



Transportation Quick Reference Sheet

This document is provided for households with students in Loudoun County Public Schools to quickly locate information on important topics related to student transportation.

PARENTVUE

Parents can view their student's transportation information in ParentVUE. Also, ParentVUE must be used to enter requests either for Alternative Transportation or the Academies of Loudoun. Parents must contact their student's school with questions about activating their account. Information about ParentVUE can be found at: [LCPS.org/TransBusInfo](https://www.lcps.org/TransBusInfo).

BUS AND BUS STOP INFORMATION

Bus and stop information for students is only accessible through ParentVUE. This information is NOT published on any public website for safety reasons. The information is posted to ParentVUE approximately ten (10) days before the start of school.

ALTERNATIVE TRANSPORTATION

This a request for transportation from/to a location that is not the bus stop established based on the student's home address and which is within the attendance area of the student's school of assignment. Requests may only be made through ParentVUE.

KINDERGARTEN STUDENTS

There are special procedures for dismissing Kindergarten students from the school bus. For the safety of the student they must be met by a parent, guardian or authorized escort with the necessary identification. Students not met will be returned to the school office for pickup by the parents or guardian. The procedures are posted on the Transportation website at:

[LCPS.org/KinderDismissal](https://www.lcps.org/KinderDismissal) under the Kindergarten Transportation: Rules & Responsibilities tab.

COMMUNICATIONS WITH STUDENT HOUSEHOLDS

The Transportation Division uses Blackboard/Connect Ed messages sent to Loudoun households with students. The messages are sent by telephone to a household phone number and by email to a household's email account. The information that the Transportation Division send this way includes announcing when student transportation information is available to view in ParentVUE for the new school year, when households can submit requests for Alternative Transportation or transportation to the Academies of Loudoun, if a bus is running more than 15 minutes behind its scheduled time during the regular school year, and changes to bus stop locations due to inclement weather. It is important that households make sure their contact information is accurate in ParentVUE.

INCLEMENT WEATHER

The Transportation Division will contact households when inclement weather makes it necessary to use alternate bus stops because of snow, icy roads, or flooding. Contact will be through Blackboard/Connect Ed messages.

DELAYED SCHOOL OPENING/SCHOOLS CLOSED

In the event schools are closed or on a delay the Loudoun County Public Schools Public Information Office will issue the closing or delayed opening messages. This information will be shared with television and radio stations as well.

FREQUENTLY ASKED QUESTIONS

The Transportation Division has several documents available that answer frequently asked questions. These documents cover a wide range of topics, including but not limited to first load/second load and route design, bus transportation safety, bus stop locations, walk zones. This information can be found on [LCPS.org/GetAnswers](https://www.lcps.org/GetAnswers). Be sure to go to the bottom of the page and click on VIEW HEADLINES to see all the topics covered.

There are several informative videos under the Educational Resources For Both Parents And Students tab on the Transportation homepage or by going to this location on the website [LCPS.org/TransEducate](https://www.lcps.org/TransEducate).

TRANSPORTATION CONTACT INFORMATION

The Transportation Division is divided into 6 Transportation Areas. To assist the community in contacting their Area an app has been set up under the Contacts: Questions and Concerns Resource tab or by going to [LCPS.org/TransContacts](https://www.lcps.org/TransContacts). Once there you can either type your student's school in the box called "Name" or scroll through the 5-page school listing.

TRANSPORTATION CONCERN REGISTRY

The Transportation Division works hard to continue improving upon our service to students and parents of Loudoun County. Feedback is extremely important in helping us to achieve our goals. If you have questions, concerns or general inquiries, visit our Concern Registry. We are committed to reading and acting on each and every inquiry we receive. The Concern Registry can be reached through this link: [Transportation Concern Registry](#) or through the link found on the Transportation Home page or on the Contacts: Questions and Concerns Resource web page.

ITEMS LEFT ON THE SCHOOL BUS

If your student leaves something on the school bus and it is found by the bus driver at the end of their run it will be kept on the bus overnight for your student to get the next school day. Loudoun County Public Schools buses are kept locked when not in use.

NEW STUDENTS

New students must be registered at their new school by that school's staff. The Transportation Division cannot begin the process of routing a new student until the student is registered. Routing a newly entered student can take 7 to 10 days.

TRANSPORTATION DIVISION MISSION STATEMENT

The Division of Transportation provides safe, efficient, and effective transportation for all eligible LCPS students.

TRANSPORTATION
DIVISION HOME PAGE
[LCPS.org/TransHome](https://www.lcps.org/TransHome)