



August 2019

To the Parent or Guardian of: *Intentionally left blank*

2019-2020 Placement: *Intentionally left blank*

Welcome to the new school year. This letter is to inform you about your responsibilities and requirements for the upcoming school year and to provide you with phone numbers, web sites, and email addresses so you can provide us feedback or contact us with your questions.

Here is how you can contact us directly or find information about Student Transportation:

Phone: 503.916.6901

Email: transportation@pps.net.

Student Transportation website: www.pps.net/bus

Student Transportation website forms and this letter located here. Also available here in alternate languages.
www.pps.net/Page/179

The Transportation Department held an outbound phone call campaign July 15th through July 26th to proactively verify some basic information about you and your student. The purpose of this campaign was to make sure that the Transportation Department has current and accurate home stop addresses and phone numbers so that we may contact you with this letter and to insure quality in our planning processes.

Next steps:

You will be contacted directly by your assigned driver with your pickup and drop-off times between August 15th to August 21st. At that time please share with the driver your student's needs and verify that the paperwork for your pickup/drop-off preference (AKA leave alone form) is up to date for this school year.

Please contact the Student Transportation Call Center if your driver has not contacted you and provided you with a time card prior to August 21st. This could be an indication that your transportation or school placement is not setup properly. Additionally, please contact us immediately if you were "in-lieu" in the previous season but now need bus service.

Details concerning your student's transportation:

Please review the following requirements so your students are transported safely, efficiently, and in compliance with school district and the Oregon State Department of Transportation rules and regulations.

- Students should be ready for the vehicle ten (10) minutes before the scheduled pickup time.
- To cancel or put on hold your student's transportation please call our office at 503-916-6901 to leave a voice mail message. Select the absent child option from the voice mail directory and leave a message. Please do not call your driver or other service provider(s) directly as we won't know what's happening to be responsive.
- Please contact us at the Student Transportation Department if you are planning on moving or any of your phone numbers change. Schools may not notify us of your requests in a timely manner which will impact our ability to implement the change. Address changes can impact the routes and time cards of many families. Please allow 7-11 days for any address or school placement changes to be implemented. We will need to re-route your existing vehicle or re-assign you to new vehicle - both of which could require bus scheduling changes that need to be communicated to other riders and test run by the driver.
- Our drivers are not allowed to wait over two minutes past the scheduled pickup time. The driver must proceed on with the route if your student does not come out to the vehicle. This is done so you don't delay subsequent pickup or drop-offs throughout the day and impact other families and or their class times.
- The drivers are not allowed to return to the pickup location if a student misses the vehicle. The vehicle must proceed on with the route to stay on schedule. Please do not call Student Transportation to request that a

vehicle deviate from its schedule. We do not have extra vehicles standing by as we reuse each vehicle two to four times throughout the day to achieve cost and schedule efficiencies.

- Drivers are not permitted to use their horns or back-up beepers, call from their personal cell phones, and are not allowed to leave their students unattended in their vehicles except in emergencies. (ORS 815.225) Please approach the vehicle accordingly.
- Parents/Guardians are allowed only one AM and one PM stop location. We cannot support multiple AM or PM stop locations throughout the week as this adds a significant level of complexity that we cannot adequately or safely service or manage.
- Drivers cannot transport medication to school for parents. This is in accordance with PPS Board Policy and Administrative Directive 4.50.027 (5)(a), "all medication administered by designated school staff must be delivered by the parent to the school." Please contact the school or program directly.
- We need updated measurements if your student uses a car seat, booster seat, safety support system or if they have grown during the last year. Please complete the "*Special Education Student Equipment Measurement*" form and present it to your driver to make sizing changes. This form is available from our website on the Parent and Staff Resources page.
- Student drop-off procedures:
 - All students must be met at the door of the school bus or sedan by a responsible person. Parents or Guardians may opt out of this requirement only after successfully completing a "*Change of Drop-Off Status*" form. This form allows students to be left unsupervised or with visible contact of the responsible person, instead of being met at the vehicle. This form is available at your school's administration office or our website on the Parent and Staff Resources page.

To be in affect the "*Change of Drop-Off Status*" form must:

Be signed by the Parent/Guardian AND on file at the Student Transportation. Incomplete or "in-process" forms are not adequate as this could lead to an unsafe condition for your student.

Completed forms from the 2018-2019 school year will remain in effect for the 2019-2020 school **only if the student has not changed school sites or programs. Students without a current form must be met at the vehicle by a responsible person until the form is updated.** A blank form is included in case you want to change your preference.

- Students who are not met within two minutes of the scheduled drop-off time and location will be taken to Children's Club; 3520 SE Yamhill Street; Portland, OR 97214; 503.233.2246 or 503.781.3328 (cell). Students must be picked up by 5:45 PM from Children's Club. If you cannot be reached, Portland Police will be called and your custody may be surrendered to the Department of Human Services (DHS).

We are striving to provide the highest level of service for you and your family. To do this we require your help and constructive feedback so that we can reach even higher levels of customer service or correct any issues you endure.

Please help us perform your transportation services better by providing feedback and telling us about your changes as soon as you know. . Here is how you can contact us directly or find information about Student Transportation.

Phone: 503.916.6901.

Email: transportation@pps.net.

Student Transportation website: <http://www.pps.net/bus>

We look forward to working with you and your student. Thank you.

CC: First Student, Radio Cab, Broadway Cab, Mojo's Cab, SAFE, ALC, IHC, Dinka, Rip City, PPS Operations.

Attachments: *Change of Drop-Off Status* form, *FAQs Drop-Off Status*,