



# Charles County Public Schools

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July 30, 2019

Dear Parent/Guardian:

An essential element of the education process is the safe and efficient transportation of students as they travel between home and school. The success of this undertaking relies on the collective responsibility and efforts of drivers, students, parents, schools, bus contractors, and CCPS Transportation. **Bus information for the 2019-20 school year will be posted on the school system website ([www.ccboc.com](http://www.ccboc.com)) the week of August 19.** The CCPS Bus Hotline, **301-932-6655** will be active August 29-30 from 8:30 a.m. to 4:30 p.m., and September 3-4 from 6 a.m. to 5 p.m. Included below are answers to common questions about online bus information.

***What if I do not have access to the Internet?***

Contact your student's school to request transportation information and/or assistance in submitting Transportation Help Tickets.

***How do I find my student's bus information?***

Go to [www.ccboc.com](http://www.ccboc.com) and click on school bus icon for CCPS Transportation. Follow the links to the **School Locator** and enter your street number and street name in the appropriate fields. The school eligibility, closest bus stop, bus number, and pick up/drop off times will be listed for this address. **Please note: the School Locator will only list school eligibility until route updates are completed the week of August 19.** Additionally, School Locator does not include bus information for special needs students, which must be arranged through the IEP process at a student's school.

***What if no bus stop is established for my address or if there is an issue with the established stop?***

Go to [www.ccboc.com](http://www.ccboc.com) and click on school bus icon for CCPS Transportation. Follow the links to **Transportation Help Tickets** and complete a **Bus Stop Concern** form. Complete the requested information in as much detail as possible and submit. A Transportation representative will contact you to initiate your request.

***We are moving-what do we need to do to secure transportation at our new address?***

If you are moving, please update your student's school with your new address. The school will then update your address in the Synergy student database. The Synergy database connects with the School Locator nightly and updates any modified records. Please do not use the Transportation Help Ticket portal to update your permanent address.

***How do I update my student's pick up and/or drop off address?***

Go to [www.ccboc.com](http://www.ccboc.com) and click on school bus icon for CCPS Transportation. Follow the links to **Transportation Help Tickets** and complete a **Bus Change Request** form. Complete the requested information in as much detail as possible and submit. Transportation is able to modify either the AM pick up address, PM drop off address, or both to align with your before/aftercare needs that follow a Monday-Friday schedule. Transportation cannot modify bus rider records for short-term requests: for those needs, contact your student's school to obtain a short-term bus pass. It is important to make sure your student's before/aftercare address information is updated using the Transportation Help Ticket portal so that CCPS is aware of your student's location at all times in case of an emergency. **Address updates for the 2019-20 school year can be submitted using the Transportation Help Ticket portal beginning August 1 and can be adjusted at any time during the school year.** Please allow at least 5 business days for requested changes to be made.

**Important information for parents:**

- All bus pick up and drop off times posted on the School Locator are approximate. **Students should be at their assigned bus stop five minutes before the scheduled bus arrival time in the morning.**
- Students should never cross a divided road to access a bus stop. This includes major highways such as U.S. Route 301, Route 228, Route 5 and Route 210, and divided roads within communities such as Quailwood, Pinefield and St. Charles.
- Students should wait for the school bus in a safe and orderly fashion at the assigned stop location. Students waiting in vehicles **must** be out of the vehicle and standing at their assigned stop location when the bus approaches.
- Students should wait at their designated bus stop until the bus has completely stopped before moving toward or boarding the bus. Students who must cross the roadway to board the bus should wait on their side until the bus arrives and only cross the road when the red warning lights are activated and the roadway is clear of traffic.
- Follow us on Twitter @CCPSBuses for transportation information and service updates as we receive them.

**Charles County Public Schools Transportation Department**

**For more transportation information and resources, visit CCPS Transportation ([www.ccboc.com/transportation](http://www.ccboc.com/transportation))**

**It's all about teaching and learning.**

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