



North East Independent School District

10333 BROADWAY – SAN ANTONIO, TEXAS 78217

Phone (210) 356-9200 FAX (210) 657-8812

www.neisd.net/busroutes

OFFICE OF THE
EXECUTIVE DIRECTOR
OF TRANSPORTATION

Dear Parent,

The Staff of the North East ISD Special Needs Transportation Office strives to make sure your child's/children's transportation trips to/from school/home are pleasurable and safe. Please find below our important points of interest that will assist us to achieve that goal.

ROUTINE GUIDELINES

- All changes in pick-up or drop-off locations must be coordinated with your student's campus Special Education Office.
- It may take up to five school days for the Special Needs Office to process new starts after the transportation request is received from the campus or to make changes in current bus service for your student(s).
- Students must ride on a consistent basis.

PICK-UP TIME RESPONSIBILITIES

- If your student will not be riding the bus, please call the 210-356-9000 (Reagan/Johnson cluster), 210-356-6940 (Churchill/Lee cluster) or Special Needs Transportation Office at 210-356-9201.
- Failure to ride for three (3) consecutive days without notifying the Transportation Office will result in suspension of bus service. You must contact our office to reinstate bus service if three consecutive days have gone by.
- Please have your student fully clothed, toileted, and ready at the stop five (5) minutes before the assigned pick-up time and be watching/waiting for the bus, as weather permits.
- Bus team will only wait 3 minutes for student to board the bus. After that time Bus must proceed with route.
- The bus assistant will greet your student at the door of the bus. They will accept responsibility for your student(s) at the bus stop as he/she boards the bus in the morning.

DROP-OFF RESPONSIBILITIES

- It is your or your authorized representative's responsibility to be at your student(s)' stop by the scheduled time. Failure to do so, or to communicate with our office in case of emergency, may disrupt other student's transportation needs. Continued non-compliance of guidelines could result in possible discontinuation of your student(s)' transportation services.
- Ensure that an accurate *Supervision Waiver Form* is on file with the bus team so they can release your student only to individuals you have authorized to receive him/her/them.
- It is important that the Special Needs Transportation Office has accurate and current contact information of the responsible individuals in case there is no authorized individual(s) to meet the bus.
- You or your responsible designated individual(s) must meet the bus at the bus stop so that custody of your student may be properly transferred. If your student(s) is/are to be taken to a daycare, please instruct the responsible person or other designated parties to meet the bus, accordingly.

We are looking forward to the opportunity to be of service to your student(s) starting with another new school year. Please feel free to call our offices any time you need assistance and/or any information. Our number is 210-356-9201.

Regards,

Special Needs Transportation

An Equal Opportunity Employer

08/01/2021