# STUDENT TRANSPORTATION MANUAL

Monday – Friday 7:00 AM – 5:00 PM Thursday 7:00 AM – 4:00 PM 780-441-6078 transportationservices@ecsd.net

EDMONTON CATHOLIC SCHOOLS TRANSPORTATION SERVICES

Let's talk about student transportation!



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### - Our Vision

The mission of Edmonton Catholic Schools is to provide a Catholic education that inspires students to learn and that prepares them to live fully and to serve God in one another.

## - Student Transportation Manual

The purpose of this manual is to provide families with a brief overview of the student transportation services available at Edmonton Catholic Schools and the responsibilities of everyone involved.

English	If you prefer assistance in another language, please contact One WorldOne Centre at 780-944-2001.
Amharic	ይህንን የትራንስፖርቴሽ ማኑዋል በአመርኛ ቋንቋ ለመረዳት ከፌለ <b>ጉ ዋን ወርልድ ዋን ሴንተር በ<b>780-944-2001</b> ደውለው ይጠ ይቁ፤፤.</b>
Croatian	Ako vam je potrebna pomoć na drugom jeziku, kontaktirajte One WorldOne Center na telefon 780-944-2001.
Italian	Se volete aiuto in italiano, telefonate al One WorldOne Centre al 780-944-2001.
Polish	Jeśli wolisz pomoc w innym języku, skontaktuj się z One WorldOne Centre pod numerem 780-944-2001.
Russian	Если Вы желаете получить помощь на другом языке, обратитесь пожалуйста в One WorldOne Center, по телефону 780-944-2001.
Serbian	Ако вам је потребна помоћ на другом језику, контактирајте One WorldOne Centre на телефон 780-944-2001.
Spanish	Si prefiere asistencia en español, comuníquese con One WorldOne Centre al 780-944-2001.
Tagalog	Kung ninanais ninyo ang tulong sa ibang wika, mangyari lamang kontakin ang One WorldOne Centre sa 780-944-2001.
Tigrinya	እዚ ናይ ትራንስፖርቴሽ ማኑዋል ብትግርኛ ክትርድኡዎ ትደልዩ እንድህር ኮይንኩም ዋን ወርልድ ዋን ሴንተር ብ <b>780-944-2001</b> ደዊልኩም ህተቱ፤፤.
Ukrainian	Якщо Ви бажаєте отримати допомогу іншою мовою, просимо звернутися до One World… One Center, за номером телефону 780-944-2001.
Vietnamese	Nếu quý vị cần trợ giúp bằng tiếng Việt hoặc các ngôn ngữ khác, xin vui lòng liên hệ One WorldOne Centre, điện thoại số 780-944-2001.
Other Language	If the language you speak is not listed above, please indicate what language you require or contact Intercultural Services at 780-944-2001, ext. 514.



## Contents

STUDENT TRANSPORTATION ADMINISTRATIVE POLICY	1
PURPOSE OF THE TRANSPORTATION MANUAL	1
TRANSPORTATION APPLICATION	2
BUS PASSES AND FEES	2
SAFETY RULES	4
POINT – PAUSE – PROCEED PEDESTRIAN SAFETY RULES	5
BUS STOPS	6
KINDERGARTEN TRANSPORTATION	7
SPECIALIZED TRANSPORTATION	8
ROUTE DESIGN	9
SEVERE WEATHER CONDITIONS	10
NOTIFICATIONS	10
PARTNERS IN SAFETY	11
PARTNERS IN SAFETY (CONT.) Error!	Bookmark not defined.
VIDEO SURVEILLANCE	14
EDMONTON TRANSIT SERVICES (ETS)	14
BUS PASSES	15



## STUDENT TRANSPORTATION ADMINISTRATIVE POLICY

EDMONTON CATHOLIC SCHOOLS shall arrange transportation for students eligible for transportation under the Education Act or designated by the Division to attend a specific school or program.

A student eligible for transportation under the Education Act lives at least 1.6 km from their designated school (Grades K-6) and at least 2 km from their designated school (Grades 7-12). The Division may charge a transportation fee to recover the cost of the transportation program over the transportation grant(s) provided by the province. The fee for Elementary students may differ from the fee for Junior and Senior High students.

