

ride

Special Transportation Student Manual 2020-21

eligibility

how to
register

rules and
safety

f.a.q.

family
checklist

and more



learning | as unique | as every student



**Calgary Board
of Education**

Welcome Aboard CBE Transportation!

Transportation Services is proud to transport over 3,000 students on specialized transportation every school day. It's a big job with many stakeholders and most important are the students whom we serve.

This Specialized Transportation Student Guide is designed to assist families with information about registration processes, busing guidelines, safety concerns, and answers to some of the most frequently asked questions.

We are here to help, please email us at transportation@cbe.ab.ca 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.

We support student learning by ensuring students arrive safely, on time, and ready to learn by providing safe, reliable, efficient, and sustainable transportation services.

Eligibility for specialized transportation services

Students who may use specialized transportation services include:

- Students attending Specialized and System Classes & Unique Settings
- Students who are unable to walk to a bus stop, access a regular yellow school bus or ride public transit
- Students requiring a safety harness or vest
- Students requiring medical support
- Students with extraordinary circumstances, as identified by parent/guardian, school principal, Area Strategist, and Education Director as requiring short-term transportation support



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, Health Care Aides, or Licensed Practical Nurses are added to a route when there is a need for a specific child or all children on the route as a group.

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

Service may be provided by Calgary Transit, regular yellow bus routes, specialized 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.

Service may be provided using Calgary Transit, regular yellow bus routes, specialized yellow bus routes, taxi, or accessible ride companies:

The method of transportation may change from year to year, in response to a wide variety of factors. Taxi and accessible ride services are employed according to 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.

What are Service Providers told about transporting students?

Service providers give specialized training to drivers and attendants on specialized 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 students 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 specialized transportation registration form online at [MyCBE/PowerSchool](#) every year. This 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 online 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.

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, the 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 required change for one student on a route may cause multiple other re-routings, which all take time.

How do I make changes once I have completed the online specialized transportation registration process?

If you have completed the online registration through [MyCBE/PowerSchool](#) but have a change of address or contact information (especially over the summer):

- Send an email to transportation@cbe.ab.ca.
- Contact your school if it is during the school year.
- 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.

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

- Families are allowed to have up to one alternate address in addition to their primary address. It must be consistent throughout the school year.
- The alternate stop has to be in the same community, neighbouring or adjacent community of the primary address.

- 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.

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 the school bus service?

- Cancellation requests may be completed online in your [MyCBE/PowerSchool](#) 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 required and it can be re-routed 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 specialized 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, the service for that student will be suspended until Transportation Service is notified it is to start again.

Fees

What is the fee and how can I pay?

- Starting the 2020-21 year, most students using specialized transportation will not pay fees. A fee of \$465.00 will apply for students assigned to generalized transportation (big yellow school buses). Regular ticket and transit pass rates will apply for students assigned to Calgary Transit.

Sibling Riders

Can my child's sibling ride with them?

If a sibling is not eligible for transportation, you may apply for service as a conditional rider:

- applies to siblings of students in specialized 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
- transportation fee applies

Parents must have alternate transportation arrangements in place until approval is received, and in case of 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 students in specialized programs 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, families will receive notification of their bus stop information.
- Students who use Calgary Transit can confirm route times on Calgary Transit's [website](#). If the school has express routes, they will be listed at [Calgary Transit – School Express Routes](#).
- Students using specialized 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 and drop-off locations.
- Specialized routes do not appear on the CBE website, as they are specific to each rider.
- The mode of transportation may not be the same year-to-year for a variety of reasons.
- If your child is not on a regular 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 receive 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, ensuring that they:
 - have been to the washroom
 - are wearing appropriate outdoor clothing (and harness if required)
 - are at the end of the driveway, if possible. If not, parents are to be watching for the driver and then 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 with no passenger 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 required 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?

Due to COVID-19, we are unable to provide access to MyBusStop App. Families will be required to contact the service provider on their phone numbers which are listed in the end of this manual.

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 ZPass displays only your child's CBE ID number, for reasons of privacy and security. Please do not add personal identifying information. Please do not punch holes in the ZPass.

How does my child use the ZPass?

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 multi-year, so parents are requested to keep it, even if the student is not using it at this time.
- If a student forgets their ZPass, they should notify the driver. They will still be able to ride the bus.
- If a student loses a ZPass, parents may request a replacement pass online using the Bus Pass Replacement Request Form available on the families' MYCBE account. A new ZPass will be printed and sent to the school.

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 Administrative Regulations 6001, 6095 and 6096 inform the School Bus Rules and disciplinary measures for school bus misconduct. Administrative Regulations are available at <http://www.cbe.ab.ca/about-us/policies-andregulations/Pages/Administrative-Regulations.aspx>
- To ensure supports for students are consistent and clearly communicated to drivers, a Bus Safety Plan should be developed with the student, parent and school and submitted to transportation. Teachers should review Bus Safety Plans with the bus driver and attendant if applicable.
- In some instances, rules and expectations may need to be adjusted for identified students while ensuring the safety of everyone on the bus. Transportation staff, school staff, strategists and specialists will assist as needed in making reasonable modifications.
- Bus communications commonly known as incident reports or misconducts are issued by drivers to inform the schools and parents of any unusual or unsafe behaviour by the student.



Drivers are encouraged to fill out Bus Communications for new or emerging safety issues.

General School Bus Rules and Discipline can be accessed in the [Student Transportation Guide](#).

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. **Booster and Car Seats**

Students in EDC programs, or those weighing less than 40 pounds, need to be seated in an appropriate car/booster seat or integrated bus seat. Starting in September 2017, service providers will be responsible for ensuring such seats are available and meet current safety standards. Schools are not required to send out individual letters regarding car seat use or ask parents to sign consent for use. The seats stay on the bus or any emergency transfer bus. 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.

