

Department of Education
Special Education Transportation
Parent Information Manual



Office of Facilities and Operations / Student Transportation Services Branch
RS 21-0635, March 2021 (Rev. of RS 20-1428)

Table of Contents

Important Information and Phone Numbers	3
Bus Rules	4
Parent/Guardian Responsibilities	5
Safety	7
Transportation Request Procedure	9
When No One is Home to Receive Your Child.....	10
What If I Have a Concern or a Complaint?	11
How Long Will My Child Be On The Bus?	11
Natural Disasters and Emergency Situations	13
COVID-19 Procedures and Social Distancing.....	13
Student Emergency Information Card	Center Spread
Confirmation of Receipt	Center Spread

Important Information and Phone Numbers

This manual was prepared to provide families and students with information relating to the Student Transportation Services Program. Our goal is to provide for the health and safety of students for whom we are responsible. Please call our office when you need information or if we may be of any assistance regarding transportation services. Welcome aboard!

District Student Transportation Services Phone Numbers

DISTRICT	OFFICE PHONE	CELL PHONE
Central	622-0537	347-7423
Honolulu	784-6864	347-7414
Leeward	687-9518	347-7424
Windward	233-3680	347-7422
East Hawaii	974-6411	345-7318
West Hawaii	327-9500	345-6556
Maui, Lanai, and Molokai	243-1171	268-2390
Kauai	241-7120	212-6113

Bus Company: _____ Phone: _____ Cell: _____

Bus Driver's Name: _____

Bus Aide's Name: _____

Drivers and aides may change due to unforeseen circumstances.

Bus Rules

Please discuss these rules with your child:

- Remain seated while on the bus at all times
- Keep your seat belt on until you reach your destination and the bus comes to a complete stop
- Keep your hands to yourself, feet on the floor, and all parts of your body inside of the bus
- Talking quietly is permitted
- Eating, drinking and gum chewing are not permitted
- Be courteous to others
- Show respect to and obey the bus driver and bus aide

Discipline

- Help your child to learn appropriate bus riding behaviors by reviewing the rules
- Discuss your child's unique needs with the principal, teacher, bus driver and bus aide

Follow-Up Procedures

If your child is reported for misconduct, the following may occur:

- The school will conduct an investigation utilizing the on-board cameras that record activity on the bus
- Parent(s)/Guardian(s) will be informed of the incident and any findings

Parent/Guardian Responsibilities

Morning Pick-Up

Have your child at the pick-up point five minutes before the scheduled pick-up time. Your child is expected to be at the curb. Drivers are instructed not to wait past the scheduled pick-up time.

Illness

If your child becomes ill at school, you will be asked to transport him or her home. A child with a communicable disease must have a medical clearance to resume transportation service and return to school.

Breaks in Service - Important Information

Once a break in service occurs, the bus driver will attempt to contact you for more information. If your child does not resume service by the next school day, bus service will be temporarily suspended. You are expected to call the bus company when your child is ready to return. Otherwise, the service will remain temporarily suspended.

Parent/Guardian Action Items

If your child will not be going to school, is going home early due to illness, or experiences breaks in service as described above, please notify the following personnel as soon as possible:

- Bus Company
- Please refer to the phone numbers on **Page 3** of this manual

Medication

Parents should give all medications directly to school personnel. Drivers and the bus company will not be responsible for transporting medication between home and school.

Moving

Notify the school at least **two weeks** in advance if you are moving to a new address so proper documents can be prepared and submitted to the respective District Student Transportation Services Office for processing.

Lost Items

You may call the bus company to inquire about lost items. However, bus personnel are not responsible for personal belongings such as money and other valuables.

Personal Articles

For safety reasons, students will not be permitted to carry items which may cause injury to themselves or others. These include items such as:

- Large toys
- Glass bottles
- Knives
- Plastic Bags

Identification

It is highly recommended that your child have an identification bracelet and/or name tag. The information should include:

- Child's name
- Home Address
- Name of school
- Parent(s) or guardian(s) names and phone numbers
- Emergency contact person and phone numbers

Safety

School Bus Driver Licensing

All bus drivers are required to pass a physical examination, obtain traffic and criminal clearances, and have the appropriate class of driver's license. Bus drivers are trained to transport students with disabilities.

School Bus Equipment

All school buses are inspected daily by the bus driver.

Safety and Bus Service Complaints

All safety and service complaints/concerns should be reported to the respective District Student Transportation Office. Refer to **Page 3** for the District Student Transportation Services office phone numbers.

School Bus Aide Training

Bus aides are provided on buses which transport one or more students who require an aide. The aides are required to have a first aid certificate and criminal clearance. They also participate in specialized training sessions throughout the year.

Wheelchairs/Personal Medical Equipment

Wheelchairs, gurneys, and other personal medical equipment must be inspected in advance by the bus company to ensure your child's safe transport. If your child requires the use of such equipment for transport please contact the appropriate District Student Transportation Services office and the bus company in advance to arrange for a safety inspection.

Transportation Request Procedure

Transportation arrangements for your child take approximately two weeks from the date the request is made by the school. To arrange for special education transportation, the following procedures must be completed:

1. School submits a request for transportation to the respective District Student Transportation Services Office.
2. Student Transportation Services Office reviews the request and assigns it to the appropriate bus company.
3. Student Transportation Services Office assigns student to a specified bus route and determines pick-up and drop-off time.
4. Bus company informs parents of start date and pick-up and drop-off time as soon as bus route is established.
5. Bus company informs parents of estimated length of travel time and transfers, if any.

