

HISD PRESS RELEASE

HISD Transportation Services launches new digital tools to track buses, improve customer service

Aug. 19, 2019 – The Houston Independent School District’s Transportation Services department is launching two new tools designed to facilitate better communication with parents and allow them to track their students’ buses in real time.

Let’s Talk! is a user-friendly, online program that will streamline communications by giving parents and school staff a central location in which they can submit questions and concerns, track their inquiries, and get answers quickly. *Let’s Talk!* will not replace the Customer Care Call Center but will allow both Transportation Services and Customer Care to focus on improving customer service and reducing response times.

SafeStop is a school bus tracking app that will allow parents to track their students’ buses in real time. *SafeStop* offers a map that allows parents to see exactly where their child’s bus is along its route. It also provides expected arrival times for each stop.

“We are excited about providing easy-to-use tools that will assist parents whose children utilize our services,” Transportation Services General Manager John Wilcots IV said. “Increased effectiveness in our operations and improved satisfaction rates in our customer service continue to be our main goal. The addition of *Let’s Talk!* and *SafeStop* will help us to achieve this.”

Both services will be available for use beginning Monday, August 19. All HISD students return to classes for the 2019-2020 academic year on August 26.

Media interested in coverage should contact the HISD Press Office at pressoffice@houstonisd.org or 713-556-6393.

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The Houston Independent School District is the largest school district in Texas and the seventh-largest in the United States, with 280 schools and more than 209,772 students. The 333-square-mile district is one of the largest employers in the Houston metropolitan area, with more than 27,000 employees.

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