

Transportation Frequently Asked Questions

Top FAQ's

What are the numbers to contact the bus Terminal?

If your student's route number begins with,

1 – Barnett Terminal: (713) 845-5022

2 – Butler Terminal: (713) 726-2100

3 – Central Terminal: (713) 676-9432

4 – Northwest Terminal: (713) 613-3049

1. What do I do if my child is lost?

If you suspect that your transportation student is lost, please first contact your student's campus to track their last whereabouts, next you may contact your student's assigned Terminal according to their route number, then, if necessary, contact HISD, and Houston Police Department. Please have thorough details regarding your student that will assist with locating them. (Description, route number, stop location, etc.)

2. Why is my child's bus late?

There could be multiple reasons why your student's bus may be running late, (traffic, weather, an incident involving the bus, the driver or another student, etc.)

If your student's bus is more than 15 minutes late, and you have not been contacted, you may contact your student's Terminal for an ETA.

3. The bus did not come this morning, will it come this afternoon?

If your student's bus did not arrive for morning pickup, the bus is still expected to transport the afternoon routes. If for whatever reason the assigned driver is unable to transport, another driver will assist. Please be advised, in this case, the student may arrive later to their stop as expected.

4. My child is not appearing on the bus roster. Who do I contact?

If your student does not appear on the bus roster, contact your student's campus to have the Transportation Coordinator confirm the transportation request was properly submitted. Then the Coordinator may send an inquiry to Routing & Scheduling regarding the request for your student.

5. Do all grade levels ride on the same bus?

No, all grade levels do not ride on the same bus. Elementary School students may ride with Middle School students, and Middle School students may ride with High School students. If students must be transported together, the driver will instruct the students to sit separately (Ex: Elementary students in the front, Middle students in the back).

6. Who can enter the bus?

Only assigned students may enter the school bus. Non-HISD employees or other students, are not allowed to enter the school bus.

7. Can all siblings ride together, for example I have a child in Regular ED and one in Special ED?

No. For the safety of all students, regular ed students, and SPED students must ride on their respective assigned routes.

8. Can my child's friend/family member ride the school bus with them?

For safety reasons, only students assigned to the school bus may ride.

9. How will I be informed if the bus is late?

If your student's bus is running late, you should receive an automated call informing you. Please ensure you keep your primary contact number updated with your student's campus so you can receive all necessary correspondence.

Routing Related Questions

1. How can I request Transportation for my child?

To request transportation for your student, contact your student's campus. The transportation request is submitted by the campus, once the Routing & Scheduling Department receives that request, it will be processed within 10 business days. Only students eligible for transportation based on HISD's Transportation eligibility requirements will be approved for transportation. A request for transportation must be submitted first, then eligibility will be determined based on the following requirements. *Students eligible for transportation to standard education programs are resident District students who are attending their zoned schools of attendance and who reside two or more miles from their assigned campuses. Students eligible for standard education transportation may be provided round-trip transportation between District designated stops and their assigned campuses. b. Students eligible for transportation to magnet and majority-to-minority programs are resident District students who are attending such programs on approved transfers and who reside*

two or more miles from their assigned campuses. Students eligible for magnet and majority-to minority program transportation may be provided roundtrip transportation between District-designated stops and their assigned campuses.

c. Students eligible for transportation to special education programs are resident District students with disabilities, impairments, or both who are eligible for special education services and who would be unable to attend school and benefit from their special education programs of instruction without the availability of specialized transportation. To be eligible for special education transportation, a student must attend the closest appropriate program to his or her zoned school of attendance and have: A written Admission, Review, and Dismissal (ARD) committee recommendation requesting specialized transportation services and stating the specific type of transportation services necessary to reasonably accommodate the student's disability or impairment; and An individualized education program or individualized family service plan that includes the written recommendation of the ARD committee requesting specialized transportation services. Students eligible for special education transportation will be provided round-trip transportation between District designated stops and their assigned campuses.

2. How long will it take for my child to receive transportation once the campus submits the request?

Once Routing & Scheduling receives your student's transportation request from the campus, it will be processed within 10 business days. Please be advised all transportation request may not be approved due to requirements.

