Transportation – Frequently Asked Questions

How do I request or do I qualify for transportation services?

SSAISD provides transportation for students who attend their designated home campus within the district. Families who choose a different campus—and students assigned to another school for disciplinary reasons—are responsible for providing their own transportation.

Families are encouraged to complete a Request for Transportation form and submit it to their school or the Transportation Department. The form and additional information are available at https://www.southsanisd.net/departments/transportation/home.

Please allow **1–2 days for processing** prior to boarding a school bus.

Who do I call if the bus does not arrive?

Have your child at the stop **5 minutes early**. If the bus has not arrived **10 minutes after the scheduled time**, call the Transportation Department. Please have your child's **bus number, school, name, and stop location** ready.

Note: Routes may run slightly late during the first weeks of school, route consolidations or other unforeseen circumstances.

What are Transportation hours?

5:00 a.m. – 6:00 p.m. on school days, or until all buses return.

Can the driver stop at my house?

Home pickup/drop-off is **only** for students with special needs listed in an IEP or medical plan.

Most students use group stops:

- Elementary (PK–5): up to **¼ mile walk**
- Secondary (6–12): up to **½ mile walk**
  Some streets cannot be used if buses cannot safely turn around.

Who updates my address or phone number?

Contact your **school registrar** right away. Transportation cannot change address information.

Why don't parents get called when a bus is late?

Traffic, weather, or road issues can cause delays. With the majority of bus fleet running daily, we cannot call for short delays. If a bus will be **30 minutes or more late**, we try to notify the school.

How will I know about route or bus changes?

- Minor time changes (under 5 minutes): students are told by the driver.
- Bus number or stop changes: written notice is sent home.

I can't find my child after school—who do I call?

Call the Transportation Department @ 210.977.7075. Staff will help locate your child.

Who do I contact about bus stops or times?

Call Transportation or your child's school office. You can also access routing information at https://www.southsanisd.net/departments/transportation/home Click on routes and type in your address to get your bus stops or times.

The bus seems crowded—can students be moved?

Buses meet state capacity rules. Elementary students may sit **three per seat**; secondary students usually **two per seat**. Even when full, buses are not over capacity.

Can my child's stop be moved closer?

Stops are placed in safe, central locations to limit ride time. Parents are encouraged to walk younger students to the stop if safety is a concern.

Why are bus seats close together?

Seats are designed this way for safety, using padded surfaces and spacing that protect students during sudden stops.

My child left something on the bus—what now?

Drivers collect lost items. Students can ask the driver the next day or check the school's lost and found. Transportation Department is **not** responsible for lost items.

What if no one is at the stop for my Pre-K or Kindergarten student?

Your child will be returned to the school, and you must pick them up. After **three times**, afternoon bus privileges may be suspended. To **add** authorized adults, contact your home campus or call the Transportation Department at **210-977-7075**.

Can my child get off at a different address?

Only permanent locations (such as a grandparent's home or childcare) may be approved for the school year, but we highly recommend to keep the address consistent so as to avoid delays or related issues. **Locations must be an existing stop within the school zone.**

Which students are guaranteed transportation in Texas?

State law requires transportation for certain special education and Section 504 students who need it to attend school.

Bus Transportation Expectations

Riding the school bus is a privilege. To keep everyone safe, unsafe or disruptive behavior by students will not be tolerated and may result in the loss of bus privileges.

Inappropriate behavior by parents or guardians at bus stops or on school property may also lead to consequences and, in serious cases, involve law enforcement. A criminal trespass warning could prohibit an individual from entering South San Antonio ISD campuses or events.

Thank you for helping us keep transportation safe for all.

Transportation Department

210.977.7075