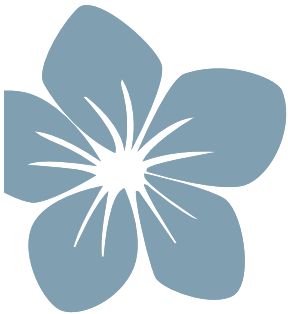


# **SPECIAL EDUCATION TRANSPORTATION PARENT INFORMATION MANUAL**

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School Year 2025-2026



Office of Facilities and Operations • Student Transportation Services Branch  
Hawai'i State Department of Education • RS 21-0635 (Rev. of RS 20-1428) • March 2025

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## Important Information and Phone Numbers

This manual was prepared to provide families and students with information relating to the Student Transportation Services Program. Our goal is to provide for the health and safety of students for whom we are responsible. Please reference the directory below for your school bus contractor contact information. Welcome aboard!

School Bus Contractor	Island	Office Number	Office Hours (M-F)	Driver's Name	Bus Aide's Name	Bus #
Akita Enterprises Ltd.	Kaua'i	808-245-5344	7 a.m. - 4 p.m.			
Roberts Hawai'i School Bus	Kaua'i	808-245-9558	5 a.m. - 5 p.m.			
Ground Transport Inc.	Maui	808-442-3055 Ext. 1	5:45 a.m. - 4:30 p.m.			
Roberts Hawai'i School Bus	Maui	808-871-2639	5 a.m. - 4 p.m.			
Ground Transport Inc.	O'ahu	808-833-4222 Ext. 1	5:45 a.m. - 4:30 p.m.			
Roberts Hawai'i School Bus	O'ahu	808-832-4886	5:30 a.m. - 5 p.m.			
Roberts Hawai'i School Bus	Hawai'i/West	808-326-1190	5:30 a.m. - 4 p.m.			
Ground Transport Inc.	Hawai'i/East	808-966-4800	6 a.m. - 4:30 p.m.			
Dudoit's Bus Service Inc.	Moloka'i	808-553-3356	8 a.m. - 2 p.m.			
Dudoit's Bus Service Inc.	Moloka'i	808-336-2015	After 2 p.m.			
Spencers Bus Services Inc.	Moloka'i	808-553-5746	7 a.m. - 3:30 p.m.			

*Drivers and aides may change due to unforeseen circumstances.*

## **Bus Rules**

### **Please discuss these rules with your child:**

- Remain seated while on the bus at all times
- Keep your seat belt on until you reach your destination and the bus comes to a complete stop
- Keep your hands to yourself, feet on the floor, and all parts of your body inside of the bus
- Talking quietly is permitted
- Eating, drinking and gum chewing are not permitted
- Be courteous to others
- Show respect to and obey the bus driver and bus aide

### **Discipline**

- Help your child to learn appropriate bus riding behaviors by reviewing the rules
- Discuss your child's unique needs with the principal, teacher, bus driver and bus aide

### **Follow-Up Procedures**

If your child is reported for misconduct, the following may occur:

- The school will conduct an investigation utilizing the on-board cameras that record activity on the bus
- Parent(s)/Guardian(s) will be informed of the incident and any findings

## **Parent/Guardian Responsibilities**

### **Morning Pick-Up**

Please accompany your child to the designated pick-up point five (5) minutes before the scheduled pick-up time. Drivers are instructed not to wait past the scheduled pick-up time.

### **Illness**

If your child becomes ill at school, you will be asked to transport them home. A child with a communicable disease must have a medical clearance to resume transportation service and return to school.

### **Parent/Guardian Action Items**

The Department requests a minimum of 24 hours notice prior to canceling service if your child will not be going to school. It is your responsibility to call your bus contractor and notify them of this change.

### **Breaks in Service - Important Information**

Once a break in service occurs, the bus company will attempt to contact you for more information. If your child does not resume service by the next school day, bus service will be temporarily suspended. It is your responsibility to call the bus company when your child is ready to return. Otherwise, the service will remain temporarily suspended until further notice.

## **Medication**

Parents should give all medications directly to school personnel. Drivers and the bus company will not be responsible for transporting medication between home and school.

## **Moving**

Notify the school at least **two weeks** in advance if you are moving to a new address so proper documents can be prepared and submitted to the appropriate District Transportation Office for processing.

## **Lost Items**

Please contact the bus company to inquire about lost items. However, bus personnel are not responsible for personal belongings such as money and other valuables.

