

Transportation Services: Magnet Hub Program

FAQ

Why did the district implement magnet school hub locations this year?

HISD must ensure students have the support they need to learn — no matter the district's financial state or theirs. This new program helps ensure we are providing more reliable, efficient bus service to magnet students.

When will students begin using the magnet school hub locations?

The program is being launched in conjunction with the start of the 2018-2019 school year. Magnet students will begin using the hub locations on Aug. 27, 2018, the first day of the 2018-2019 school year.

How were the magnet school hub locations selected?

Located at schools throughout the district, hub stops were identified after a careful review of bus stop usage and a comprehensive look at traffic assessments. All hubs are located at schools with high visibility and strong safety reviews.

When will I learn my specific route and hub?

Postcards with route and hub assignments will begin being mailed to students in early August. This will allow you time to review the changes, familiarize yourself with the hub location and ask questions before the start of the 2018-2019 school year.

When should students arrive at their designated hub location?

Students should arrive at their designated hub location at least **10 minutes** prior to the estimated stop time. This will allow the student ample time to be in place and settled before the bus arrives.

How can I be sure my hub stop is safe?

Student safety is a top priority. All hubs are located at schools with high visibility and strong safety reviews. Additionally, HISD Police officers have been assigned to patrol hub locations during peak pick-up and drop-off times. Officers also will work with campus principals to ensure pick-up and drop-off locations are in the most appropriate locations on the campus.

What if it is raining or cold? Where can my student go to stay dry and warm?

Magnet hub locations are similar to regular school bus stops. Not all stops have a standing structure to shield students from the weather. Parents should prepare their students accordingly to make sure they are equipped to wait for the bus in possible inclement weather.

My child is an elementary school student who has been assigned to a hub at a high school. How will you keep my student safe and apart from high school students?

Magnet students who are on campus awaiting bus transportation will not interact with the general population of students enrolled at the campus. The district is implementing standardized start times for the 2018-2019 school year, which means elementary school students will be on their way before high school students arrive. As a reminder, the new school start times are:

- 7:30 a.m. - 2:50 p.m. for elementary schools and early childhood centers
- 8:30 a.m. - 3:50 p.m. for PK-8, K-8, and middle schools
- 8:30 a.m. - 4 p.m. for high schools and 6-12 campuses

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How will elementary students be handled when school is in session at their hub location?

Students riding magnet school routes will gather at a designated location at each hub location. These designated locations will allow them to wait for their bus while not interacting with the students attending school at their hub location. HISD Police officers and members of the Transportation Services team will be on hand to ensure students are able to quickly board and exit buses when they arrive at the magnet hub locations.

Will my elementary school magnet student have to ride the bus with older magnet students?

Elementary school students will ride with other elementary school students. In some cases, specifically those routes servicing magnet schools with grade levels from kindergarten through 8th grade, elementary students may ride with middle school students. Middle school students will be riding with high school students if they are attending the same magnet school.

What if I have more than one child, but only one goes to a magnet school?

The magnet programs will be serviced using separate bus routes from other schools. If you have more than one child in HISD, and one of them is in a magnet program, that student will ride a different bus.

Will this change ensure my student arrives at school on time?

The Transportation Services team is reviewing all areas of its operations. The magnet school hub initiative is just one piece of a larger plan designed to reduce the number of stops on routes, a move that should ensure all students arrive safely at school on-time, every day.

My student is assigned to a hub that is too far from my home. Can I send my student to another stop?

Unfortunately, no. Magnet students riding HISD buses may only ride their assigned bus route. While we understand that change is difficult, this program was implemented as way to ensure we're providing safe, reliable, and efficient transportation to all magnet students — and that we're able to continue to do so despite districtwide budget restrictions. If you have specific questions about your assignment, please contact the Customer Care Team at 713-556-9400

What if I never receive a postcard with my assigned bus route and hub location?

Please contact the Customer Care Team at 713-556-9400. You may also visit www.houstonisd.org/transportation and click on the Transfinder tool. Type in your address and select a school to receive details about your bus stop, along with estimated pick-up and drop-off times.

How early will supervision be in place for students at hub locations?

As a reminder, magnet hub locations are like regular school bus stops and parents should not expect that students will be completely chaperoned by school or district administrators. Supervision will be in place at stops projected to have a high volume of bus riders. HISD Police officers and members of the Transportation Services team will be on hand to ensure students are able to quickly board and exit buses when they arrive at the magnet hub locations.

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Is there a tracking app to allow parents to track magnet hub buses?

Transportation Services is launching a new school bus tracking app this fall that will allow parents to see exactly where their student's bus is located. The tool will be piloted at several campuses and then rolled out to the entire district by the end of the school year.

Who can I contact if I need more information or have more questions?

If you have questions or concerns, please call our Customer Care Team at 713-556-9400. You also may contact your school's magnet coordinator if you have specific questions related to your student.

How can I sign my child up to ride the bus?

If you would like your magnet school student to ride the school bus for the first time for the 2018-2019 school year, please contact your student's campus administrative office. They can assist you with any questions you may have on eligibility and requesting transportation services for your student.

Should we expect any more changes this year?

Yes. Transportation Services has been actively reviewing the services it provides to you and your students — looking at what we do well and what needs to be improved — to ensure we are offering the best and most efficient transportation methods. As additional safety features and tools are implemented throughout the year, we will notify you.