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Complex Learning Needs
Student Transportation Guide

Transportation Services for students with complex learning needs 2017-18

Calgary Board of Education
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Welcome Aboard CBE Transportation!

Transportation Services is proud to transport approximately 2,500 Complex Learning Needs (CLN) students every school day. It’s a big job with many stakeholders and most important are the students that we serve.

This CLN Family Transportation Guide is meant to assist families with questions around registration processes, busing guidelines, safety concerns, and answers to some of the most frequently asked questions.

We are here to help, please call 403-817-7433 if the information you need is not part of this guide.

Guiding principles

Transportation is the shared responsibility of: students, parents, guardians, families, bus drivers, service providers, schools, system educators, and Transportation Services.

Student safety and well-being, system efficiency, financial responsibility and sustainability form the foundation for transportation decisions.

Eligibility for Complex Learning Needs transportation services

CBE Complex Learning Needs transportation is available for:
- students attending specialised and/or unique educational settings who meet transportation eligibility requirements, and
- students who are unable due to a documented medical condition to walk to a bus stop and access a regular yellow school bus or public transit,
- other students as determined by the Area Director, Director of Transportation and Planning or Manager of Transportation (or their delegates)

The current School Act has a broad definition of a special needs student. Generally, if a school district has a clear process for identification, and identifies a student, that student is eligible to be transported to the programming they are assigned. CBE also provides CLN level transportation service for students attending Early Development Centres (EDC), Aboriginal Learning Center (ALC) and Limited Formal Schooling/Refugee Learner (LEAD) programs.
Who decides what type of service my child receives?

CBE staff (school, area or system) let Transportation Services know what the individual student’s needs are, including mobility or safety issues. Transportation staff then assigns the appropriate form of transportation based on the student’s residence, school location and locations of other students with similar transportation needs.

- Attendants or LPNs are added to a route when there is a need for a specific child, or all children on the route as a group.
- When transportation is requested for a student who lives within the school walk zone, Transportation Services may request a medical form confirming the need.

Who will be providing the service and what will it be?

Service may be provided by Calgary Transit, regular yellow bus routes, CLN-specific yellow bus routes, taxi, or accessible ride companies. Please see the resource guide at the end of this document for contact information for all service providers.

For 2017-18, service will be provided by Southland Transportation, 4 Seasons, DREAMS, Checker and Mayfair taxi.

- CR: yellow bus, regular stop, student can walk up to 1.6/1.8 m
- CS: yellow bus, corner to corner stop, student can walk up to 1000m
- CC: curb to curb by yellow bus, taxi or accessible ride service, student is unable to walk 200m
  - taxi with no more than 3 students (no attendants, no restraints)
  - accessible drive company van or small bus (may have an attendant or ability to use restraints)
- CT: student can walk to the nearest Calgary Transit Stop and manage public transportation including a transfer

Transportation Services decides if there are reasonable routes available and lets parents know that this will be the means of transportation

The method of transportation may change from year to year, in response to a wide variety of factors. Taxi and accessible ride services are used based on the specific needs of a child, when there is no other choice based on routing/geography, or when they are the most cost effective means of transportation for any other reason.

While any CLN student may qualify for CBE transportation, middle, junior and high school students are encouraged to take more independent kinds of transportation when it is available and safe for them to do so.
What are the Service Providers told about transporting CLN students?

Service providers give specialized training to drivers and attendants on CLN routes, and try to have spare drivers with the same knowledge base. Transportation Services, in collaboration with educators, provide class and program descriptors, as well as suggestions on how to best work collaboratively with parents, school staff and CLN students in order to best meet their needs.

If you have specific or emergent information to pass on to the driver or service provider, feel free to approach them directly. If you do need to discuss a matter with your child’s driver please be aware that they may not have time to speak at length, as their routes are tightly scheduled.

The expectation is that drivers, attendants and parents will all be respectful with each other and model appropriate behaviour for students.
Registration and Changes

Parents are required to fill out the CLN transportation registration form on-line at My CBE Account. This on-line form is what activates transportation for your child, along with the information regarding needs that comes from the school they will be attending. You may update or change information at any time through this on line system.

Should you need assistance, please ask at your school, or when you first meet with a CBE employee for intake and placement. This registration, along with the confirmation of needs that transportation receives from the school, means that transportation can begin.