Safety Harness/Vest

To support transportation safety, some students may require a harness or vest. Decisions to use a harness/vest are made in collaboration with parents/guardians, school and Area Strategist. It is the responsibility of the parent/guardian to put the harness/vest on their child prior to boarding the bus where once seated, the driver or attendant will fasten. Please note, depending on the individual student's sensitivities, school and parents may also be requested to help fasten the harness/vest.

Physical Restraints

In rare instances, a physical restraint is required, appropriate procedures should be documented in the students' Transportation Safety Plan.

If a parent/guardian does not consent to the use of a physical restraint the parent will be responsible for transportation. If parents are providing transportation using their own vehicle, they can claim mileage. Decisions for parent/guardian transportation are made on an individual basis, in consultation with parents, school administration, Education Directors and the manager of transportation.

Attendants, Health Care Aides and Licensed Practical Nurses

Attendants, Health Care Aides (HCAs) or Licensed Practical Nurses (LPN's) may also be added to a route where there is a need for physical and medical safety and typically requested for students in:

- EES (previously_CSSI, SKILL, TASC)
- Bridges

- Children's Village, Emily Follensbee, Christine Meikle, and William Roper Hull

Requests for HCA's and LPN's require that Area Strategists complete a [Pediatric Home Care Referral \(School\)](#) and schools complete an exceptions tracking form.

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

For the safety of all students and drivers/attendants, certain children 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 child boards the vehicle.
- The driver or attendant secures the harness/car seat/seatbelt,
- At times, extra assistance from families may be requested.
- Families are responsible for the safe passage of students to and from the bus.
- At the end of the day, students will put on the harness/vest as independently as possible, with the assistance of teachers and aides.
- The harness/seatbelt/car seat is secured by drivers and attendants.
- At times, extra assistance from schools may be requested.

While harnesses may seem excessive, 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 may 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.

Is my child allowed to eat on the bus?

In general, students are not allowed to eat on the bus due to allergies, choking hazards, and to maintain cleanliness.

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 whenever 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/HCA/LPN cannot reasonably handle:

- 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 when a bus must 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 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 into the dispatch, who will try all of the contact numbers provided.
- The driver will continue on the route and then return to the student's home or corner 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.

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 may 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 Service 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 record video 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?

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.

The Calgary Board of Education, the Calgary Catholic School District and Calgary Transit offer a program called "[My Transit Ride](#)" for Calgary middle or high school students transitioning to Calgary Transit and their families. We are excited to offer this safety training and transit orientation to increase students' comfort level and ability to ride Calgary Transit safely and efficiently. Please note due to COVID19, the My Transit Ride Program will be offered in a digital format.

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

To discuss a concern about a driver or service issue, first speak with the service provider. If the situation remains unresolved, please contact Transportation Services directly by emailing transportation@cbe.ab.ca. 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 use this guide to find the right resource.

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

Resource	Information	Access Contact
Administrative Regulations	§ Administrative Regulation 6001 School Discipline	https://cbe.ab.ca/aboutus/policies-and-regulations/Pages/Administrative-Regulations.aspx
	§ Administrative Regulation - 6095 Student Transportation	
	§ Administrative Regulation 6096 Transportation - Responsibilities and School Bus Rules	

Service Providers – General Transportation	Service issues (late buses or taxis, driver issues)	Southland: 403-726-5963
		Dreams Transportation: 403-590-7433
		4Seasons Transportation: 403-462-1712
		Checker Taxi: 403-299-4934
Transportation Services	§ General questions, information	Mayfair Taxi: 403-252-1494
		transportation@cbe.ab.ca 403-817-7433 x7

Family Checklist

Getting ready for school

I have registered my student for transportation.

My child's ZPass is in their backpack if they already have one, and my child knows to scan the pass before boarding and when leaving the bus.

I know where the bus stop is located and the time I have to be at the stop.

My child is dressed appropriately for today's weather.

I have reviewed the Student Transportation Handbook with my child and I have posted this Family Checklist somewhere visible (e.g. fridge, bulletin board).

My child knows how to recognize the bus stop and find the way home.
My Kindergarten child will stay on the bus until they see a parent or caregiver, or advise the driver if they are not at the stop.

My child understands what to do if:

- they have missed their stop,
- are on the wrong bus,
- no one is at their stop to meet them,
- the bus is late or does not arrive,
- no one is home,
- there is an emergency school closure.

My child has the medication(s) they need and understands what to do if they need to use the medication. Drivers do not administer medication.

I understand that the transportation of students to school is a responsibility shared among parents and students, bus drivers, service providers, Transportation Services and motorists.

Safe travel to and from the school bus stop

I understand that I am responsible for my child's safety to and from the bus stop and that I must be at the stop at least five minutes before departure and arrival.

If I am unable to accompany my child to and from the bus stop, I have made appropriate arrangements to get my child safely to and from the bus stop, and the school and driver are aware of who else may accompany my child.

My child understands street safety and will cross streets only at intersections and only when safe to do so.

At the school bus stop

My child will respect private property and will not use it as a gathering point at their pick up-drop off location.

I will not drive into a school bus loading zone to pick up or drop off my child from the bus stop, or otherwise interfere with the safe travel of the bus.

My child will:

- stand and wait at least five giant steps away from the school bus as it is arriving and departing
- get on and off the bus in an orderly fashion
- walk to the nearest intersection to cross the road

On the school bus

To ensure the bus driver can focus on transporting students safely to and from school, my child will:

- follow the School Bus Rules
- avoid bringing restricted items on board the bus

