



Frequently Asked Questions

SPECIAL SERVICES TRANSPORTATION

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- Q:** *Who do I call if the bus is late for pick-up or drop-off?*

A: Contact the Transportation Call Center at 972-925-4287 or submit a [Let's Talk Ticket](#). Please have your student ID number and/or route number available.

 - Q:** *Is the parent/guardian required to be present to receive the student?*

A: Yes, a parent/guardian must be present to receive the student.

 - Q:** *How do I report any changes in pick-up/drop-off address or contact information?*

A: Changes in address or contact information must be updated at the campus level. A new pick up/drop of location must be documented on the transportation form. Once the form is completed and submitted, it will take 3 to 5 business days for Student Transportation Services to process the request

 - Q:** *When will special needs transportation begin?*

A: Once transportation is identified as a related service and the transportation form has been completed by campus staff, it takes 3-5 days to coordinate transportation. The parent/guardian will be contacted and informed of the start date and pick-up/drop-off times.

 - Q:** *Can I request a preferred pick-up and drop-off time?*

A: Student Transportation Services is unable to approve parental requests for preferred pickup and delivery times, except as required to provide free and appropriate public education.
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6. **Q:** *Is my child eligible for a bus monitor?*

A: **A bus monitor request is an ARD Committee decision.**

7. **Q:** *Does my child qualify for adaptive equipment?*

A: **The ARD Committee determines if adaptive equipment (i.e., wheelchair, safety vest, seat belt lock, etc...) is required.**

8. **Q:** *How long will the bus wait at the student's stop?*

A: **All buses will wait at a student's stop for 3 minutes before continuing to their next stop**

Q: *When should my child arrive at the bus stop?*

Student should be at the bus stop 5 minutes prior to the bus arriving unless:

9. **A:**

- **The weather is too cold to wait outside.**
- **If you live in an apartment, you may want to wait at the bus stop in your vehicle. (Please provide the bus driver with a gate code if applicable.)**
- **Your student uses a wheelchair.**

Q: *Can I ask my driver to honk their horn, call me, or knock at my door when the bus arrives to pick up my student?*

10. **No, the driver is not allowed to honk their horn, call parent/guardian, or knock on the door when they arrive due to the following reasons:**

A:

- **Due to a city ordinance, we do not allow horn honking.**
- **Calling a parent is not expected of the driver or monitor.**
- **Drivers are not allowed to leave a bus unattended.**

Q: *What is the criteria for pick-up and drop-off?*

11. **A:**

- **Under normal circumstances, students will not be picked up or delivered outside the boundaries of the Dallas Independent School District.**
- **Drivers and bus attendants are not permitted to carry students on and off the bus.**
- **Students must be able to walk on/off or use a lift with a secure and approved wheelchair. This includes: a securement safety belt, good brakes, and an appropriate headrest (if needed).**
- **Scooters and stroller-type wheelchairs are not compliant with Federal Safety Standards and will not be permitted during transport.**
- **At drop off, if no adult is present to receive the student, the driver will alert dispatch and continue on the route. The driver will attempt to return at the end of the route to drop the student off. If no adult is present to receive the student at this time, the Dallas ISD Police Department will be called.**
- **Bus drivers are not authorized to change pickup and/or drop-off addresses.**

Q: *How do we ensure that the wheelchair is safe for transport?*

All wheelchairs must be compliant with Federal & State Standards.

12.

A:

- All wheelchairs must be secured with 4 securements and a shoulder lap belt. All students also must be secured within the wheelchair itself.
- Brakes and head and/or foot supports must always be tight and secure.
- Parents are responsible to make sure the wheelchair is safe and compliant for transport.
- Student Transportation Services will not be able to transport a student if their wheelchair is broken.

Q: *Why has the route, bus, driver or monitor changed?*

13.

A:

There is no guarantee any driver will remain on a route indefinitely as there are several circumstances which lead to a change of driver or monitor such as medical illness and change of employment.

Q: *Can I request a temporary pick-up/drop-off location?*

14.

A:

The driver can only transport the student to the location on the student's transportation form. All temporary changes must be initiated with the student's case manager and not with transportation.

Q: *What is the process to voice a concern or complaint?*

15.

A:

Contact the Transportation Call Center at 972-925-4287.
A [Let's Talk Ticket](#) can be initiated. This ticket provides details of all information necessary for resolution of any matter. The information is forwarded in a timely manner to all parties concerned. A call back can be requested to update parent/guardian on resolution of complaint/concern.

Q: *Where can I obtain information regarding special needs transportation?*

16.

A:

Please visit the Student Transportation Services page dedicated to transporting students enrolled in special service programs.
<https://www.dallasisd.org/Page/59737>

Q: *What is the eligibility to request special transportation?*

17.

A:

Transportation is a related service that is determined by the ARD Committee. Not all students with disabilities require special transportation. For additional information, please click on the [Transportation As A Related Service](#) link on the Special Services Transportation webpage.

Q: *My child will not be riding for a few days/weeks. How do I notify the driver?*

18.

A:

Contact Transportation Call Center at 972-925-4827. Please be prepared to provide route number and student ID#. Failure to communicate this information in a timely manner will result in transportation being placed on hold until further notice.