The Division transportation policy requires that a parent/guardian to be present at the scheduled drop-off location and time for all students in Kindergarten, Grade 1 and students on inclusive transportation routes. In the event a parent/guardian is unable to be at the bus stop for drop off, a sibling in grade 6 or higher is permitted to take their younger sibling off the bus. If no one is available, the student will be returned the school at the end of the route.

Students in grades 2-12 will be released without a parent/guardian present.

The Division shall strive to provide safe and reliable transportation.

Edmonton Catholic Schools does not own and operate its school buses. Edmonton Catholic Schools contracts various carriers to serve over 12,500 students daily.

#### PURPOSE OF THE TRANSPORTATION MANUAL

This manual provides a brief overview of the Division's student transportation services. Families must read and carefully review the enclosed information with their child(ren).

Student safety is always the underlying principle in all student transportation decisions made by Edmonton Catholic Schools.



## TRANSPORTATION APPLICATION

Eligible students must complete an online transportation application to access the yellow busing service. This form is available online on the Division website, **ecsd.net/apply-for-transportation**. If a student is not eligible, Transportation Services will advise the school to communicate this to the family.

Completing a new application is unnecessary if a student uses transportation services. A new application is only required if an address changes or the student attends a new school.

#### **BUS PASSES AND FEES**

Students on regular bus routes must scan their bus passes when entering and exiting the school bus.

Transportation Service	
All students from Kindergarten to Grade 6 who access regular yellow bus service or ETS	\$32
All students from Grades 7 to 12 who access regular yellow bus service or ETS	
All students from Pre-Kindergarten to Grade 12 who access specialized services who are unable to use regular yellow bus or ETS	\$0
Conditional riders from Kindergarten to Grade 6 who access regular yellow bus service	\$32
Conditional riders from Grades 7 to 12 who access regular yellow bus service	\$57

#### **Student Transportation Fee Schedule**

Replacement Cost (lost or stolen)	
Yellow Bus	\$5
ETS	\$6



#### How do I pay my yellow bus pass fees?

Bus pass fees are located on the PowerSchool portal. Families can pay the entire bus pass fee at once as an annual amount or pay monthly. Whichever option is best for your family, the payment process is quick and easy. Online payment methods are VISA, MasterCard, VISA debit, and MasterCard debit.

#### Are you unable to pay your fees?

We understand that family finances are sometimes really stretched, and families may be unable to pay transportation fees for a period of time. Yellow school bus fees may be waived partially or entirely in the case of financial hardship at the discretion of the principal at the school. Families may either meet with the principal or submit the request for full or partial waiving of fees in writing to the principal to express the circumstances of their need or to arrange for an alternate payment schedule.

For ETS bus passes, the City of Edmonton's Ride Transit Program provides monthly ETS passes to eligible riders at a subsidized rate. Click <u>www.edmonton.ca/ets/subsidized-transit</u> to learn more.

#### What happens if my child's bus pass is lost or stolen?

**Yellow bus pass:** the replacement fee is \$5.00. A <u>Replacement Form</u> must be filled out. Once the replacement request is processed, a new pass will be issued by Transportation Services and sent to the respective school.

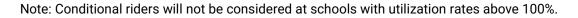
**ETS Arc card:** the replacement fee is \$6.00. A new card must be purchased at available vendors throughout the city. Locations can be found on <u>www.myarc.ca</u>. Students are required to bring in their new Arc card to the school office to complete the transfer of funds.

Contact Transportation Services at 780-441-6078 or speak with your school for more information.

#### **Conditional Riders**

The conditional bus pass is for ineligible students not funded for transportation who want to access an existing bus route. Conditional riders may access existing stops on current routes if sufficient room on the bus exists. Students must apply every year and can only start riding the bus once we accommodate all eligible students. Conditional riders who receive approval can start riding each year at the end of September.

An example of a conditional rider is a student living within the walking boundary of their designated school but they have childcare in the transportation boundary. The student could access an existing bus stop near their childcare if there is sufficient room on the bus.







