

Let's Talk! | FAQ

What is *Let's Talk!*?

Let's Talk! is an easy-to-use, online program that will streamline 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 Services and Customer Care to focus on improving customer service and reducing response times.

How does *Let's Talk!* work?

Let's Talk! automatically routes a comment or question to the appropriate staff member for follow up. Customers may remain anonymous or leave their contact information to receive a personal response. You can remain anonymous, but if you leave your contact information, you'll receive a personal response.

How do I access the *Let's Talk!* program?

Let's Talk! is available 24 hours a day, seven days a week from any computer, tablet, or smartphone. Simply visit www.houstonisd.org/transportation and click the *Let's Talk!* button. You can also download the *Let's Talk!* app in the [App Store](#) or [Google Play](#), click "Get Started," and enter the *Let's Talk!* ID HI1862 to access the HISD *Let's Talk!* page.

How does Transportation Services benefit from *Let's Talk!*?

Let's Talk! allows Transportation Services to engage with community members and better understand their needs. It streamlines communication and tracks issues to improve customer service.

Will *Let's Talk!* allow me to submit a question without leaving my name?

We understand that some people might be hesitant to provide their name when leaving feedback. You do not have to leave your name or contact information to submit a question or concern. If you choose to remain anonymous, we will not be able to send you a personalized response.

Can Transportation Services identify an anonymous user?

No. Transportation Services will only have your personal information if you provide it.