## **Personal Articles**

For safety reasons, students will not be permitted to carry items which may cause injury to themselves or others. These include items such as:

- Large toys
- Glass bottles
- Knives
- Plastic Bags

## **Identification**

It is highly recommended that your child have an identification bracelet and/or name tag. The information should include:

- Child's name
- Home address
- Name of school
- Parent(s) or guardian(s) names and phone numbers
- Emergency contact person and phone numbers

## **Safety**

### **School Bus Driver Licensing**

All bus drivers are required to pass a physical examination, obtain traffic and criminal clearances, and have the appropriate class of driver's license. Bus drivers are trained to transport students with disabilities.

### **School Bus Equipment**

All school buses are inspected daily by the bus driver.

## **Safety and Bus Service Complaints**

All safety and service complaints/concerns should be reported to the respective Student Transportation Services Branch District Office. Refer to **Page 11** for the Student Transportation Services Branch District Office phone numbers.

## **School Bus Aide Training**

Bus aides are provided on buses which transport one or more students who require an aide. The aides are required to have a first aid certificate and criminal clearance. They also participate in specialized training sessions throughout the year.

## **Wheelchairs/Personal Medical Equipment**

Wheelchairs, gurneys, and other personal medical equipment must be inspected in advance by the bus company to ensure your child's safe transport. If your child requires the use of such equipment for transport please contact the appropriate District Student Transportation Services office and the bus company in advance to arrange for a safety inspection.



## **Transportation Request Procedure**

Transportation arrangements for your child take approximately two weeks from the date the request is made by the school. To arrange for special education transportation, the following procedures must be completed:

1. School submits a request for transportation to the respective District Student Transportation Services Office.
2. Student Transportation Services Office reviews the request and assigns it to the appropriate bus company.
3. Student Transportation Services Office assigns student to a specified bus route and determines pick-up and drop-off time.
4. Bus company informs parents of start date and pick-up and drop-off time as soon as bus route is established.
5. Bus company informs parents of estimated length of travel time and transfers, if any.

## **Transportation Limitations**

Due to safety concerns, school buses do not travel on private property or private roads. This includes, but is not limited to private developments, apartment complexes, business parking or drive areas. Travel will be limited to paved and/or maintained public roads and public access roads. If you live on a private road, please notify your school's IEP team for further review and discussion.

## When No One is Home to Receive Your Child



### **IMPORTANT**

Parent(s)/Guardian(s) or a designated responsible adult must be present to deliver and receive their child at the designated pick-up and drop-off points. Failing to deliver or receive your child at the designated pick-up and drop-off location will disrupt the student's bus service.

Any disruption in bus service can be a traumatic experience for your child. In emergency situations when you or the designated, authorized adult are unable to meet the bus, please notify the school immediately. The bus driver is unable to release your child if you or the designated, authorized adult are not present to receive them.

In non-emergency situations, the bus company will try to contact you by phone to establish your whereabouts. Please ensure your contact information is current and up to date for this reason. If practical, the bus driver may continue the route and return later at the end of the route. If you or the designated responsible adult are still not present to receive the child, and the bus company has not been able to contact you, the bus driver will attempt to return the child to the school. If the school is no longer open, the child may be taken to the nearest police station. In either case, you will be expected to pick up your child yourself.

## What If I Have a Concern or a Complaint?

### Bus Safety and Bus Service Complaints

Safety and service complaints should be shared with the school and the Student Transportation Services Branch District Office.

	Phone	Fax
O'ahu – Honolulu District Schools	808-784-6864	808-733-4699
O'ahu – Central District Schools	808-622-0537	808-622-6436
O'ahu – Leeward District Schools	808-509-1413	808-685-2052
O'ahu – Windward District Schools	808-784-6873	808-233-3682
Kaua'i – All Schools	808-241-7120	808-274-3508
Maui/Moloka'i/Lāna'i – All Schools	808-243-1171	808-984-8008
East Hawai'i – All Schools	808-313-7622	808-345-7318
West Hawai'i – All Schools	808-327-9500	808-327-9580

### Mediation and Due Process Hearing

For students receiving transportation as a related service, parents may request that unresolved issues be settled through mediation or a due process hearing. These rights are explained to you at the IEP meeting and are in the ***Parents' Rights*** brochure.

## **How Long Will My Child Be On The Bus?**

### **Time on the Bus**

The Department makes every attempt to keep travel time within reasonable limits for your child. Our goal is to transport your child to and from school within one hour each way. However, students attending a special program or school outside of their normal attendance zone may experience significantly longer ride times.

### **Transfers**

In order to reduce travel time, it may be necessary to transfer students to another bus along the route. In the event that your child will be involved in a transfer, we will inform you of the locations of the transfer point and the approximate times (morning and afternoon) of the transfer.

