



Transportation Procedural

Book 2024-2025

Table of Contents

Contacts.....	1
Transportation Requests.....	2-3
Community Trip Requests	4-6
Bus Referrals	7-8
Drops And Holds.....	9
No One Home Procedures	10
Penalties	11
Billing.....	12
Communication.....	13
Safety	14
Accident Procedures	15
CASE Transportation Support.....	16

CASE

excellence through
collaboration

District Contacts

CASE

Title	Name	Phone Number	E-Mail
Executive Director	Mary Furbush	(630) 942-5600	mfurbush@casedupage.com
Administrator	Marybeth Marinier	(630) 942-5600	mmarinier@casedupage.com
Transportation Coordinator	Missy Klaric	(224) 588-4007	mklaric@casedupage.com

Title	Name	Phone Number	Email
Senior Location Manager	Felix Setyadi	(224) 567-9714	felix.setyadi@firststudentinc.com
Safety Manager	Deb Alegre	(630) 234-4406	deborah.alegre@firststudentinc.com
Charter Coordinator	Nick Santoro	(630) 469-1900	nicola.santoro@firststudentinc.com
Routing Manager	Gail Gallagher	(630) 469-1900	Gail.gallagher@firststudentinc.com
AM Dispatcher	Daniel Keck	(630) 469-1900	daniel.keck@firststudentinc.com
PM Dispatcher	Anita Santiago	(630) 469-1900	anita.santiago@firststudentinc.com
Shop Manager	Naz Nasir	(630) 469-1900	nasir.nasir@firststudentinc.com

Request for Transportation

- The districts now have access to a new program for routing students. It is called R2X. All districts have been given access to this program. This is an on-line tool used by First Student for all routing with the exception of Community Trips. The process for Community trips has not changed.
- If you have questions concerning this process or need an account set up. Please contact Peter Kraner at peter.kraner@firstgroup.com or by phone at 708-512-6211
- The contractor has **three to five full working/school days** from the time that they received the form to get the student routed
- All wheelchair buses (lift buses) automatically have an aide assigned to them, if there is one available
- If the district wants a nurse to accompany a student, the nurse is hired through the resident district of the student. The contractor charges the route cost for the seat that the nurse occupies
- The contractor should respond to requests within 24 hours to confirm receipt of request
- The contractor will contact families and confirm start date/times
- Students will be assigned to routes. This does not guarantee that a driver is available for each and every route. Please refer to Felix Setyadi for this information



*USERNAME

*PASSWORD

Remember Username

[FORGOT PASSWORD?](#)

Community Trip Requests

CASE uses the “Community Trip Request Form” for approved trips.

Community Trip Forms are available on the CASE website, <http://casedupage.com/>

- The district completes the form and sends it electronically to the CASE Office for processing. The transportation coordinator will confirm via email upon receipt
- **The trip must be given to CASE at least ten business/school days** before the day of the community trip
 - If trip is requested before 11:00 a.m., that will be considered Day #1 of ten business days
 - If trip is requested with less than 10 business days notice, provider may deny this excursion
 - If the teacher requires any additional information, they should contact the transportation coordinator at CASE at mklaric@casedupage.com or call 224-588-4007.



22W600 Butterfield Road
Glen Ellyn, IL 60137-6957

Mary M. Furbush, Ed.D.
Executive Director

630-942-5600, Relay Service 711
Fax 630-942-5601

Community Trip Request Form

Please complete this form and return to the CASE office at least 10 Working days prior to the trip.

Trip Date: _____

Destination:

Requested by _____ Contact number _____

Departure time from school _____

Arrival time back to school _____

Student Name	Equipment	District
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Additional Notes _____

Lesson Plan form for a K-8 community based instruction must be filled out in its entirety

Destination: _____

Teacher: _____

Date of Trip: _____

Standards that will be covered: Instruction Related Services Community Experience
Development of Employment Other Post-School Adult Living Daily Living Skills and
Functional Vocational Evaluation

Description: _____

What goal do you intend to accomplish during this community outing experience: _____

Teacher Signature _____ Date _____

Designee Signature _____ Date _____

Bus Referrals

Bus referrals are written communications from the driver (or other staff on the vehicle) intended to inform the school of concerning behaviors and/or challenges that occurred on the route.

