

Frequently asked questions:

How do I get bus transportation for my child?

Go to the Seguin ISD website. Under District choose Departments then Transportation. To the left select “Request Bus Transportation”. Fill out the form. You will receive an email with your child's bus number, stop and, stop time. Please have your child at the bus stop 5 minutes before the scheduled stop.

Can the driver stop at my house to pick up or drop off my child?

Only certain students, whose needs are addressed through an IEP plan, are eligible for “door-to-door service”. “Door-to-door service is restricted to situations where a less restrictive environment is not possible, usually in rural areas, or medical issues require this type of service. For other students, service is provided at corners or centralized group stops.

What time does the Transportation office open?

The Transportation office is open from 5:00 am to 6:00 pm on school days.

Who should I call if the bus does not come to my stop or to check the status of the bus?

Your child should be at the bus stop 5 minutes before the bus is scheduled to be at the stop. Allowing a 5-minute window before and after the scheduled time for traffic problems. When contacting the office please provide the bus number, campus, and stop location. Route times may fluctuate during the first few weeks of school, so please be patient with us. Make sure you register with Smart Tag to check the status of your child’s bus. You can also receive notifications through Smart Tag of bus status.

How will I be notified if the school bus is running late?

Situations such as traffic, road closures, weather, mechanical issues, or late prior routes can cause school buses to run late. In most cases, due to the amount of routes we run daily, it is impossible to contact each parent when the bus is running late. However, we have radio contact with all of our buses and can check on their status. Your Smart Tag app can also notify you of the status of your child’s bus.

How will I be notified of a change to my child’s stop time, stop location or bus number?

If the change in time is less than fifteen minutes, the driver will notify the students of the change. If there is a change in stop location or bus assignment the Transportation Department will send home written documentation with the student.

Why is my child ineligible for transportation?

Which students are required to be provided transportation in Texas?

“The only students that your school district is required to provide transportation to are certain students receiving special education who would be unable to attend classes without special transportation services and certain students eligible under Section 504 of the Federal Rehabilitation Act who would be unable to attend classes without special transportation services.” (Information provided by Texas Education Agency).

My child’s bus is overcrowded. Can they ride another bus?

School bus sizes are stated in terms of passenger capacity. Seguin ISD has 71 and 77 passenger buses. Most elementary-aged children will ride three (3) to a seat. Every attempt will be made to limit middle and high school students to ride two (2) per seat. In some cases, there will be three to a seat with the middle school and high school buses. It will seem crowded but it not be over capacity. It is our goal to fully utilize all the space on all of our buses.

Where does my child get their ID cards?

High school and middle school students will get their ID cards from the campus. All Pre Kindergarten and elementary students will get their ID cards from the Transportation Department. These cards are distributed within the first month of school.

Will my child be able to ride the bus without their ID?

Students are expected to have their ID card at all times. The ID is not only needed when boarding and exiting the bus. This ID is also associated with their campus and will be used in the library and for lunch as well as other activities.

Why did my child get suspended from the bus?

Behavioral expectations on the school bus are much like those in the classroom. However, once you factor in they are now on a moving classroom, and traffic, added noise, and the size of that “classroom”, you have a much more safety-centered environment. The expectations are raised for the safety of each and every student on the school bus. Anything that jeopardizes the safety of individuals on the bus is viewed as a serious violation.

School bus rules are posted on every bus and can be found in the Student Handbook. When there is an infraction, a referral is turned in to the Transportation office, which is responsible for contacting the student, the parent, and the campus to solve the lack of compliance with student expectations. The Transportation Department is responsible for the consequences based on the incident as described by the driver and if possible video from the bus. Our goal is never to deny a student transportation to and from school, but we must maintain safety for all students.

Why does my child have an assigned seat on the bus?

Seating assignments are a way for the ride to be consistent and safe. This aids the driver with discipline and learning each student’s name at the beginning of the school year.

How do you decide when it is too dangerous for school buses to transport students to school due to inclement weather? Who decides? How is the public notified?

The district works closely with local Emergency Management, Region 20, and as well as representatives of the National Weather Service to monitor conditions when the threat of severe weather is possible. In addition, members of the Transportation Department are on the roadways early on those mornings checking road conditions and reporting back to the Administration.

The Superintendent, along with staff representing operations, transportation, safety and security, maintenance, and communications, assesses information gathered from local agencies, the National Weather Service, and personal observations to determine the course of action.

Ultimately, the decision to cancel school, or have a delayed start is made in the best interest of the students and staff safety.