



Here Comes The Bus®



Transportation Update 2025-2026 School Year

Dear Families,

Last school year, Tarkington ISD piloted the HCTB program on two buses. Over the past year, we have worked diligently with our vendor to address and troubleshoot technical issues to improve the experience for our families. For the 2025–2026 school year, we will continue in the pilot phase as we prepare for a full rollout in the future. The buses participating in this year's pilot include: **Bus 15, Bus 29, Bus 36, and Bus 37.**

During this phase, families with students riding these routes will begin receiving notifications through the HCTB app. We appreciate your patience and feedback as we move toward making this a district-wide tool for all bus riders.

Students must present their School ID Badge & Bus Pass to board both in the morning and at the end of the school day. If a student does not have their School ID Badge & Bus Pass after three reminders during a progress report period, they may face a bus suspension of up to three days. If you have any questions or need further assistance, please do not hesitate to contact your student's campus or you can access further information on the TISD website under the "Families" tab.

We truly appreciate your continued patience and understanding as we work through this process. Our goal is to ensure a smooth, reliable, and secure experience before expanding the program district-wide.



To get the HCTB app on your device, please scan the QR code.

Tarkington ISD School Code is 30241.

Your student ID# can be found on the badge itself or by calling your students' campus registrar.

Customer Support for HCTB

If you need support for the HCTB Application, please submit a support ticket at the link below:

<https://help.herecomesthebus.com/en/support/solutions/articles/22000203906-contact-support>

Please have the following prepared to enter:

1. Email associated with your account
2. Unique School Code
3. Issue

Note: For your student's safety and privacy HCTB cannot access unique school codes. Please contact your school district for your unique code if you are unable to access that information.