When No One is Home to Receive Your Child

IMPORTANT

Parent(s)/Guardian(s) or a designated responsible adult must be present to deliver and receive their child at the designated pick-up and drop-off points. Failing to deliver or receive your child at the designated pick-up and drop-off location will disrupt his or her bus service. Any disruption in bus service can be a traumatic experience for your child. In emergency situations when you or the designated adult are unable to meet the bus, you must arrange for another responsible adult to meet your child at the drop-off point. Call the school (not the bus company) and provide them with the name of the authorized person and, when needed, the alternate drop-off point in proximity to the designated drop-off point. The bus driver will not release your child unless these arrangements have been confirmed by the school. You may be asked to submit the request in writing as well.

In non-emergency situations, the driver will try to contact you by phone to establish your whereabouts. If practical, the bus driver may continue the route and return later at the end of the route. If you or the designated responsible adult are still not present to receive the child, and the bus driver has not been able to contact you, the bus driver will attempt to return the child to the school. If the school is no longer open, the child may be taken to the nearest police station. In either case, you will be expected to pick up your child yourself.

What If I Have a Concern or a Complaint?

Bus Safety and Bus Service Complaints

Safety concerns should be reported to your District Student Transportation Services Office. Service complaints should be shared with the school and the District Student Transportation Services Office. Refer to **Page 3** of this brochure for phone numbers.

Mediation and Due Process Hearing

For students receiving transportation as a related service, parents may request that unresolved issues be settled through mediation or a due process hearing. These rights are explained to you at the IEP meeting and are in the ***Parents' Rights*** brochure.

How Long Will My Child Be On The Bus?

Time on the Bus

The Department of Education makes every attempt to keep travel time within reasonable limits for your child. Our goal is to transport your child to and from school within one hour each way. However, students attending a special program or school outside of their normal attendance zone may experience significantly longer ride times.

Transfers

In order to reduce travel time, it may be necessary to transfer students to another bus along the route. In the event that your child will be involved in a transfer, we will inform you of the locations of the transfer point and the approximate times (morning and afternoon) of the transfer.

Changes in Transfers and Time on the Bus

You will be informed by the bus company prior to any changes in the transfer situation or in the length of time your child will be on the bus.

Delays of Fifteen (15) Minutes or Longer

If there is an unexpected delay of 15 minutes or longer, you will be notified by the bus company and given an estimated arrival time.

Natural Disasters and Emergency Situations

You need to stay informed for the latest information using available media outlets. If a natural disaster or an emergency situation occurs:

Before morning pick-up

- Keep your child at home

After morning pick-up

- You will be notified of the location of your child by the bus company staff

While in school

- Your child will remain in school until the all clear signal is announced or a determination is made by school officials that students may be released

COVID-19 Procedures and Social Distancing

Pursuant to the Individuals with Disabilities Education Act (IDEA), students with disabilities whose Individualized Education Plan (IEP) include transportation as a related service shall be provided that service without exception. Consequently, STSB will seat students on school buses in a manner that promotes social distancing to the greatest degree possible.

Signature:

Print Name:

(enter date)

Parent Confirmation of Receipt from the above parent/guardian on _____
I, the undersigned, do hereby acknowledge that I received the **signed**

PART II: BUS COMPANY EMPLOYEE

Signature:

Print Name:

(enter date)

Department of Education's Special Education Transportation Parent Information Manual on _____
I, the undersigned, do hereby acknowledge that I received a copy of the

PART I: PARENT/GUARDIAN

CONFIRMATION OF RECEIPT

EMERGENCY INFORMATION

Notify the school whenever there is a change in the Emergency Contact Information such as telephone numbers, morning and/or afternoon caregiver, physician, medical facility.

DON'T FORGET TO RETURN THE CURB-TO-CURB TRANSPORTATION SERVICES STUDENT EMERGENCY INFORMATION CARD TO THE BUS DRIVER.

CURB-TO-CURB TRANSPORTATION SERVICES STUDENT EMERGENCY INFORMATION FORM (MANDATORY)

SY: _____

Date: _____

Child's Name _____ Name child is usually called _____ School _____

Nature of Disability _____

Description (What does this mean in terms of how child functions?) _____

Does he/she have seizures? Yes No If "Yes," what should be done if he/she has a seizure on the bus? _____

Does your child have allergies? Yes No If "Yes," describe triggering items such as food, environment, medication, etc. _____

Is there a specific response for this allergic reaction? Yes No If "Yes," what should be done to address the reaction? _____

Does your child have physical limitations and/or health problems (can't walk, asthmatic, etc.)? What accommodations are required for his or her comfort? _____

Does your child have communication limitations (can't talk, difficulty expressing needs, etc.)? What means of communication works best? _____

Does your child have any behavior concerns? How should driver or aide manage child if he/she misbehaves? _____

List any special equipment that is required to be transported with your child: _____

Special appliances: Bladder Bag Braces Catheter Colostomy Crutches Glasses Hearing Aid Ileostomy Wheelchair

Special precautions that need to be considered: _____

Other useful information: _____

EMERGENCY CONTACT INFORMATION

Parent/Legal Guardian Name _____ Home Phone _____ Work Phone _____ Cell Phone _____

Parent/Legal Guardian Name _____ Home Phone _____ Work Phone _____ Cell Phone _____

Alternate Emergency Contact: Persons to call in an emergency when parents are not available by phone.

Name _____ Relationship _____ Phone _____

Name _____ Relationship _____ Phone _____

Student's Physician's Name _____ Physician's Phone _____

Preferred Medical Facility _____

PLEASE REMOVE THIS PAGE AND RETURN IT TO THE BUS DRIVER!