



GCS Transportation Changes Frequently Asked Questions (revised 1/9/22)

Q. What is happening?

A. GCS has temporarily suspended school bus service for 8 high schools starting Monday morning, January 10, due to a severe bus driver shortage that has worsened as COVID-19 cases increase in our community.

Parents/guardians at affected high schools are asked to bring their children to school. Thanks to a new partnership with the City of Greensboro and the City of High Point, GCS high school students may also use city buses for free by showing their student identification cards, also known as One Cards.

Transportation service is not affected for students who attend elementary and middle schools, high schools located outside of city transportation services, students with disabilities (EC students) who receive special transportation and most magnet school students.

The list of eight affected schools is provided below:

Students who live in the City of High Point and attend:

- Andrews High School*
- High Point Central *
- Kearns Academy*

Students who live in the City of Greensboro and attend:

- Dudley High School*
- Grimsley High School *
- Page High School*
- Smith High School*
- The Academy at Smith*

*Magnet School students who live outside the city are not impacted and will continue to receive GCS yellow bus transportation

Q. I live in the county (outside of the city), but attend one of the magnet programs within one of the city high schools listed above. Will I receive GCS yellow bus transportation?

A. Yes, magnet school students who live outside the city are not impacted and will continue to receive GCS yellow bus transportation.



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Q. Why is this happening?

A. There is a national shortage of school bus drivers who must have a commercial driver's license (CDL) and other qualifications. The recent surge in COVID-19 cases in our community has made this shortage even worse.

Q. Can I take my student to school?

A. Yes. We are asking all GCS parents and families to drive their children to school if possible. This will help us continue providing transportation to the students who have no access to public transportation.

Q. How long will this go on?

A. We will restore school bus transportation service to all schools as quickly as possible. However, the course of the pandemic and its impact on our community remain difficult to predict.

Q. My child has never ridden public transportation before. Where can I get more information about public transportation bus stops, routes and times?

A. For **Greensboro** routes: It is easy to find your route by using Google Maps which has a direct connection to GTA. Download [Google Maps for Android](#) or [Google Maps for Apple](#). [Click here](#) for more information about Greensboro routes. GTA has also put together [a helpful website for our students and families which can be accessed here](#). They are also offering a LiveStream on [Facebook](#), [Twitter](#), and [Youtube](#) on Sunday at 5pm.

For **High Point** routes: Routes can be found using Google Maps or click here to [use the HPT Moovit app](#)

Q. My child is in high school and attends one of the schools on the list. She has a disability and an IEP (individual education plan). Does she still get transportation?

A. It depends on whether your child's IEP or 504 plan specifies special transportation. Generally, students with disabilities who receive services in self-contained classes or who are served in one of our four public separate schools receive transportation as part of their IEP.

Families will be notified this weekend to confirm these services. If your child has this IEP service, but you have not received a call by Sunday at 2 p.m., parents/guardians can call the EC office at 336-370-2323.



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Q. My child attends one of the affected schools on the list and lost her student ID badge/One Card. How can she get a new one so she can access public transportation instead?

A. Please bring your child to school on Monday and have your child stop in the front office to find out how to get a new student ID badge (One Card).

Q. My child is a high-school aged student who attends one of GCS' public separate schools. Is transportation still being provided?

A. Yes.

Q. I ride the elementary/magnet shuttle to a magnet hub. Will my GCS school bus still come on Monday?

A. Yes. Magnet shuttle transportation is not affected.

Q. Can siblings of EC students continue to be transported if they ride the same bus?

A. Yes, but only if the sibling is currently assigned to the same bus.

Q. Will there be adjustments to the pick-up/drop-off times for EC students with transportation?

A. No adjustments to pick up times are being made at this time. If changes do occur in the future, the transportation department will follow its regular process with notifying parents of a bus time change.

Q. How can I find my route for a city (public) bus?

A. You can find your route by using [Google Maps](#) which includes information about both GTA and HPT in its transit directions. Download [Google Maps for Android](#) or [Google Maps for Apple](#)

- [Click here](#) for more information about Greensboro routes.
- [Click here](#) for more information about High Point routes.



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Q. What do I do when the city bus arrives? Is it free?

A. Public transportation is free for students using your OneCard! Please show your OneCard to the driver.

Q. Will my child be safe?

A. Both Greensboro and High Point transit systems are very safe. Each bus is equipped with a camera. Depots are monitored and will have security and staff onsite to assist students. Bus drivers are trained on safety protocols.

