found which includes an Alternate Stop option. Parents may go to their children's school or a library to complete the required information online if they do not have access to a computer. The form is electronically forwarded to a routing technician for processing and determination if the alternate stop qualifies for assignment. If the stop location is eligible, the family will be notified electronically if there is an e-mail identified on the request form. Otherwise, notification will be sent to the child's school.



*Transportation continued on back*

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P.O. Box 30035  
Charlotte, NC 28230  
[www.cms.k12.nc.us](http://www.cms.k12.nc.us)  
CMS-TV

**Every Child. Every Day. For a Better Tomorrow.**

**Q: We have moved and I need to change my child's address. How do I do this?**

**A:** The parent/guardian must contact the school or the Student Placement Office at 980-343-5335 and provide proof of residence. The following may be used as proof of residence: copy of a lease, mortgage statement or utility bill. Transportation eligibility will be determined and a bus stop will be scheduled accordingly. If you move after school begins, the child must attend the new home school or live within the magnet program feeder area to be eligible for transportation. If the student remains at the non-home school or resides outside the magnet feeder area, the student is no longer eligible and will not receive transportation.

**Q: My child's bus has not shown up or is consistently late. Who can I call?**

**A:** Parents may call their child's school or look up the Transportation Area Office responsible for their child's school by accessing Transportation's website through the CMS home page at [www.cms.k12.nc.us](http://www.cms.k12.nc.us). Parents are also welcome to call the transportation central office at 980-343-6715 to obtain this information. CMS Transportation will respond and assist quickly, efficiently and with accuracy.

## Transportation Services

1600 Brookdale Avenue  
Charlotte, NC 28210  
Phone 980-343-6715 (between 7 a.m. and 5:30 p.m.)  
Visit us on the Web at [www.cms.k12.nc.us](http://www.cms.k12.nc.us). Click on the Departments tab and then click on T for Transportation.

CMS has the largest public school transportation operation in the state of North Carolina.

CMS Transportation is ranked the 10th-largest student transportation operations in the nation.

CMS employs more than 1,450 people. It includes an operations division which supports 14 transportation areas, a full-service maintenance division, a safety and training operation, a routing and scheduling division and central office support staff.