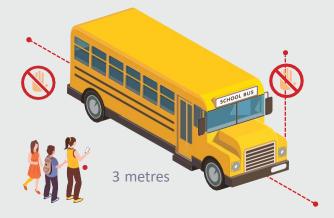


#### AND READ THIS IMPORTANT SAFETY MESSAGE

## **SAFETY RULES**

#### **DANGER ZONE**

The area directly around a school bus, even when parked, is called the **DANGER ZONE**. The danger zone is the three-metre area around the bus where the driver cannot see or has limited vision. Students are probably within the danger zone and too close to the bus if they cannot touch the bus or see the bus driver.





#### **GETTING ON THE BUS**

Wait until the bus comes to a complete stop, and the bus driver opens the door before you step toward the bus. You have to walk through the danger zone to get on the bus-so no running and no pushing-hold on to the handrail every time you get on or off the bus. And watch your step-it's a big one!

#### **GETTING OFF THE BUS**

Stay in your seat until the bus stops and the door opens. Leave the bus in a single file, do not push or shove. Don't forget to use the handrail and watch out for that big step. And remember, you have to walk through that danger zone again, so as soon as you step down, take five giant steps away from the bus. Never, ever go back into the danger zone for any reason.

Students are not to cross in front of the bus when leaving the bus. Wait until the bus is six bus lengths away before crossing the street. After the bus leaves, the student must go to the corner or crosswalk and check traffic in all directions. Follow the **Point-Pause-Proceed** pedestrian safety rules.

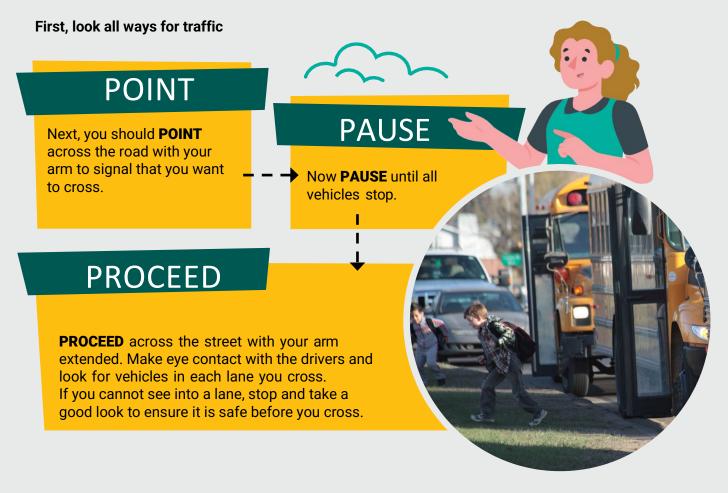
Under no circumstances should children in an urban area attempt to cross in front of the bus!







## POINT – PAUSE – PROCEED PEDESTRIAN SAFETY RULES





## **OVERSIZED ITEMS, DANGEROUS** / LOOSE ARTICLES ON THE BUS

Students are not permitted to transport oversize items on a school bus; this includes but is not limited to the following: skateboards, hockey sticks, hockey equipment, curling brooms, ski equipment, scooters, and musical instruments that do not fit within a backpack. This requirement follows the Alberta Traffic Safety Act and National Safety Code Standards.





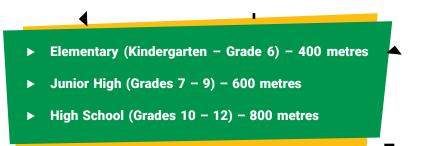


#### AND READ THIS IMPORTANT SAFETY MESSAGE

#### **BUS STOPS**

All bus stop locations are with student safety in mind. Students board and get off buses at designated school bus zones, transit zones, future transit zones or the far side of intersections. These locations promote consistent crossing practices that are safe for students.

Eligible students must access established bus stops and can be expected to walk up to the following distance to bus stops:



Stop locations are based on applications before the application deadline. Stops are designed to be equitable while accommodating students in the same geographic area. Transit stops are the preferred locations as they have snow clearing in the winter, and transit stop signs increase visibility, improving student safety.

Stop change requests will not occur if your child's stop location is within the above guidelines or if road structures and neighbourhood design prohibit a closer stop. We try to ensure your child has the nearest and safest stop possible.

Note: A minimum of 10 business days is required to add an approved stop on an established yellow bus route.

