

HAVE A QUESTION ABOUT BUS ROUTES OR SCHEDULES? CONCERNED ABOUT INCLEMENT WEATHER? KNOW A BUS DRIVER WHO SHOULD BE THANKED?

LET'S TALK!

Let's Talk! is an easy-to-use, online program that streamlines communication by giving parents and school staff a central location where they can submit questions and concerns, track their inquiries, get quick answers, and rate our service. *Let's Talk!* will not replace the Customer Care call center but will allow both Transportation and Customer Care to focus on improving customer service and reducing response times.

HOW TO GET STARTED

To use *Let's Talk!*, simply visit HoustonISD.org/transportation and click the *Let's Talk!* button or download the *Let's Talk!* app in the [App Store](#) or [Google Play](#), click "Get Started," and then enter ID: **HI1862** when prompted. You can remain anonymous, but if you leave your contact information, you'll receive a personal response within two business days.



FEEDBACK SUBMITTED

Parents, students, staff, and community members enter feedback through *Let's Talk!*.



FEEDBACK ASSIGNED

The feedback is assigned to the appropriate individual or group to ensure a timely and accurate response.



SENDER NOTIFIED

Sender receives an email with a response. A second email asks them to rate the quality of the response.