

## Frequently Asked Questions

**1. The bus did not show up on time for my child, how long should he/she wait at the stop?**

The child should arrive at the stop at least 10 minutes before the regular arrival time of the bus. If there is a substitute driver the times may not be absolutely consistent with the regular times. If the bus is late ask the child to remain at the stop. Buses break down, roads are blocked, drivers become ill or have emergencies, but there will always be a bus at every stop. If the wait becomes extreme (approximately 30 minutes), please call the Hodges Bend Transportation Center at (281) 634-1970, the Lake Olympia Transportation Center at (281) 634-1930 or our Customer Care line at (281) 634-4077.

**2. My child's bus is overcrowded. Can some children be placed on another bus?**

School bus sizes are stated in terms of passenger capacity for elementary school students. It is assumed that elementary school students will ride three per seat, middle school students are assumed to ride two to three per seat and, high school students are assumed to ride two per seat. If the bus has three elementary school students, two to three middle school students, or two high school students in each seat, it will seem crowded but it will not be over capacity. It is our goal to fully utilize all the space on all the buses in our fleet.

**3. I cannot see my child's bus stop from my house. How can I get the bus stop moved closer?**

Bus stops are placed at centralized locations that can be safely accessed by a significant number of students and to minimize the time length and mileage of the run. If you have concerns about your child's safety you are encouraged to accompany your child to the bus stop or arrange a neighborhood buddy to walk with your child.

**4. Whom do I call when I have questions or concerns?**

If you have questions or concerns about Transportation services for your child, please contact the Transportation Department:

E-mail: [transport.support@fortbendisd.com](mailto:transport.support@fortbendisd.com)

Customer Care Line: (281) 634-4077

Hodges Bend Transportation Center: (281) 634-1970; Special Needs Transportation: (281) 634-1983

Lake Olympia Transportation Center: (281) 634-1930; Special Needs Transportation: (281) 634-1939