

August 1, 2024

Dear Denton ISD Families –

Our Transportation Department is honored that you entrust us each day with the responsibility of getting your child to school safely and on time. We do not take this trust lightly. We aim to ensure that each student starts and ends their day with safe and efficient transportation.

We understand that riding a school bus is different from riding in a family vehicle. However, we strive to provide a safe and comfortable environment for students traveling to and from school or during school-sponsored events.

We are continually seeking ways to improve our service and enhance the riding experience for our students, including:

- **Air Conditioning on School Buses:** Our buses are equipped with air conditioning, though they take longer to cool down as compared to passenger vehicles. To maintain a comfortable temperature, we keep windows closed. If the air conditioning is not functioning optimally, drivers open the front and back windows to create airflow. We strongly encourage parents to supply their students with a personal water bottle to stay hydrated during their rides.
- **Seatbelts:** Our new buses have enhanced safety features, including three-point lap and shoulder seatbelts. Implementing this new safety feature will take some time for students and families to get used to. We ask you to reinforce the importance of buckling seatbelts, just as in a car. State law requires three-point seat belts on all school buses built after model year 2017, and the Texas Education Code mandates that students wear these seatbelts.
- **Loading and unloading procedure:** Individuals meeting students at the bus stop must maintain a distance of 15 feet from the bus entrance. The bus doors will be opened for student departure once all individuals maintain this distance.
- **Student IDs:** Students are required to scan their Student IDs as they load and unload the bus. By doing so, we can account for each student's use of our system and create more efficient routes and stops. We have upgraded our GPS to help ensure that we are getting the most accurate data.
- **Free App:** We also offer a free app that will allow you to follow your student's bus and well as when he/she gets on and off the bus. The link to the instructions on how to download the app is <https://www.dentonisd.org/Page/101170>. We will also be piloting a new feature with this app allowing us to send out text/email messages to inform you of any delays or changes to transportation services.
- **Certified Drivers:** Each of our drivers is certified and thoroughly vetted for their role. We adhere strictly to this process to ensure the safety and reliability of our transportation services.

Please know that we are working diligently each day to make transportation to and from school more comfortable and enjoyable for our students. While the experience may not be perfect every time, we are committed to addressing our students' needs and continually improving our services.

We are grateful to have administrators who step in and drive bus routes when needed! If you or someone you know is interested in helping us transport the world's most precious cargo, please send them our way.

You'll hear from us as we continue to add buses, routes, stops, and drivers to keep you informed of any changes that may affect your child. Again, we appreciate you and reach out if you have questions or need more information.

Sincerely,

Sheryl Alden, Ph.D.
Director of Transportation