



## Frequently Asked Transportation Questions

### How is bus transportation eligibility determined for elementary students?

- All schools in Austin ISD have a 2-mile walk area per Board Policy. The 2-mile walk area is subject to review to determine whether a hazardous condition may exist.
- A hazardous condition exists where no walkway is provided, *and* students must walk along or across a freeway or expressway, an underpass, an overpass or bridge, an uncontrolled major traffic artery, an industrial or commercial area, or another comparable condition. Neighborhood streets without a sidewalk are not considered hazardous to pedestrian traffic.
- We do not require any elementary students to cross a major highway intersection, regardless of whether a walk path is provided or not.
- 3-yr-old Pre-K students are not eligible for transportation on the general education buses

### How do you determine where to place bus stops for elementary busing?

- The bus stop walk range is defined as the **maximum walking distance** from a student's residential address to the student's assigned stop location. **The maximum walk range for elementary campuses is a quarter mile.** Stops are placed in order to reduce the overall number of stops, which saves on fuel, air and noise pollution and time. Stops are also placed closest to the entrance/exit of a neighborhood in order to reduce complaints from neighbors who may not have children and don't necessarily want our school buses disrupting the peace on their street.

### How will I get my bus stop information?

- The Transportation Department will automatically send your bus assignment information to the mailing address that you have on file with the District. If you have an e-mail on file, the District will send your information this way. Otherwise, a letter will be printed and sent to your address via the US Postal Service. **We usually get this information sent out the week before the start of the school year.** It is possible that clerical errors or software incompatibility problems prevent a student from being assigned to a bus, which will prevent a mailing from going out to your home. If you have not received a mailed notification, you may use the 'bus stop finder' tool to get the school bus information in time for the first day of school. Eligible bus riders do not need to do anything to be assigned to a bus. Eligible students will be automatically assigned to a bus 2 days after the school registrar enrolls a student at your campus. We do have "wheresthebus" app that you can check arrival time of your child's bus to their stop. Please check our transportation website for lots of different information.

### What if my child is receiving special education services?

- Your special education teacher will need to submit a transportation request through SEEDS (the special needs database) with the correct school for the upcoming school year. Make sure you communicate with your child's teacher regarding the need for AM or PM transportation at the time of your child's ARD. The special needs driver will come by your home and leave a note with your child's bus and route number, as well as the estimated pick-up and/or drop-off time. This should happen at least 2 days prior to the start of your bus service. Note: Any address changes take a minimum of 5 days to be implemented by transportation once they have been submitted by the teacher in SEEDS.

## Transportation Information

Transportation Information site: <https://www.austinisd.org/transportation>

Transportation Main Line: (512) 414-0238

South Base Dispatch: (512) 414-6500 (located at the Burger Center)