

# **Apple Bus Company Transportation Contact Information**

**(504-241-4466)**

**Hours of Operations 5am - 6pm  
Monday through Friday**



## **Parent Information**

**IMPORTANT:** Please make a note or memorize your child's bus route number. When you phone our Transportation office, this is the first piece of information we need in order to help you.

We would also like to share with you several important expectations, rules, and safety tips regarding school district transportation services:

- Students should arrive at the assigned bus stop at least ten (10) minutes before the published bus stop time and wait ten (10) minutes after the published time. If the bus does not show up by then, call the dispatcher at 504-241-4466.
- Students should be made aware of the school bus danger zones.
- Students are expected to observe the school code of conduct policy while at the bus stop and on the bus.
- Students are not allowed to eat, drink or chew gum while on the school bus.
- Students are expected to abide by the school bus driver's instructions during boarding of the bus, while on the bus and when departing the bus at the bus stop or school location.
- Students are expected to sit in assigned seats and remain in their seats during transit.

**Thank you for partnering with us to provide safe and timely transportation services for your child!**

## *Bus Rules*

*Please support the driver's authority in enforcing school bus safety and behavior rules.*

### **Teach your child to:**

- *Notify you before leaving for the bus stop.*
- *Never go into a house unless you have given your child permission to use the house as a "Safe House".*
- *Tell you if they feel scared, uncomfortable or confused about waiting for the school bus.*
- *Tell the school bus driver if they are approached while waiting at the bus stop.*
- *Tell the school administrators if they are approached while waiting at the bus stop.*
- *That NOISE is his/her best defense – yell, scream, shout, scatter books and belongings if they are being forced into a car.*
- *Move away from any vehicle that pulls up to the bus stop.*
- *Never accept a ride to school if they are waiting at the bus stop.*
- *Follow the Safe Walking Plan and never to use shortcuts through empty parks, alleys, fields, etc. They should avoid empty buildings and isolated areas.*
- *Run home or to a designated safe house if they are close to home and approached while walking to the bus stop.*
- *Write a license plate number in the dirt if nothing else is available and they are safely away from danger.*

### **Protecting Your Child at School Bus Stops:**

- *Work with other parents to have children walk to bus stops and wait in groups. Use the "buddy system" whenever possible.*
- *Create a Safe Walking Plan with your child using the safest and most direct path to the school bus stop.*
- *Establish "Safe Houses" along the route to the bus stop that your child can go to if approached while walking to the bus stop.*
- *Avoid clothing and toys with your child's name on them. Students and parents are responsible for safety and proper behavior going to and from the stop and while waiting for the bus.*
  
- *Students must stand off the roadway while waiting.*
- *Students must respect other people's property.*
- *Students must not push, shove, or engage in horseplay.*
- *Parents should supervise children at the stop if possible.*
- *Students must arrive at the bus stop at least five minutes prior to the scheduled pickup time.*
- *Students must wait for and get off the bus only at approved stop locations. During loading and unloading:*
- *Always stay away from the 10 foot "danger zone" around the bus, except when you are directed by the driver to get on or off the bus.*
- *NEVER pick up an object that you drop under or near the bus. Ask the driver for help.*
- *Always be sure the driver can see you.*
- *Make sure clothing and backpacks have no loose drawstrings or long straps that could catch in the handrail or bus door.*

- *When you see the bus coming, stand at the stop and wait for the bus to come to a complete stop.*
- *Always wait for the driver to signal that it is safe to cross the road and/or load into the bus.*
- *When crossing a traffic lane, always look left, right, then left again; cross only if approaching traffic has stopped.*
- *Never walk behind the bus or along the side of the bus.*
- *Only board your assigned bus, unless other arrangements are approved by your school.*

**Standards of School Bus Behavior for Students:**

*Because of our continuing efforts to provide safe school bus transportation, we are providing you with the standards of conduct for all students who ride the buses. Students must adhere to these rules. Please discuss these rules with your student and assist us in seeing that these rules are followed:*

- *Obey the bus driver and all the bus rules.*
- *Ride only the assigned bus.*
- *Board and depart at the assigned bus stop.*
- *Give your proper name when requested by the bus driver.*
- *Remain seated at all times when the bus is moving.*
- *Remain absolutely silent when the dome lights are on.*
- *Remain absolutely silent at railroad crossings.*
- *Refrain from bringing food, drinks, gum or tobacco on the bus.*
- *Refrain from bringing reptiles, bugs, animals or marine life (dead or alive) on the bus.*
- *Refrain from displaying signs from the bus.*
- *Refrain from any use of profane language or gestures.*
- *Refrain from acts of vandalism.*
- *Refrain from throwing any objects from the windows of the bus.*
- *Always follow the driver's directions.*
- *Never distract the driver from driving unless there is immediate danger to you or others*
- *Remain seated and keep the aisles clear.*
- *Never bring unsafe or unauthorized items into the bus*
- *Always keep your arms, legs, and head inside the bus.*
- *Always show respect for your fellow students.*
- *Keep conversation at a reasonable level and remain quiet at railroad crossings*
- *The School Bus is an extension of the classroom; therefore, the Student Conduct policy applies in the bus as well as the classroom.*

*Please note that we have installed video cameras on the buses. A student may be filmed at any time during their ride. These videotapes can be reviewed and utilized by ReNew staff to discourage inappropriate student behavior on the bus. Your support and cooperation regarding this will be greatly appreciated.*

**Pre-K-2 Transportation Guidelines:**

**Can my Pre-K or 2<sup>nd</sup> grade student be left unattended?**

- *No, Pre-K thru 2<sup>nd</sup> grade students must be released to a parent or guardian. The parent must meet the student at the stop, and we ask that parents come to the bus loading door to receive their child. Parents*

or Guardians are asked not to wait in a vehicle or in a doorway due to the delay that it causes the bus route.

- *An adult (age 18 or older) named by the parent/guardian as a designated custodian of the child must be AT the bus stop in the morning and afternoon. The school bus driver will not release the child to anyone other than a custodian designated in advance by the parent/guardian. (A photo identification card might be required at the bus stop).*
- *If the bus driver arrives at the bus stop and a designated custodian is not there to meet the student, the bus driver will contact Transportation Dispatch to alert the School authorities of the situation. Depending on the bus drivers schedule, the student will either be returned to his/her school or retained on the bus until his/her school routes are complete before reattempting delivery at the student's bus stop.*
- *If there is a second attempt, and if a designated custodian is still not at the bus stop, the bus driver will notify Transportation Dispatch. Dispatch will attempt to contact the parent/guardian and if there is no response, Dispatch will advise the driver to return the student to the school.*

#### **How to report a rude and discourteous School Bus Driver:**

- *Call the Transportation Office and speak with Dispatch as soon as possible after the incident. State the reason for your complaint. Provide details about who, what, when and where.*
- *Begin by stating the route, time your child is picked up and dropped off and the name of the school.*
- *The Dispatch and Operations Manager(s) will investigate the matter. If necessary, a return telephone call will be provided to the person providing the complaint.*
- *Please note the driver is entitled to due process. All disciplinary matters are held in strict confidence and will not be shared with the complainant.*

#### **Can a Driver stop at my house to pick up or drop off my child?**

- *Only certain students, whose needs are addressed through an IEP plan, are eligible for curbside service. Curbside service is normally restricted to situations where a less restrictive environment is not possible or where medical issues require this type of service.*

#### **Who do I contact for permission for my child to ride another bus home?**

- *You need to contact your students' campus administrators for approval. If the request is approved, then your child will be given a copy of the notification to give to the bus driver. This will ensure that the driver has the information and the child is dropped off at the correct stop.*