The chart below helps explain the process.

Why are there changes to schedules and stops?

- Transportation Services may change schedules and stops during the school year to address a variety of issues such as changes in student addresses, changes in student needs, traffic problems, efficiency, addition of new riders, or length of ride time.
- The service provider will contact the family with any changes to individual routes.
- Due to the volume of change requests at the start of the year, routes may take some time to stabilize or be adjusted to meet the needs of all riders. In many cases, a needed change for one student on the route may cause multiple other re-routings, which all take time.
How do I make changes once I have completed the on-line CLN transportation registration process?

If you have completed the on-line registration through “My CBE Account”, but have a change of address or contact information (especially over the summer):

- Log into “My CBE Account” and input all necessary changes into the on-line transportation registration system. The system updates overnight and it will be received by CBE staff the next business day morning.
  - if the address change means no change of program/school location for the child, transportation will go ahead and process the request (eg moving a few blocks away, moving when there is only one program site such as Christine Meikle, or new phone number for a parent)
  - if the address change may mean a change of program/school location (eg moving from north to south when there is more than one program site, such as a CSSI class) transportation will work with school and system staff once they return to work after the summer, and the new program location is known
- Permanent changes to parent information must always be passed on separately to the school to be entered into the school based data system
- Changes should be requested at least two weeks in advance as they are individual and often complex to complete
  - If they involve a school move, it may take additional time to provide rerouting, after the new school is confirmed
- Parents will hear directly from the service provider once a new route or stop is set.
- If there are questions about your request, the Complex Learning Needs Customer Service Liaisons (Laurie Baker or Tracy Meloche) will phone or email with parents to clarify.

Can my child have different pick-up and drop-off stops, or different stops on different days in the same area?

- Individual requests such as this can be sent to transportation@cbe.ab.ca
- When such arrangements can be made without affecting other riders significantly, requiring a different vehicle, or increasing costs, it may be possible to accommodate the request.
- Parents are informed by the service provider if the request can be accommodated, or, in the case that it is not possible Transportation Services will follow up.
- The on-line registration system for CLN students does allow parents to indicate different pick up and drop off locations.
Can the driver make route changes?

- Drivers may adjust pick up and drop off times, or the order of the stops, as long as they inform Transportation Services and the families affected.
- All other changes must be initiated by Transportation Services.

How do I cancel school bus service?

- Cancellation requests can be completed on-line in your My CBE Account.
- Please fill out a cancellation form even if you did not pay fees, so Transportation Services and the service provider are clear that transportation is no longer needed and can re-route as appropriate.

Who do I call if my child will not be using transportation for a day or two?

- If your child travels on a CLN-specific route or by taxi, contact both the service provider and the school as early as possible.
  - if the student is on Calgary Transit or a regular bus route, parents do not need to do anything
- If the child does not access transportation and parents fail to tell the service provider for three consecutive days, service for that student will be stopped until Transportation Service is notified it is to start again.

Fees

What is the fee and how can I pay?

Starting the 2017-18 year, it is expected that most students using CLN transportation will not pay fees. The only exception may be some students on Calgary Transit. Please check fee information on the CBE website for current fee guidelines.
Sibling Riders

Can my CLN child’s sibling ride with them?

If a sibling is not eligible for transportation, you can apply for service as a Conditional Rider
- applies to siblings of students in CLN programming where the sibling is not attending their designated school, or
- applies when for family reasons the parent wishes all siblings to use the same method of transportation to the same school, and all siblings are designated to the school

Conditional Ridership:
- is not guaranteed,
- must be applied for every year

In order to ride, conditional riders must:
- be approved by Transportation Services, and
- pay the full transportation fee
  - conditional riders are not eligible for fee waivers
  - conditional riders pay fees unless they are going to their designated school and would otherwise have no fee charged using if using regular transportation (over 2.4 km)

Parents must have alternate transportation arrangements in place until approval is received, and in case registration is not approved.
- Approval cannot always be granted before the start of school.
- Transportation Services will send you an email once space is confirmed.
- Conditional ridership is offered on a first come first served basis, after the needs of all CLN students have been met.
- Transportation Services cannot accept email or phone inquiries regarding conditional riders.
Bus Stops and Schedules

How do I find my Bus schedules and stops?