## **SCHOOL BUS ZONES**

Parking in school bus zones is illegal and presents a serious safety hazard. Such parking forces a bus to double park when loading or unloading students. Parking in school bus zones creates a highly unsafe situation for students. Unauthorized vehicles will be ticketed.



#### KINDERGARTEN TRANSPORTATION

Two distinct types of busing services are available to Kindergarten students: YELLOW BUS SERVICE and **NOON HOUR SERVICE.** The type of service provided to a student is dependent on specific eligibility criteria. The criteria are available from any Edmonton Catholic Elementary school.

YELLOW BUS SERVICE is available one way, either to the morning class or from the afternoon class. Since the big yellow bus service is shared with students in other grades, Kindergarten students must access designated stops on bus routes. Families are responsible for getting their children to and from designated stops or making arrangements for their children's supervision.

**NOON-HOUR SERVICE** is different from the morning and afternoon routes. Since only Kindergarten students access noon-hour routes at this time of day, a "curb" service will be provided for eligible students. Application forms for Noon Hour Service are available at all Edmonton Catholic Elementary schools.

#### NOON HOUR ELIGIBILITY

Eligibility criteria include the following:

- As defined by School Attendance Areas;
- Students live in an area without a neighbourhood school;
- Students are attending their designated schools; ► and
- Sufficient demand.

#### NOON-HOUR TRANSPORTATION SERVICE

This transportation service is based on the following criteria:

- The address must be located within the ► transportation catchment area for the school (refer to School Attendance Area map);
- Only one address can be accommodated for noon hour curb service: and
- Curb service is available where roadways and access allow (for example, door-to-door service may not be available in new subdivisions where roads are not developed; or during winter conditions). Under these circumstances, students may be required to access a designated safe stop location until the roadways or road conditions change.

## **IMPORTANT:** A parent/guardian

must be present to receive a student on curb service transportation at the scheduled drop-off. If no one is available, bus drivers will contact the carrier, communicate this information, and continue the route. At the end of the route, drivers will return the student to the school. This safety practice applies to Kindergarten, Grade 1, and students on inclusive transportation routes.





#### SPECIALIZED TRANSPORTATION



The Division provides Inclusive Curb Service Transportation to designated schools upon authorization from the consultant responsible for the program.

Applications for Inclusive Curb Service for Division-provided programs should be directed to Learning Services. Once approved, Transportation Authorization for Students in Division Programs forms will be completed by the consultant and forwarded to the Division Transportation Services office.

Transportation Services will arrange for an appropriate carrier. It may take up to 2-3 weeks to arrange for transportation. Students using Inclusive Curb Services are not required to purchase a bus pass.

Requests to arrange transportation to more than one address cannot be accommodated. An example would be to request a pick-up at the home address on Monday, Tuesday, Wednesday, and Friday but at a different pick-up address on Thursday mornings only. Wherever possible, the Division will try to accommodate a different pick-up location from the drop-off location as long as these points remain consistent and the locations are within the transportation area. For example, if a child is to be picked up at home and dropped off at a daycare every day of the week, this can, in most cases, be accommodated.

Bus drivers are usually operating on tight schedules. Families are responsible for having the student ready at least 5 minutes before the scheduled pick-up time. Bus drivers cannot grant requests for waiting, delays, or late pick-ups.

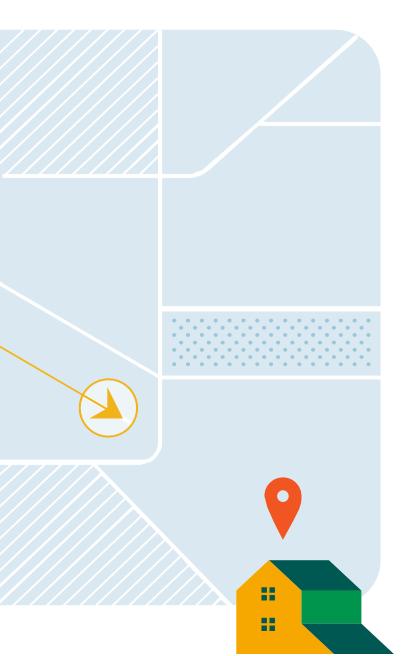
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#### **ROUTE DESIGN**

Transportation routes and schedules are designed following Division guidelines. Carriers and individual drivers are not permitted to change the established routes. Yellow bus routes travel on arterial, collector, and major roadways designated as transit routes to reduce ride times and avoid delays. Buses do not travel on cul-de-sacs, crescents, or streets less than 11 metres wide (38 feet).



