



**Need support demystifying
special education in DC?
We're here to help!**


Connect with us for:


**1:1 support via
our hotline,
online contact
form, or
community-
based office
hours**


**Virtual and
in-person
trainings
and events**

**Online
resources and
tools to answer
your questions
no matter
where you are
in the process**

CONTACT US

 **(202) 671-2890**

 specialeducation@dc.gov

 specialeducation.dc.gov

 [@specialeducationdc](https://www.instagram.com/specialeducationdc)



OSSE DIVISION OF STUDENT TRANSPORTATION

Infosheet for New & Returning Families

POST ELIGIBILITY DETERMINATION

Once it has been determined your student is eligible to receive transportation services, your local education agency (LEA) should immediately submit an official request for transportation via a Transportation Request Form (TRF). The Office of the State Superintendent of Education Division of Student Transportation (OSSE DOT) provides roundtrip transportation to and from your residence of record and your student's enrolled school. The processing time for a TRF is 3-10 business days. A new TRF should be entered by your LEA for: a new school year; a change of school; Extended School Year (ESY); address or accommodation changes; and corrections to prior TRF.



THE TRF IS RECEIVED BY OSSE DOT

You should receive a call from an OSSE DOT representative to confirm the information submitted by your LEA. OSSE DOT cannot edit any information received from the LEA. If corrections or adjustments are needed, you should contact your LEA immediately to avoid delays in processing.



TRF PROCESSING COMPLETE

Once TRF processing is complete, you should expect a call from an OSSE DOT representative informing you of your student's scheduled pickup and drop off times; a letter from OSSE DOT informing you of your student's scheduled pickup and drop-off times; a visit from bus staff to introduce themselves and inform you of your student's pickup and drop-off times.



PREPARING YOUR STUDENT FOR THE BUS ARRIVAL

OSSE DOT buses may arrive 15 minutes before or after the scheduled time provided to you. Students will be received from the outermost door of your residence. For safety reasons, bus staff will not knock on residents' doors, enter apartment buildings, vestibules, or alleys. Staff are not allowed to transport excess baggage, additional equipment (not required for transport), or medicines. OSSE DOT reserves the right to deny transportation to any student exhibiting unsafe or threatening behavior.



OSSE DOT PARENT RESOURCE CENTER (202) 576-5000

OSSE DOT's Parent Resource Center representatives are available to assist with any questions or concerns you may have regarding your student's transportation services. Families commonly call in to ask where the bus is on its route, ask questions about inclement weather protocols, requests for information on pick up/drop off times, and TRF questions.



FOR ADDITIONAL INFORMATION PLEASE CALL
202-576-5000