



Transportation Procedural
Book 2019-2020

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Important Contacts

CASE

Title	Name	Phone Number	E-mail
Executive Director	Mary Furbush	(630) 942-5600	mfurbush@casedupage.com
Assistant Director	Cindy D'Ambrosio	(630) 942-5600	cdambrosio@caseupage.com
Business Manager	Sara Lager	(630) 942-5600	slager@casedupage.com
Transportation Coordinator	Missy Klaric	(224) 588-4007	mklaric@casedupage.com

Hopewell

Title	Name	Phone Number	E-mail
Director of Transportation	Will McDermott	(815) 463-9655 ext. 7500	will@hopewelltransportation.com
Asst. General Manager	Gary Torrey	(815) 463-9655 ext. 7503	gary@hopewelltransportation.com
Operations Manager	Katie Kropanow	(815) 463-9655 ext. 7505	katie@hopewelltransportation.com
Dispatcher	Alexis Hartmann	(630) 426-1749	alexis@transportation.com

Request for Transportation

- The district completes a Transportation Request form and emails it to the CASE Transportation Coordinator for processing. The transportation coordinator sends it to the contractor electronically
- Transportation worksheets are available on the CASE website, <http://casedupage.com/> click the “Services” Tab at the top of the page, then open “Transportation” to download
- The contractor has three 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 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

Hopewell Services
Transportation Request

Date of Submission _____ District# _____ Submitted by _____

Student's Name _____ DOB _____

Student's Address _____

Primary Contact _____ Phone Number _____

Secondary Contact _____ Phone Number _____

Additional Number _____ Additional Number _____

Emergency Contact _____ Phone Number _____

Relationship to Student _____

Aide _____ YES _____ NO _____
Harness _____ YES _____ NO _____ Size: S _____ M _____ L _____ XL _____
Car Seat _____ YES _____ NO _____
Booster Seat _____ YES _____ NO _____
Lift Bus/Van _____ YES _____ NO _____
Medical Plan (If yes, please attach) _____ YES _____ NO _____

Route Information

Pick-up address _____

Drop off address _____

School _____

*Please attach a copy of
the school's academic
calendar

School Address _____

Start Date _____ End Date _____

	Monday	Tuesday	Wednesday	Thursday	Friday
School Start Time					
School End Time					

School Contact: _____

Additional information: _____

This is a new student.

Please e-mail all requests to the CASE Transportation Coordinator mklaric@casedupage.com

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 “Lesson Plan Form” is given to the CASE Program Coordinator
- The trip must be given to CASE two weeks (ten business/school days) before the day of the community trip
 - If trip is requested by 11:00 a.m., that will be considered Day #1 of ten school days
 - If trip is requested with 9 or fewer days’ notice, provider may schedule/accept request if possible
- A confirmation is emailed by the transportation coordinator to the teacher. This will include route information for the approaching trip. If this information is not received within 3 business days prior to the trip, they should email the transportation coordinator at CASE at mklaric@casedupage.com or call 224-588-4007.

Community Trip Request Form

Please complete this form and return to the CASE office at least 10 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
- CASE will provide positive behavior training to drivers and aides on an ongoing basis

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 when the contractor receives a request from CASE. 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 send a transportation worksheet with the information about the absence to 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 and the route will start as soon as the student returns, without having to wait the 3 days allotted for routing.

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 after final bell to relevant district's supervisor of transportation, **\$100 per occurrence**
- Late PM arrival at school site 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 (1:1 Nurse, 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

- Prepares and submits list of all authorized students receiving transportation to the contractor
- 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