## **ROUTE CHANGES**

Changes in the design of a route will have an impact on all riders. Therefore, requests for adjustments must be authorized through the Division Transportation Services office. Route changes only occur on Wednesdays and can take 2-3 weeks to process. Families will be contacted, if necessary, to follow up on requests. Requests for route changes can be made online at **ecsd.net/apply-for-transportation**.

## SCHEDULES

All route information, including bus number, stop location/description, and stop times, is on PowerSchool. Please ensure you have access to PowerSchool through your respective school to retrieve your transportation information.

## **ROUTE ACCESS**

The student must follow the route schedule and seating plan before accessing yellow bus transportation. The school and the bus driver must know which students are on the yellow bus; this is a best practice to ensure the safe transportation of all students.



## **SEVERE WEATHER CONDITIONS**

Our transportation system has an excellent record for service; however, given the possible extremes of Edmonton weather and the potential for unexpected mechanical difficulties, it is impossible to guarantee buses will run on time or at all. A route can take significantly longer in adverse weather conditions.

If weather delays or cancellations happen, we will notify families via our transportation portal as soon as possible. Families are encouraged to monitor and subscribe to the transportation portal and BusPlanner Delays App notifications.

Families are advised that if a bus does not arrive within 10 minutes of its scheduled time, they should call Transportation Services (780-441-6078). Families must ensure that their child knows to return home or to a pre-selected location, and it is the responsibility of families to make alternate arrangements to get their child to school.



Families should also ensure that children:

- are supervised at the bus stop
- have a place to go in the event the bus does not arrive at the scheduled time
- have alternate arrangements for getting to school should the bus be extremely delayed
- are suitably clothed to withstand weather extremes

## **NOTIFICATIONS**

- Notifications are sent by Transportation Services staff to the BusPlanner Delays app;
- The BusPlanner Delays App is available for both Android and iPhone devices. The app is free; however, standard data rates still apply;
- Any delayed routes are posted on the Division website: <u>ecsd.mybusplannerweb.ca/Alerts</u>; and
- In the event of a collision, Division notification procedures apply regardless of severity. Families will be notified by email or by phone call with details regarding the collision.

\*Note: All notifications are sent manually from Transportation Services.







## **PARTNERS IN SAFETY**

## **STUDENTS AND FAMILIES**

Family support and student cooperation are essential in ensuring the school bus is a safe and enjoyable experience. Families must emphasize the significant role a bus driver plays.

The school bus driver's primary objective is safely transporting students to and from school. The driver must focus on the road and traffic conditions, not student behaviour.

The school bus is considered an extension of the classroom; therefore, the driver should be treated like the teacher. Students must always follow the rules and safety procedures during transport and while at bus stops. School administration will be advised of students violating the code of conduct. All school buses are equipped with high-definition camera systems and record at all times.

## FAMILY RESPONSIBILITIES

Families should familiarize themselves with their responsibilities and review the below information:

- Understand that only students with a valid bus pass and a designated stop can use the bus. Students using the bus to go to a friend or relatives etc., is not permitted;
- Instruct your child(ren) in safety and the rules for riding school buses;
- Review the Student Transportation Manual with your child(ren);
- Explain the danger zone that exists near school buses to your child(ren);

