Special Needs Transportation
Procedures for Parents

❖ Special Needs Transportation is an IEP team decision. Special Transportation should only be considered after all options with Regular Transportation have been exhausted.

❖ Special Needs Transportation is provided, home to school, school to home, or to a care provider located in either the child’s home attendance boundary or program school boundary.

❖ Once the IEP team has decided that Special Needs Transportation is required for your child, the case manager will turn in paperwork to the Special Services office. Please allow five to seven business days for the paperwork to be processed.

❖ When deciding your child’s pick up/drop off location please consider that it must be a consistent location. It is not possible to change the location on a day to day basis. If the location you picked doesn’t work on a certain day then it is your responsibility to transport your child—this includes daycares and programs that may be closed for a day. Also, please be sure to provide the most current phone number where you can be reached during the times your child is being transported.

❖ To make any changes to your child’s transportation you will need to contact their case manager/teacher at school. The case manager will have to notify the Special Services office in writing of the change, so once again please allow a five to seven business day window for rerouting. You will be notified when the changes will take effect.

❖ Once your child’s transportation has been processed and is ready to take effect, the transportation secretary at the Special Services office will call you with the bus number(s) and pick up/drop off times. Please know there is a 10 minute window on either side of the pickup/drop off times that you are given.

Please Note: If you have waited 10 minutes from your scheduled time and the bus has still not shown up to pick up/drop off your student please call Student Transportation of America (STA) at 214-3860 x 24303.

❖ Early childhood students on Special Needs Transportation must be accompanied to and from the bus by a parent or designated caregiver. The driver cannot leave the bus. If someone other than the parent/designated caregiver gets the child off the bus, they must have a bus card. The driver will NOT leave a child with anyone who does not have the bus card.

❖ Parents or guardians must be at the designated drop off location if your student requires parental supervision according to the IEP! Other parents, students and drivers are affected greatly when we are unable to drop off a student as planned.

   ▪ When no one is present at drop off and parental supervision is required:
   a. The driver will stop by the house twice. Be advised, drivers are instructed to NOT honk their horns as notification of arrival.
   b. Attempts will be made by STA, Special Services Secretaries and the school to contact you through whatever phone numbers you have made available.
      ▪ Make sure the school district always has the most up to date contact information for you and your family.
   c. If you cannot be reached at any of the numbers you have given us, your child will be taken to the Columbia Police Department.

❖ Drivers are asked not to give out their personal phone numbers. Please contact your case manager/teacher at your school for any changes in transportation. For other concerns or questions regarding Special Transportation you may call Special Services at 214 3464.

❖ Please note: When your child will not be riding the bus for the day please notify STA at 214 3860, extension 24302 or 24303. Also, remember, call STA to report a bus that is late by 10 minutes or more.