

# FAQ

**Q: How Long does it take to route a student?**

A: For the first couple of weeks of school it will take 5-7 school days. Typically, it only takes 3-5 school days

**Q: I just changed my address, can I get a bus?**

A: We can check for eligibility but cannot start routing until the student shows up in our system. Once the new address is entered in Skyward it takes up to 48 hours to appear in the routing system.

**Q: I just enrolled my student and I need a bus.**

A: It takes up to 48 hours for a new student to appear in the routing system. Student must be in attendance for the 48 hours to start.

**Q: Do you transport Pre-k?**

A: We do not transport any pre-k students except if approved by an ARD (SpEd)

**Q: I live more than 2 miles from that school, why don't I have transportation?**

A: Eligibility is not solely based on mileage but rather by designated transportation areas which meets TEA guidelines.

**Q: One of my kids is magnet, can the other ride with them?**

A: As long as there is room on the bus the non magnet student can ride. If the magnet student does not ride the non magnet student cannot ride.

**Q: Can my GenEd student ride with my SpEd student?**

A: A request must be submitted to the SpEd Route Supervisor for approval of a sibling rider on a yearly basis. Non approved students will not be able to board the bus. Sibling riders will not be considered until after Labor Day due to full capacity on SpEd buses. Approvals will be reevaluated at that time.

**Q: Can I just drop my student off at a stop near by?**

A: No, your student must be routed to a specific stop and cannot be taken to another stop. Your student must also be eligible in order to be routed.

**Q: Can I use an alternate address?**

A: Yes, the student's home address must be bus eligible as well as the alternate address. We can provide transportation to grandparents or licensed childcare facility.

**Q: My spouse and I have split custody. Can we get transportation to both addresses?**

A: Both addresses will need to be verifiable in Skyward and must be bus eligible for the student's campus. We can route students to both addresses but it will be up to the student to board the correct bus on the correct days.

**Q: What protocols are you following for COVID?**

A: Masks are not required but recommended for the 21/22 school year. We will not be able to accommodate social distancing on buses. For more information please visit our website— [garlandisd.net](http://garlandisd.net), transportation.

**Q: Can I change my stop closer to my home or in front of my home?**

A: GenEd does not make house stops unless in rural areas. All stops are created based on students riding in that area. If you would like a closer stop a request can be sent to a route supervisor but cannot be guaranteed.