- Review and discuss bus safety with your child(ren) regularly, such as the following:
  - What to do if the bus does not arrive on time at the pick-up point,
  - What to do at the drop-off point,
  - What to do if the child(ren) miss(es) the bus at the end of the school day (report to the school office),
- Familiarize your child(ren) with the pick-up and drop-off points. Children must be fully aware of their stop locations since it is sometimes necessary to assign a spare driver to a route;
- Arrive at the designated pick-up point approximately
  5 minutes before the scheduled bus arrival time;
- Ensure your child(ren)'s safety while getting to and from the bus pick-up/drop-off points;
- Parent/guardian is required at the drop off location for Kindergarten & Grade 1 students; siblings in <u>Grade 6 or higher</u> are permitted to take siblings off the bus;
- Assist your child(ren) in organizing and securing belongings before leaving home. Ensure that your child(ren) do not wear items that may get caught on parts of the bus, such as loose clothing, scarves, drawstrings, or long, dangling straps on backpacks;
- Support the enforcement of school bus safety rules and procedures;
- Instruct child(ren) to wait in an orderly fashion, well back from the side of the road, and to respect the property of others when waiting (keep off lawns and driveways);
- Demonstrate procedures for getting off school buses. See the **Point**, **Pause**, **Proceed** pedestrian safety rules in the Safety Rules section of this manual;
- Families are advised that serious or ongoing student misconduct will be reported to the school principal. Concerns about drivers should be directed to the Division Transportation Services office at Edmonton Catholic Schools; and





Families of students enrolled in programs requiring special equipment, tools, or instruments are responsible for transporting those items to and from school. Students are not permitted to transport oversize items on a school bus; this includes the following but is not limited to skateboards, hockey sticks, hockey equipment, curling brooms, ski equipment, scooters, and musical instruments that do not fit within a backpack. This requirement follows the Alberta Traffic Safety Act and National Safety Code Standards.

# STUDENT RESPONSIBILITIES & BUS PASS RULES

Families should work with students to ensure they are aware and mindful of their responsibilities. Students should:

- arrive approximately 5 minutes before the scheduled arrival of the bus;
- wait in an orderly fashion, well back from the side of the road;
- recognize that a danger zone exists in the immediate vicinity around the school bus;
- behave responsibly at the bus stop, while on the bus, and during loading and unloading;
- ▶ board the bus in single file and use the handrail; and
- scan bus pass when entering and exiting the school bus

While riding school buses, students must:

- walk directly to their seat as specified by the driver and sit down;
- keep books and parcels on their laps and keep aisles clear at all times;
- promptly obey the driver's directions;
- use the emergency exits only in the case of a genuine emergency
- speak in a moderate and polite tone of voice; and

never eat or drink on the bus.

When getting off school buses, students must:

- be familiar with their assigned stop;
- have belongings organized and adequately secured before arriving at their stop;
- remain seated until the bus comes to a complete stop and the door is open;
- walk to the front of the bus and use the handrail while exiting;
- get off the bus only at their designated stop; and
- immediately move away from the bus to the sidewalk, recognizing the danger zone close to the bus.

Note: To ensure the safety of everyone, failure to follow rules can result in the cancellation of services.

#### SCHOOL RESPONSIBILITIES

The school is responsible for:

- providing orientation on student transportation procedures and safety;
- arranging adequate supervision at the school for students utilizing transportation provided by the Division;
- addressing and resolving student conduct concerns on the bus;
- overseeing the sale and distribution of bus passes to students; and

 complying with Edmonton Catholic School Division and Alberta Education requirements for collecting and reporting transportation-related information.

## **DIVISION RESPONSIBILITIES**

The Division is responsible for:

- developing policy, regulations, and operating guidelines for student transportation services;
- liaising with appropriate authorities regarding the establishment of safe and efficient student transportation services (e.g. Edmonton Transit and Alberta Transportation);



- disseminating information to students, families, schools, and carriers;
- arranging contracted services with qualified carriers;
- providing bus passes to schools for distribution;
- providing necessary student information to carriers; and
- addressing questions and concerns about the operation of the student transportation system.

#### **BUS DRIVER RESPONSIBILITIES**

The bus driver is responsible for the following:

- Adhering to Division policies, procedures, and contractual obligations;
- Ensuring Kindergarten and Grade 1 students are dropped off and met by a parent/guardian. If no one is there to meet the student, the bus driver is responsible for contacting dispatch and transportation and then returning the student to the school;
- transporting students to and from school safely, courteously, and reliably;
- orientating students on procedures and safety;
- developing seating plans and assigning students to specific seats (Kindergarten, Grade 1, and Grade 2 students occupy the front row seats of the bus);
- ▶ following the route and schedule provided;



- picking up or dropping off students only at the designated stop on the bus route. This practice will ensure that students are not missed when new or spare drivers operate the bus route;
- maintaining discipline among students on the bus following the guidelines set out by the Division;
- reporting student behaviour on an infraction report to the school principal as necessary;
- checking passes every day when students board the bus;
- driving students to the school or the after school drop-off location once they have boarded the bus;
- displaying the route number clearly on the right-hand side of the windshield;
- completing route and ridership information forms as requested by the Division; and
- conducting bus evacuation drills.

