

RUSD Yellow Bus Monitoring and Communications Summary

I. Daily Ops Monitoring:

- Monitoring window (based on previous years):
 - Monday, Tuesday, Thursday, Friday: 6:30a-8:30a, 2:00p-4:00p
 - Wednesday: 12:30p-3:00p
 - Reed Conference Week: 11:15a-1:30p then 3:00p-4:00p (Cove only)
- Confirm all drivers are tracking on FirstView 30 min before the start of route and making periodic checks on tracking during trips times.
- Confirming vehicle switches are entered into FirstView ASAP so that the correct vehicles will be tracking on the assigned routes.

II. Communications

A. Type

1. Delay Communications:

- Delays communicated to parents and schools if delay exceeds 10 min.
- For parents: communicate delays and issues through FirstView app and Mozeo:
 - Example: "***SERVICE ALERT** Lime AM delayed approx. 10 min."
 - FirstView provides an estimated delay time on the dashboard which parents can see as well on the app
 - Send updates if delay changes: "***Service Update** Lime AM departing first stop. Delayed approx. 15 min."
- For schools: communicate via email or phone. Include Leilah in emails sent to schools.

2. Route Cancellations:

- If a route in the morning is cancelled within 20 min. of the route starting – send a bus to the area to do a sweep and pick up any kids who may not have gotten the message.
- If a route in the afternoon is canceled or if the bus will be delayed in picking up students at the school over 25 min then communicate to the parents that the route is canceled and advise to find alternative means of transportation:
 - Example: "***Service Alert** Lime AM bus broken down en route to first stop. Route Cancelled. Please take alt transportation"
 - Example: "***Service Alert** Lime AM delayed more than 25 min. Please take alt transportation to school"
 - Note: When delayed over 25 min the bus will still run the route and pick up any students remaining at the school.
- Always keep the schools in the loop either via email or with a phone call.

3. Other Communications:

- For delays that are known ahead of time (e.g. construction resulting in delays or detours, consolidated routes due to driver shortage) communications should be sent via email (list provided by Leilah on pass sales document) and through the FirstView app.
 - FirstView Example: “Service Alert** Due to driver illness, lime and gray AM routes will be combined. Stops before Mariner Green townhomes and after the Little School are cancelled. Riders may board at any stop. Note changes in times to ALL lime and gray stops below: Paradise Dr at Taylor Rd -8:11 AM / Martinique Ave btwn Jamaica St & Trinidad Dr - 8:13 AM / Paradise Dr at Mateo Dr -8:14 AM / Paradise Dr at Hillcrest Rd -8:15 AM / Trestle Glen Blvd at Shepard Way -8:16 AM / Del Mar School -8:25 AM.”
 - FirstView Example: “**Service Reminder** Due to construction on San Francisco Blvd students using the Memorial Park stop will be rerouted to the public bus stop at Sir Francis Drake Blvd &
- When students (1st grade and under only) are not met by a parent or guardian:
 - If at the last stop and the driver does not have a following trip to run, ask driver to hold at the stop and then call the parent (phone number provided in the pass sales list provided by Leilah).
 - If the driver cannot hold or the parent is unavailable, advise the driver to take the student to Del Mar.
 - Contact parent and Del Mar staff about the situation.
 - Send email to Leilah with student’s name detailing the situation.

B. Bus Accident Procedures:

1. Find out relevant details: location of accident, status/safety of students, and CHP ETA
2. Send messages to parents with relevant details via Mozeo and FirstView. Do this before answering any more calls/emails. Ex. "WH-1 AM bus has been involved in a minor accident. No students injured." "Bus is stopped at Butterfield & Deer Hollow. CHP is on the way - ETA 20 min." "All students must be cleared by CHP before they can exit the bus."
3. Call the school to notify them
4. Return calls/emails from parents
5. Update parents with any new information

Note: CHP will need to get the names and ages of all students on the bus. After CHP has completed their review of students, then they can be released to a parent. Also, send a back up bus for any students not picked up by a parent.

C. Order of operations:

1. Notify parents
2. Notify schools (and Leilah)
3. Reply to any inbound calls/emails related to the issue