3. I need to change my telephone number or my child's address, who do I inform?

Contact your student's campus and inform them of the necessary changes to your student's information. Please note in the event of an address change, the change will not be immediate. Changes are subject to within 10 business days. (SPED exception).

4. How long will it take for route changes to be processed.

Route changes can take 7-10 business days to be made effective.

5. How far away are the stops from my address?

Bus stops are within 2 miles of your student's address.

6. Can my child have two different stops?

No, general ed students can only be assigned to 1 address for safety purposes.
(SPED exception)

7. When do the routes get updated and will I be informed by the school or Transportation?

General ed route updates will be bi-weekly, effective on Tuesday of each week. Any eligible rider will receive an automated call the weekend prior to the effective date to the primary contact number listed by the campus.

Safety Related Questions

1. Do all HISD buses have seatbelts?

No, all HISD school buses are not equipped with seatbelts.

2. My Special Needs child is in a wheelchair, and its currently broken. What should I do?

HISD does not provide wheelchairs for students. Parents will need to make accommodations to and from school until wheelchair is replaced.

3. There are many stray/unleashed dogs by child's stop what do I do?

You may request a safety observation for your student's stop via Let's Talk. Once the request is received, a Field Safety Investigator will be assigned to complete the observation of your student's stop. Upon their findings, if any changes are necessary, it will be communicated to the Routing & Scheduling Department. Also, stray/unleashed dogs should be reported to The City of Houston (311).

4. Do your buses drive on freeways/highways?

Yes, HISD school busses utilize freeways and highways when necessary.

5. Do HISD buses have EZ-Tag?

Some, not all HISD buses have an EZ-Tag.

6. How can I track my student on the school bus?

Eligible students will receive a student badge from their assigned Transportation Coordinator. The student must badge on/off the bus. You will be able to download the Zonar MyView App from the App store onto your smart device. You will need to have the district's code, the way it appears (HISDParents), and also your student's name and id number to gain access.

7. Does HISD have safety camera on their school buses?

Yes, all HISD school buses are equipped with a safety camera.

8. Do HISD buses Have AC units?

Yes, HISD school buses are equipped with air conditioning units. However, there are times when the a/c unit is not functioning. The repair to non-working air conditioning units is a top priority. Unfortunately, there can be a delay in receiving proper parts to the units that may interfere with their timely repair.

9. What can I do about buses are speeding down my street?

If there are HISD school buses driving unsafely in the neighborhood you live, you may share that concern via Let's Talk. Please include any identifying bus information you are able to safely obtain, such as bus or route number, also take note of the date and time of day of the occurrence, and address or street names.

Emergency

1. My child's bus was involved in an accident, who can I call for information?

If your student's bus is involved in an accident, you will receive a call from HISD Transportation Dispatch informing you of the accident. If you do not receive a call, you may contact dispatch for the information. (713) 613-3062

2. My child left their phone, tablet, computer.... How can I receive that item?

If your student leaves their belongings on the bus, please contact your student's Terminal immediately, so they can attempt to locate the item, and arrange for it to be retrieved.

3. What happens if my child got on the wrong bus?

If your child has informed you by cell phone that they are on the wrong bus, instruct them to inform the driver. The driver will then inform the Terminal and arrange for the student to be transported to their correct stop location.

If your child does not get off the bus at their stop as expected, contact the respective Terminal to begin the proper protocol to locate your student.

4. My child was involved in a fight on the bus, how can I view the bus footage?

Due to the Family Educational Rights and Policy Act (Ferpa), we are unable to share video footage with parents. However, you may contact your student's campus for them to reach out to the Transportation Department for further investigation.

5. Someone touched my child inappropriately on the bus. What do I need to do?

If your child was touched inappropriately on the school bus, you may contact your student's campus, and Terminal Management so an investigation can be conducted.

6. My child is being bullied on the bus, what should I do?

If your child is being bullied on the school bus, you may contact your student's campus, and Terminal Management so an investigation can be conducted.

7. My child was sent to the hospital from a bus accident/incident, how do I find which one he was sent to?

If for any reason your student was transported to a hospital, you may contact your student's assigned Terminal Management or Transportation Dispatch for that information.