#### **CONTRACTED CARRIER RESPONSIBILITIES**

All our contracted carriers must:

- contact the Transportation office immediately regarding: unmet students (Kindergarten and Grade 1), accidents, schedules, bus and driver information;
- operate routes according to the schedules provided;
- provide an effective bus driver training program;
- provide statistical information as required by the Division; and
- fulfill all requirements outlined by law and the Division contract and as directed by the Division.



## **VIDEO SURVEILLANCE**

Student behaviour plays a significant factor in the safety and efficiency of school transportation systems. The Division supports video surveillance practices on contracted yellow buses to provide for the student's safety, security, and personal property and the Division. Such procedures shall, through deterrence, encourage good behaviour and promote safe practices.

#### CAMERA LOCATION, OPERATION AND CONTROL

The Division requires cameras to be equipped on contracted school buses ('vehicles') used for regular routes with video recording devices and use video practices for the following:

- to promote safe and efficient school transportation practices;
- to encourage good behaviour in students through deterrence;
- to decrease the potential risk of injury or damage to students and Division property,
- to deal with student discipline;
- to deal with inquiries and proceedings relating to law enforcement;
- to detect or deter criminal offences which occur within view of the cameras;
- or for any other reason deemed appropriate;

#### \*Note:

- Video monitoring equipment is in operation continually; and
- Video recordings of passengers are the property of the Division.



# NOTIFICATION AND USE OF DIGITAL VIDEO RECORDERS

One or more signs of an evident nature shall be placed in each vehicle, notifying passengers that an audio and video recording is in place.

Designated Division administration and school administration may have access to and review the video on a random or non-random basis for (1) determining adherence to Division, Division contractors, and school rules respecting the safety, security, or transportation of passengers; (2) the safety and security of any passenger and board property; or (3) for any reason deemed appropriate.

#### **EDMONTON TRANSIT SERVICES (ETS)**

Edmonton Transit is the preferred means of transportation provided to Junior High and High School students. Junior High and High School students will have up to one and two transfers, respectively, each with up to 60 minute ride times one way.

For more information on ETS, School Specials visit: edmonton.ca/edmonton-transit-system-ets or call 311.

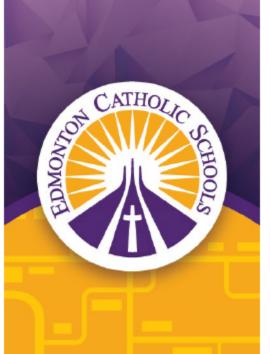


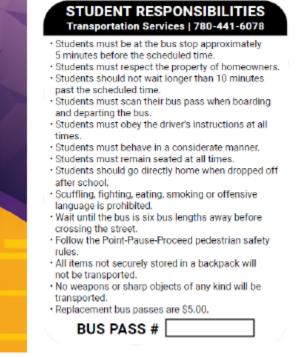
#### **BUS PASSES**

All students riding a regular school bus are issued an RFID bus pass, which students use to scan when entering and exiting the school bus. No personal information is stored on the bus pass as the card cannot hold any data. Each bus pass has a unique ID number on the back of the card.

The Bus pass ID number is transmitted to a secure database when the student scans their bus pass in front of the scanner near the bus entrance. Each scan's time, date, and location are logged and transmitted to a secure database **only** accessible by Transportation Services.

\*Note: Not applicable to Curb Services Routes





## **TRANSPORTATION SERVICES**

Monday – Friday 7:00 AM – 5:00 PM Thursday 7:00 AM – 4:00 PM 780-441-6078 transportationservices@ecsd.net

CONTRACTED YELLOW BUS CARRIERS:

- Cunningham: 780-458-3255
- First Student: 825-410-5980
- ▶ Golden Arrow: 780-447-1538
- Southland: 780-466-9696
- Stock: 780-960-0753

