

Frequently Asked Questions

1. What happens if I'm not home to receive my child after school?

If there is not an adult to receive your child at the approved drop-off location, (home or the nearby alternate location), your child will be returned to their campus after the completion of the route.

Students will not be left without supervision unless the parent has signed a release during the ARD meeting permitting them to stay alone. This must be noted on the ARD Transportation Form. Student must be able to enter the home without assistance before the driver can leave. Therefore, it is vital that someone is visibly present when receiving your student or s/he will be retained on the bus and returned to campus until other arrangements can be made by the parent.

2. Why does it take up to ten days to start transportation services for my child?

Starting transportation for a new student impacts the entire bus route, including pick-up and drop-off times for other students. Drivers also need time to learn important details about each new rider to ensure their safety and accommodate specific needs. The ten-day window allows for careful consideration when updating routes, communicating changes to other families on the route and providing the driver with the necessary information to safely transport all students.

3. Why is my child on the bus so long?

With door-to-door service, drivers may make multiple stops, sometimes across a wide geographic area. Students are often transported to schools that are far from their home attendance zone. Our goal is that no student spends more than one hour each way; however, depending on the distance, travel time may occasionally exceed this.

4. Where will my child be picked up and dropped off by the bus?

Under most conditions, Special Needs Transportation provides curb-to-curb service, meaning the bus will pick up and drop off at the curb in front of their home or daycare. However, there are some exceptions to this procedure, including:

- **Road Conditions:** In cases involving dead ends, dirt or gravel roads, narrow streets, gated communities, or other challenging conditions, the pick-up and the drop-off location may be adjusted to a nearby safe location.
- **Safety Restrictions:** Buses are not permitted to back out of driveways or parking lots. While every effort will be made to position the stop as close as possible to the home or the daycare, the bus driver or attendant is not responsible for escorting the students to or from the door.

5. What should I do if the bus does not come in the morning or afternoon at the scheduled time?

Bus schedules may change throughout the year as students are added to or removed from routes. Parents/Guardians will be notified of changes by the Transportation Department. Please be prepared to adjust your schedule if needed. Delays can occur due to traffic, road construction, weather conditions, and other unforeseen issues. If your child student's bus is more than 15 minutes late, please contact the dispatch office at the terminal:

- **Lake Olympia Terminal:** (281) 634-1930
- **Hodges Bend Terminal:** (281) 634-1970

6. What if I move and need to change my address?

Parents/guardians must report address changes directly to the student's school and request an updated Transportation form be completed in the Special Education software system. Please note the ***Transportation cannot update student records or contact the school on your behalf.*** Transportation services will cease until the information is updated and received from the Special Education Department.

It is very important that students have only one designated pick-up location and one designated drop-off location; however, the morning and afternoon locations can be different. Once the updated transportation form is received, please allow up-to 10 school days for changes to take effect.

7. Can my child be picked up or dropped off at a location other than my home?

Yes, you may request that your student be picked up or dropped off at a location other than your home. The requested address must be that of a license daycare or grandparent's home address that is **within 2 miles** of the home address/zone school. Students may have only one designated pick-up location and one designated drop-off location, these locations can be different (for example, picked up at one address in the morning and dropped off at a different one in the afternoon).

To request this, please contact your child's Campus Compliance Coordinator/ARD Facilitator to complete an Alternate Address form and update the Transportation form with the new address. The requested location must be a licensed daycare, or grandparent's home, within Fort Bend ISD boundaries. Please note that the daycare provider must be license by the State of Texas.

When students are picked up or dropped off at a daycare, or grandparent's home, the caregiver is responsible for meeting the bus and escorting the student to or from the bus. Please make sure the caregiver understands this responsibility.

Additionally, if the requested location is found to be more than 2 miles away, you will be asked to provide a location within the 2-mile limit, and this will cause a delay in arranging transportation. If you are unsure whether a location falls within the 2-mile limit, please contact your Transportation Department Supervisor:

- **Lake Olympia Terminal:** 281-634-1930
- **Hodges Bend Terminal:** 281-634-1972