### **Changes in Transfers and Time on the Bus**

You will be informed by the bus company prior to any changes in the transfer situation or in the length of time your child will be on the bus.

### **Delays of Fifteen (15) Minutes or Longer**

If there is an unexpected delay of 15 minutes or longer, you will be notified by the bus company and given an estimated arrival time.

## **Natural Disasters and Emergency Situations**

You need to stay informed for the latest information using available media outlets. If a natural disaster or an emergency situation occurs:

### **Before morning pick-up**

- Keep your child at home

### **After morning pick-up**

- You will be notified of the location of your child by the bus company staff

### **While in school**

- Your child will remain in school until the all clear signal is announced or a determination is made by school officials that students may be released

**DON'T FORGET TO RETURN THE  
CURB-TO-CURB TRANSPORTATION SERVICES  
STUDENT EMERGENCY INFORMATION CARD  
TO THE BUS DRIVER.**

**EMERGENCY INFORMATION**  
Notify the school whenever there is a change in the  
Emergency Contact Information such as telephone  
numbers, morning and/or afternoon caregiver,  
physician, medical facility.

**PART I: PARENT/GUARDIAN**

**CONFIRMATION OF RECEIPT**

I, the undersigned, do hereby acknowledge that I received a copy of the  
**Department of Education's Special Education Transportation Parent Information Manual** on \_\_\_\_\_.  
(enter date)

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

**PART II: BUS COMPANY EMPLOYEE**

I, the undersigned, do hereby acknowledge that I received the ***signed***  
**Parent Confirmation of Receipt** from the above parent/guardian on \_\_\_\_\_.  
(enter date)

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

# CURB-TO-CURB TRANSPORTATION SERVICES

## STUDENT EMERGENCY INFORMATION FORM (MANDATORY)

SY: \_\_\_\_\_

Date: \_\_\_\_\_

Child's Name \_\_\_\_\_ Name child is usually called \_\_\_\_\_ School \_\_\_\_\_

Nature of Disability \_\_\_\_\_

Description (What does this mean in terms of how child functions?) \_\_\_\_\_

\_\_\_\_\_

Does he/she have seizures? ☐ Yes ☐ No If "Yes," what should be done if he/she has a seizure on the bus? \_\_\_\_\_

\_\_\_\_\_

Does your child have allergies? ☐ Yes ☐ No If "Yes," describe triggering items such as food, environment, medication, etc. \_\_\_\_\_

\_\_\_\_\_

Is there a specific response for this allergic reaction? ☐ Yes ☐ No If "Yes," what should be done to address the reaction? \_\_\_\_\_

\_\_\_\_\_

Does your child have physical limitations and/or health problems (can't walk, asthmatic, etc.)? What accommodations are required for his or her comfort? \_\_\_\_\_

Does your child have communication limitations (can't talk, difficulty expressing needs, etc.)? What means of communication works best? \_\_\_\_\_

\_\_\_\_\_

Does your child have any behavior concerns? How should driver or aide manage child if he/she misbehaves? \_\_\_\_\_

\_\_\_\_\_

Please list any triggers that cause behavioral issues: \_\_\_\_\_

Please list what solutions work best to reduce or eliminate behavioral issues: \_\_\_\_\_

List any special equipment that is required to be transported with your child: \_\_\_\_\_

\_\_\_\_\_

Special appliances: ☐ Bladder Bag ☐ Braces ☐ Catheter ☐ Colostomy ☐ Crutches ☐ Glasses ☐ Hearing Aid ☐ Ileostomy ☐ Wheelchair

Special precautions that need to be considered: \_\_\_\_\_

\_\_\_\_\_

Other useful information: \_\_\_\_\_

\_\_\_\_\_

**EMERGENCY CONTACT INFORMATION**

Parent/Legal Guardian Name \_\_\_\_\_ Home Phone \_\_\_\_\_ Work Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

Parent/Legal Guardian Name \_\_\_\_\_ Home Phone \_\_\_\_\_ Work Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

**Alternate Emergency Contact: Persons to call in an emergency when parents are not available by phone.**

Name \_\_\_\_\_ Relationship \_\_\_\_\_ Phone \_\_\_\_\_

Name \_\_\_\_\_ Relationship \_\_\_\_\_ Phone \_\_\_\_\_

Student's Physician's Name \_\_\_\_\_ Physician's Phone \_\_\_\_\_

Preferred Medical Facility \_\_\_\_\_

**PLEASE REMOVE THIS PAGE AND RETURN IT TO THE BUS DRIVER!**