

Frequently Asked Questions

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

If there is an emergency and no one will be home to receive your child, we will take them to a nearby alternate address if we can verify that an adult will be there to receive them. If there is not an adult to receive your child at home or the nearby alternate location, your child will be taken back to school. If your child does not have a useable alternate on file, they will be taken back to the campus. The return time to the campus will be based on the remaining students on the bus and their drop off locations. The alternate address should only be used as an emergency drop off and not as a regular drop off. The alternate address can only be used for the PM drop off. There cannot be an alternate address for the AM pick-up because of pick-up times for other children.

Our drivers will not leave any child without supervision unless the parent has signed a release permitting them to stay alone. It must also be noted on the ARD Transportation Form. Your child must be able to enter the home before the driver can leave. Therefore, it is vital for someone to be home to receive your child or your child will be retained on the bus and returned to campus until other arrangements can be made.

2. Why does it take up to five days to begin transportation services for my child?

When a new student is added to or dropped from a driver's list, the time of pick-up and drop-off changes for all students. Parents need information as quickly as possible to adjust to changing pick-up and drop-off times. The driver also needs information about their students before transporting them. The five day lead between notice and start of transport allows for necessary information processing.

3. Why must my child be on the bus so long?

Door-to-door service requires the drivers to go to multiple locations (as many as 10 - 15), spread out over a large geographic area, and transport students to locations that are often far away from the child's home attendance school. Our goal is for no student to be on the bus for more than one hour each way.

4. Where will the bus pick up and deliver my child?

Under most conditions, Special Needs Transportation provides curb-to-curb service. This means that the bus will pick up and drop off at the curb in front of the student's home or daycare. The following are some of the exceptions to this procedure:

Due to road conditions (i.e., dead end, dirt / gravel or narrow roadways, gated apartment communities, etc.), there may be a requirement to place the pick-up/drop-off site at a safe location away from the home or day care. Our buses are not allowed to back out of a driveway or parking lot. Every effort will be made to locate the stop as close as possible to the home or day care. The bus driver or attendant is not responsible to escort the student to or from the home or day care.

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

Your bus schedule may change throughout the year as new students are added or dropped from the bus route. You will be notified by the driver and/or the Transportation Department of schedule changes. Please be prepared to adjust your schedule if it becomes necessary. As a result of traffic congestion, road construction, bad weather, etc., school buses experience delays. If your child's bus is more than ten (10) minutes late, please contact our dispatch office at the appropriate terminal for your child's route (28) 634-1930 for Lake Olympia Terminal and (281) 634-1970 for Hodges Bend Terminal). They will be able to contact the driver for an update of the location of the bus and its expected time of arrival.

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

A new transportation form must be filled out. All address changes must be reported to the student's school. Special Needs students' information is maintained in the District's Special Education database. Transportation Department personnel cannot enter or edit information as recorded in the District Student Data System, nor can we act as intermediary between parents and schools regarding address changes. All changes may take up to 5 school days after the Transportation Department receives the new form.

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

You may request that your child be picked up or dropped off at a location other than your home. It is very important that your child have only one location for pick-up or drop-off. You can, however, have your child picked up at one location in the morning and dropped off at a different location in the afternoon. The request must be made in writing to the Special Needs Transportation Office and is subject to the approval of the Transportation Department. We will consider every request and do what we can to accommodate any reasonable request. You will be notified if your request is approved or denied within 5 school days. The requested pick-up or drop-off location should be within 2 miles of your child's home or home campus. The child care facility or babysitter must be licensed by the State of Texas and be within the Fort Bend ISD boundaries. You may also use a grandparent's home within the school district using the 2-mile rule. If your child is being transported to or from a day-care facility, babysitter, or grandparent, they assume responsibility for meeting and walking your child to or from the bus. Please inform your caregiver of their responsibility.