Q. Are masks required on city buses like they are on GCS buses?

A. Yes. Masks are required while riding buses provided by City of Greensboro, Guilford County Schools and City of High Point.

Q. How do I know if my child's bus is running late?

A. GCS uses the Here Comes the Bus app. [Click here for additional information.](#)

Both cities use an app called "TransLoc" to track bus status. Please use the links below to download the app.

[Click here](#) for more information about Greensboro's bus status

[Click here](#) for more information about your High Point's bus status

Q. Are all schools operating on a normal schedule?

A. Yes, at this time. However, additional staff shortages may result in the need for changes to the bell schedule.

Q. How early can my student be dropped off at school?

A. Students should not arrive earlier than 15 to 20 minutes prior to the school bell time. Please check with your school to determine how early the school will open to serve breakfast.



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Q. Is my child going to be penalized for being late to school?

A. We encourage students who are taking public transportation to plug in their school starting time on [Google Maps](#) to ensure they arrive on time. School will operate on a normal schedule.

Q. When are students going to be able to use GCS (yellow) school buses again?

A. We anticipate that the need to use public transportation (city buses) for some high schools will run through at least the month of January, perhaps longer. We are hopeful that the surge in positive COVID-19 cases will begin to decrease in the coming weeks and that we will be able to return to our normal transportation.

Q. We live in High Point, but my high school student goes to school in Greensboro. What public transit should he take?

A. Students who live in Greensboro and attend school in High Point or who live in High Point and attend school in Greensboro will still receive magnet transportation. The same applies for students living in other towns and unincorporated portions of Guilford County such as Summerfield, Jamestown, Pleasant Garden, etc.

Q. Will PM transportation be impacted the same way that AM transportation is impacted?

A. Yes. GCS transportation will not operate routes for schools that can be served by [GTA](#) (Greensboro Transit Agency) or [HPT](#) (High Point Transit).

Q. My child's high school is on the list of affected schools and has exams this week. When does she need to be at school?

A. Please contact your child's school for guidance. During exam days, most high school students only attend when they have tests.

Q. Will Learning Hubs continue to have transportation?

A. Yes, at this time.



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Q. Will students be counted absent if parents don't want them to ride public transit and they cannot get to school another way?

A. Yes. We are doing everything we can to keep our classrooms and schools open for in-person learning because we know schools are the best place for students to be. Please make every effort to ensure your child attends school.

Q. Is remote learning an option if I don't want my student to ride public transit?

A. No. GCS does not offer remote learning when classrooms and schools are open for in-person learning because it requires additional staffing. As there is also a teacher shortage, adding a remote option is not possible at this time.

Q. How will student misbehavior be handled on public transportation?

A. The GCS Code of Conduct applies to GCS students using public transportation for educational purposes. Students violating the Code of Conduct will experience disciplinary consequences which could result in loss of bus riding privileges. [See page 162 of the GCS Student Handbook for more information.](#)

Q. Why did GCS choose to change transportation options instead of holding school remotely?

A. North Carolina state law limits districts to five days of remote learning for 2021-22. GCS has already held two remote days prior to the Thanksgiving break. Additional remote days may be needed for inclement weather this winter, and with the anticipated duration of isolations and quarantines due to COVID-19, a limited number of remote days would not have been enough to sustain full transportation services. Additionally, after two very difficult years of disrupted learning, we know that students do best when they are in school in person. Learning loss and social and emotional concerns rose dramatically during remote learning. We will continue to do everything we can to prioritize in-person instruction for students in Guilford County.

Q. I am a community member with a CDL with passenger endorsement. How can I help?

A. Applications to become a GCS bus driver are available on our website. [Click here to view available vacancies and apply online.](#)



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Q. I am a GCS staff member with a CDL with passenger endorsement. How can I help?

A. GCS is currently exploring options for covering some bus trips with staff in other roles. We have pulled a list of qualified staff members with CDLs, and we will be reaching out directly to them to provide more information. If you have a CDL with a passenger endorsement and are willing to help, please alert your supervisor or Human Resources.

Questions? Please call:

Monday-Friday (6:00 am to 9:00 pm)

(888) 511-4GCS (4427)

Saturday-Sunday (10:00 am to 3:00 pm)

(336) 370-8920