- For students who are able to ride regular yellow bus routes with others going to the same school, routes are posted over the summer on the CBE website at cbe.ab.ca/busstop.
- Students who use Calgary Transit can confirm route times on Calgary Transit’s website. If the school has express routes, those can be located at Calgary Transit – School Express Routes.
- Students using CLN-specific routes are assigned to a transportation service provider by CBE Transportation Services.
- The service provider will personally contact families no less than two days before the start of school to confirm times and pick up/drop off locations.
- Routes do not appear on the CBE website, as they are individual.
- The mode of transportation may not be the same year-to-year for a variety of reasons.
- If your child is not on a CLN individual route (Calgary Transit or regular yellow bus route), you will receive a phone call to let you know the means of transportation and where to find the route.

New students during the year or those changing schools will also get a confirmation phone call. It may take up to two weeks for transportation to start, depending on the time of year and how many other routes or students are affected by the necessary changes.

How do I help my child get ready in the morning?

- have the student prepared for pick up five minutes before the scheduled departure time
  - have been to the washroom
  - are wearing appropriate outdoor clothing (and harness if required)
  - are at the end of the driveway where this is possible for the child
  - where this is not possible, parents are to be watching for the driver and bring the student out promptly
- ensure sidewalks are clear so that the student can maneuver as needed
- after a bus has waited one minute at a stop and no passenger is present or contact made, the following will happen:
  - the driver will ask dispatch for a time check
  - the driver will continue on their route, once given the okay by dispatch
  - if the parent calls in, the driver will be contacted by dispatch and if the driver is still in the area, they may be sent back to pick up the student
Why are there changes to schedules and stops?

- Transportation Services may change schedules and stops during the school year to address a variety of issues such as changes in student addresses, changes in student needs, traffic problems, efficiency or length of ride time.
- Because of the volume of change requests at the start of the year, routes may take some time to stabilize or be adjusted to meet the needs of all riders. In many cases, a needed change for one student on the route may cause multiple other re-routings, which all take time.
- The service provider will contact the family with information about any changes.

How will I know if my transportation will be late or cancelled for the day?

It is very important that drivers have up to date phone numbers and emails for all family members, as well as emergency contacts. If a CLN specific bus is running late

- the service provider will contact you directly with instructions and updates
- the service provider will make the school aware when possible

For students riding regular routes, a cancellation, or delay of more than 10 minutes should be posted on My School Bus Monitor www.myschoolbusmonitor.ca

Transportation services may be cancelled due to bad weather or other extreme conditions. Information is posted on

- www.myschoolbusmonitor.ca managed by service providers
- the my school bus monitor email alert system managed by service providers
- social media if it is a global delay
- the CBE and school website

Is there a maximum ride time?

Transportation Services tries to keep ride times within one hour each way.

- In some cases, ride times to a single school/program site serving the whole city from a home very far away may take longer.
- When a student’s individual needs are significantly affected by ride times, this should be discussed with school staff who will contact Transportation Services.
- Please allow a few weeks at the start of the year for routes to stabilize.
ZPass

Students approved for CBE transportation receive a ZPass, issued by Transportation Services and distributed by schools. The Z pass only has your child’s CBE ID number, for reasons of privacy and security. Please do not add personal identifying information.

How does my child use the pass?

Students on a yellow bus will normally scan their ZPass through an electronic card reader installed on the bus, every time they get on and off the bus. For those unable to do so, the driver (or attendant) will assist. Students for whom this is an unmanageable process will be excused. Students who are riding with taxi companies or accessible drive services do not need to swipe their passes at this time.

- The pass is meant to be multi-year, so parents are requested to keep it, even if the student is not using it at this time.
- If a student forgets a ZPass, they should notify the driver. They will still be able to ride the bus.
- If a student loses a ZPass, parents request a replacement pass through the school. The school will send the request to Transportation Services. A new ZPass will be printed and sent to the school. For more information, please see the Student Transportation Guide which should be updated for the 2017-18 year by the end of June.

My child doesn’t have a Zpass yet but will need one. Can they ride the bus?

As long as your child is eligible and you have registered for transportation, your child can ride the bus while awaiting a pass.

Behaviour and Safety

What about my child’s behaviour on the bus?

