



1. Q. Who do I contact to know if my student qualifies for transportation?
 - A. Your student's case manager (school site psychologist).
2. Q. How long does it take to route a student?
 - A. Upon receipt of the transportation request from the Special Education Department:
In the beginning of the school year (first 2-3 months), routing can take 10-15 business days.
After the first three months of school, routing can take 5-7 business days.
3. Q. Do I need to complete another transportation form if I move?
 - A. Yes, please contact with your case manager (school site psychologist); they will send you with a new transportation link.
4. Q. If my student uses the car service and needs to make a change, can I tell the driver?
 - A. All changes must be communicated to your case manager (school site psychologist); they will send you a new transportation link.
5. Q. Do I need to notify the District if my student goes on vacation or extended leave of absence?
 - A. Yes, please notify the Transportation Department:
Call 949-936-5370 ext. 1; or
Email: spedtransportation@iusd.org.
6. Q. Who do I contact if I want to cancel transportation services for the day?
 - A. Call 949-936-5370 ext. 1; or
Email: spedtransportation@iusd.org.
7. Q. Can my student be removed from a route if not utilized?
 - A. Yes, after five (5) consecutive days of no-call/no-show, your student will be placed on hold. To remove the hold and resume services:
Call 949-936-5370 ext. 1; or
Email: spedtransportation@iusd.org.
8. Q. If my student uses car service, do I need to call to cancel service?
 - A. To cancel car service:
Access the car service app and cancel through the app;
Call 949 936-5370 ext. 1 to cancel; or
Email: spedtransportation@iusd.org to cancel.
9. Q. How long will the bus or car service wait in the morning?
 - A. There is no grace period in the morning. Please be at the bus stop 5 minutes before departure to ensure your student makes it on the bus.



10. Q. Do I need to request transportation services each year?

A. Yes, transportation services must be requested annually. A link to an electronic form will be emailed to the parents at the end of every school year; this electronic form must be completed to request services each school year.

11. Q. Can my student be self-released in the afternoon (PM)?

A. For your student to be self-released, you must submit a signed and dated written approval.