The Contractor:

- Sends all bus referrals to CASE via email the same day that the referral was written
- Sends all bus referrals to student's serving school the same day that the referral was written
- If the bus referral indicates either violent or disturbing behavior, the contractor will immediately contact CASE
- If the bus referral indicates an injury on the vehicle the contractor will immediately contact the school and CASE

CASE:

- Electronically sends report to CASE Behaviorist and the district's Director of Special Education.
- Sends all bus referrals to student's serving school the same day that the referral was written
- CASE will monitor all referrals and will assist in developing plans/training for repeated or gross misconduct

Hopewell Transportation

Student Incident Report

Driver's Name _____ Aide's Name _____

Date of Incident _____ Time of Incident _____

Person Completing Report _____ Date of Report _____

Student Name _____ District _____

Other Students Involved _____

Please circle all that apply

Serious Problems:

(Call office immediately)

1. Fighting
2. Possession or under the influence of alcohol or drugs
3. Possession of a weapon
4. Striking/kicking/tripping
5. Standing
6. Spitting
7. Throwing Objects
8. Hanging out of windows
9. Verbal threats

Other Problems:

1. Physically/verbally bother other students
2. Arguing
3. Foul language/obscene gesture
4. Destroying/hitting/kicking equipment
5. Unnecessary noise
6. Rude or disrespectful
7. Littering

Are these recurring issues? If so, list all dates of occurrence: _____

Detailed Description of Incident:

Student Drops

A student is dropped from transportation through the R2X Program. In addition, the district can contact CASE with the drop information. CASE can inform First Student as well. The contractor should not drop a student without district or CASE approval

Student Holds

There are times when a district, school, or parent determine that a student will not be attending school for a period of time (vacation, hospital stay, etc.). The district or school should submit a change through R2X, or inform CASE. On a "hold", the district/school still pays for transportation during that time. The contractor may stop driving to the student's home during this time. The district must keep in mind, when they place a students transportation on "hold", the route may take up to 3 business days to reinstate regular transportation of the student.

Routing Students for Travel From Extended Distances

When a request is submitted for a student with an address out of the school boundaries. This may result in a longer than 3-5 business days to route. This due to the time of travel and the availability of a dedicated driver to establish this route. In addition to this, the transportation time may exceed an hour or longer based on traffic and other logistics.

No One Home Procedures

Only adults listed on a student's records or a sibling who is at least 13 years of age may take a student off of the vehicle. In the event that there is no one at a student's house when the bus driver is dropping off the student, the following steps should be taken:

- The bus driver calls the contractor to report no adult present.
- The contractor will contact a person listed on the student's transportation record. If they cannot reach a parent/guardian, the contractor calls the CASE Transportation Coordinator to secure any additional phone numbers.
- If CASE nor the contractor are able to get a hold of an approved parent/guardian, CASE will call the school as well as the district for additional phone numbers or emergency contacts.
- The driver will drop off the other students on the route and return to the original student's house.
- If there is still no parent/guardian/emergency contact at the home, the contractor will contact the CASE transportation coordinator for next steps.
- Each district has its own policy. The contractor will proceed with the resident district of that student's policy (taking the child to the police station, taking the child back to the school, etc.)

Penalties

In the event of certain violations listed below, the sums listed under each occurrence may be withheld from the next subsequent payment due to the contractor.

- Late AM drop off at school site 15 minutes after final bell to relevant district's supervisor of transportation, **\$100 per occurrence**
- Late PM arrival at school site 15 minutes after dismissal bell to relevant school district's supervisor of transportation, **\$100 per occurrence**
- No service to or from a regularly scheduled route, **\$100 per occurrence**
- Leaving a child on a bus after the contractor has completed the last stop, **\$5,000 per occurrence**
- Failure to produce acceptable audio, video, or GPS data within 23 hours after a request, **\$500 per occurrence**
- Non-working radio, **\$500 per occurrence**

The CASE transportation coordinator must be notified of these violations (prior to that month's billing cycle) by the district or the school in order to withhold these sums monthly.