The school bus is considered an extension of the school. CBE General School Bus Rules and Discipline can be accessed in the Student Transportation Guide. For some CLN students, rules and expectations may be adjusted, while still ensuring the safety of everyone on the bus. Transportation staff, school staff, strategists and specialists will assist as needed in making reasonable modifications.

- CLN Behaviour Reports, commonly known as incident reports or misconducts, are issued by drivers to inform the schools and parents of any unusual or unsafe behaviour by a student.
  - we encourage drivers to fill out these reports not as punishment, but to ensure that any new or emerging issue can be resolved, to provide a record, and so the service providers can make any new or spare drivers
aware of any special circumstances or safety issues for a student

- If your child reports a behavior on the bus that is disturbing to them, please ensure that the school and service provider are made aware of the issue.
- If your child is responsible for a behavioral or safety concern, the service provider and/or school will let you know
  - in either case, service providers, school, and transportation staff will work with you as needed towards a solution
  - please be in conversation with your driver, attendant or the service provider as needed (also understanding they have a route to complete on time and may have to get back to you)

What about safety on the bus?

Conventional school buses in Calgary are generally not equipped with seat belts. All school buses with a body size designed to carry less than 36 passengers are equipped with a three or four point passenger restraint for each seating space.

- Attendants or LPNs are added to a route when educators believe there is a need for a specific child, or all children on the route as a group. Attendants/LPNs are typically used to assist with moderating severe or unsafe behaviour, or for students who are medically fragile.
  - Classes/sites where attendants are normally requested include: CSSI, SKILL, TASC, EDC, Children’s Village, Emily Follensbee, Christine Meikle and William Roper Hull
- Students weighing less than 40 pounds need to be seated in an appropriate car/booster seat or integrated bus seat. Starting September 2017, service providers will be responsible for ensuring seats are available and meet current safety standards. The seats will stay on the bus or any emergency transfer bus, and are the property of the service provider. In order to be able to safely secure students into car seats, we ask families not to dress students in bulky winter jackets or suits for the bus ride. Students can carry their winter jackets or suits with them in the bus.

Why might my child need a restraint or harness/vest?

For the safety of all students and drivers/attendants, individual students may need some form of restraint. The decision to use a restraint is best made cooperatively between by school/system staff and parent. Parents and drivers will mutually determine the logistics:

- parents put on the harness/vest before the student boards the vehicle
- driver or attendant secures it, dependent on the type of harness and the individual student’s sensitivities to others
- families are responsible for the safe passage of students to and from the bus
at end of the day, students will put on the harness/vest as independently as possible, with the assistance of teachers and aides

harness is secured by drivers and attendants

While harnesses may seem alarming, they are no different than using a car seat or seat belt to ensure that a child is safe. Restraints must be worn and installed properly to do the job.

- parents may be concerned that a harness is too tight or uncomfortable
- service providers need to ensure that a child cannot escape from the equipment

If you have a concern about the use of a restraint, please first discuss the problem with the driver or service provider. If there is no resolution, let the school or Transportation Services know about the issue.

- If the use of a restraint is necessary for the safety of all and the parent refuses to have the student use one, they may be required to provide their own transportation and can sometimes make a claim for mileage.
- As a general practice, service providers store the harnesses over the summer, as the equipment is the property of the service providers.
  - any different arrangement is between the service provider and parent

What if there is an emergency on the bus or the bus breaks down?

If the bus has a mechanical failure

- The driver will call dispatch and a replacement vehicle will be sent out as needed.
- If the delay will be long, the service provider posts the information, calls the parent and informs the school wherever possible
  - messages are posted on My School Bus Monitor for delays over 10 minutes
- If for some reason this causes distress to a student or students, various emergency procedures are put into action, dependent on the situation.

If there is an emergency in a vehicle that the driver and attendant/LPN cannot reasonably deal with

- the appropriate emergency services are called first by dispatch, followed by calling the parent and school
- students with possible injuries are only released from the scene to a parent, emergency services or a school official

What happens if the bus needs to be evacuated?

Twice a year, emergency evacuation practices are carried out for most students on yellow buses, in cooperation with the school.
• drivers practice evacuations without students present for those using taxis and accessible drive vehicles, or for yellow buses where the process would be unreasonable or upsetting for the students
• in the case of a real emergency, dispatch would be called, emergency services would be sent out as appropriate, students would be evacuated, and parents informed

What happens if for some reason no one is there to meet my child at the end of the day?

If no parent appears at the stop to meet a child when expected
• The driver will call in to dispatch, who will try all of the contact numbers that have been provided.
• The driver will continue on the route and then return to the student’s home or stop.
• If there is still no parental contact, the school will be called for further information and to see if the child can be returned to the school.
• If all else fails, the appropriate emergency service will be called, based on the information available at the time. Normally, this is Child and Family Services, 403-297-2995.

What happens if my child goes missing at the end of the day?

• Parents report the child as missing to the driver or the emergency line for the service provider
  • the school or Transportation Services can also be contacted if the driver has left the stop
• School administration and Manager Transportation Service are made aware.
• A request goes out to all service providers for drivers in the area assist in the search.
• After 10 minutes, if the child is not located, Calgary Police Services is called by the parent (or school staff if no parent available) to coordinate search efforts.

Are there cameras recording my child on vehicles, and can I or my child make recordings?

For the safety of all, taxis and accessible drive vehicles do video record daily
• vehicles are clearly marked as having a recording device
• CBE has strict guidelines for the handling of such recordings
  • they are deleted after a short time unless an issue arises.
  • once the issue is resolved, the recording is then destroyed
• vehicles used by Southland Transportation do not typically have recording devices
- Parents and students are prohibited from taping or recording for reasons of privacy.
- Any incident that might cause the need for recording should be immediately brought to the attention of Transportation Services by the school or parent.

Where can I get help for my child so they can learn to use Calgary Transit?

Calgary Transit offers two travel training programs through their accessible transportation initiatives. Please see their website Calgary Transit Access.

Calgary Transit Accessible Transit Travel Training is a short-term, one-on-one program designed to help seniors and people with disabilities learn how to use Calgary Transit.

Every year Calgary Transit partners with the Calgary Catholic School District and the Calgary Board of Education to host the 'Get on Board' Travel Training summer camp. The camp gives children between 11 and 18 years of age with mild to moderate needs the confidence and knowledge to ride transit.

How do I forward a concern or commendation about a driver?

To discuss an unresolved concern about a driver, first talk with the service provider. If the situation remains unresolved, please contact Transportation Services directly. The concern will be investigated and you will receive a response from Transportation Services. Schools may also pass on concerns to Transportation Services directly, if they are made aware there is an emergent issue.

To commend the service of a driver, contact the service provider directly. If you do so by email, copy transportation@cbe.ab.ca so we can also follow-up with our thanks.
Quick Resource Guide

There are a number of ways to find the transportation information you need. Please refer to this guide to find the right resource.

<table>
<thead>
<tr>
<th>Resource</th>
<th>Information</th>
<th>Access</th>
<th>Contact</th>
</tr>
</thead>
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| My CBE Account | ▪ Register and pay for transportation  
▪ Apply for waivers | cbe.ab.ca | to login or register for an account |
| Student Family Guide CLN Transportation Handbook | ▪ Eligibility  
▪ How to register  
▪ Responsibilities, rules and procedures | cbe.ab.ca/transportation |
| CBE website | ▪ My CBE Account and Student Transportation Handbook  
▪ Waivers  
▪ Bus stop locations  
▪ Forms  
▪ Administrative Regulations | Main:Transportation Services:  
cbe.ab.ca/transportation |
| Service Providers - Complex Learning Needs | ▪ Service issues (late buses or taxies, driver issues) | Southland:  
403-287-1335  
Dreams Transportation:  
403-590-7433  
4SeasonsTransportation:  
403-462-1712  
Checker Taxi:  
403-299-4934  
Mayfair Taxi:  
403-252-1494 |
| Transportation Services | ▪ Complex Learning Needs  
▪ Z pass  
▪ All Inquiries | transportation@cbe.ab.ca  
403-817-7433  
transportation@cbe.ab.ca |
| MySchoolBus Monitor | ▪ Service cancellations and delays of more than 10 minutes for regular yellow buses | myschoolbusmonitor.ca |

Print this page and post in a visible location such as your fridge or bulletin board.

Mutual respect.

Let's be open and respectful in our conversation together.
To help you, we will need to ask you for information to help identify your child.

Thank you for your cooperation.