Billing Procedures

Invoices will be submitted electronically to the CASE transportation coordinator ten business days after the month's end.

Invoices will include:

- Student name
- Serving School
- Rate by mile
- Daily rate
- Number of days
- Number of trips
- Any exceptions that would impact charge (aide, lift bus, etc.)
- Total rate per child

Invoices are reviewed by the CASE transportation coordinator and any corrections will be sent back to the contractor.

Any credits/corrections/etc. to be reflected in the following month's bill.

Communication

Efficient, effective communication directly with staff can be achieved through use of appropriate technology and efficient practices including:

- Use of phone applications (Ex: Remind App) to relay delays, issues, accidents, etc.
- Clear, concise, timely requests sent electronically by email
- Response to requests that are timely and predictable

Accidents, late routes, unpredicted traffic, etc. that results in late routes should be:

- Relayed to district and/or parents if impacts route timing by 15 minutes or more.
- Use technology to increase efficiency (see above).

Safety

Students should never ride in the front seat of the vehicle (Ex: Suburban or other vehicle with front seat next to driver)

Safety protocols to be followed by drivers/staff:

- Will be regularly reviewed with contractor staff
 - CASE will be provided a copy of the safety protocols before the school year starts and immediately upon any revisions
 - Contractor will provide a meeting schedule and safety plan topics (for meetings) at start of the school year
 - Contractor will follow up during year if/when changes occur (Ex: need-based changes)

Recording device should be installed in all vehicles used to transport all students

- Devices should record video and audio for the entire route
- The video/audio should have date and time stamp automatically/constantly indicated for review
- Video/audio should stream to central point (Ex: can monitor live)
- If not streaming: Contractor conducts periodic checks to verify equipment is in working order (20% checked daily)
- When requested by the district, the video/audio will be provided (in full) in electronic format via email within 24 hours of request
- Contractor to review audio/video periodically in response to concerns
 - Notes of the periodic review will be relayed in writing to the district (Ex: strengths and concerns, not to include names, just trends)
- Contractor will review audio/video that is requested by CASE and member districts

Global Positioning System (G.P.S.) to be installed and functioning in all vehicles transporting all students.

- G.P.S. to be used to monitor speed, safe driving habits and location/date/time of vehicle
- Contractor to relay specific vehicle information (location, speed and timespan) to district upon request using the aforementioned G.P.S

CASE Accident Procedures

In the event of a vehicle accident, these procedures must be followed.

The Contractor:

- Notifies CASE transportation coordinator by phone within 15 minutes of the accident
- Notifies the Police Department to come to the accident site
- All parents of students on the route are called and informed of the accident
- A contractor representative arrives at the accident site to assist and document the accident
- A District representative is required to report to the accident site
- The contractor will send relief/back up bus to come to scene to finish the route if vehicle is damaged
- The contractor follows up with copies of written reports (provider and police/emergency services) to CASE
- Provider to remain at scene until district and emergency services “clear” scene

CASE:

- Transportation coordinator notifies Executive Director/Assistant Director
- Calls District’s Special Education Director/Assistant Superintendent for Special Services
- Calls District’s representative to report to the accident site
- Electronically sends Accident Notification form to all locations above (Executive Director, District Special Ed Director, Principal)

CASE Transportation Support

- Maintains lists and student data current and accurate throughout the year
- Creates and runs reports regarding any student transportation data
- Maintains communication with member district schools relative to any problems involving transportation
- Leads district administrative assistants with support on transportation needs
- Attends regular meetings with the contracted transportation companies
- Verifies transportation invoices for payment
- Monitors discipline situations occurring on the bus
- Provides ongoing training if need
- Cooperates with school principals and others responsible for community trips
- Stays current with ISBE policy changes
- Monitors district routes and GPS data via Traversa
- Reviews audio/video tapes as needed
- Reviews and revises CASE procedural binder based on policy changes
- Reviews and revises the Parent Handbook based on policy changes
- Reviews transportation process with CASE Directors annually