



Remember to  
text Y to 68453 to  
receive information  
about bus delays and  
other transportation  
updates.

# RSCO Transportation Family Information Handbook

2020–2021

# Quick Facts



**Always update your contact information with your child's school and RSCO Transportation.**



**All students in grades pre-K through grade 3 must have an adult at the bus stop with them.**



**Students will be required to wear a face mask or cloth face covering that completely covers the nose and mouth during transit. The students' face coverings must be in place prior to boarding the bus and must be kept in place until they are completely off the bus.**



Your child must be at the stop 10 minutes **before** the scheduled pickup time. The bus is considered on time if it arrives any time within 10 minutes before or 10 minutes **after** your scheduled pickup time. The bus is not required to wait at the stop for the students.



Refer to the transportation website for the RSCO guidelines and other transportation information such as requests, complaints, inclement weather policy, school safety rules, or comments. *We are here to help.*

## CONTACT US

# 860-524-4077

[www.crec.org/transportation/rsco](http://www.crec.org/transportation/rsco)

**Monday–Friday | 5 a.m. – 7 p.m.**

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**Monday–  
Friday**

**5 a.m. – 8 p.m.**  
August–November only

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**Saturday**

**8 a.m. – 4 p.m.**  
September only

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*The RSCO Transportation office follows the **RSCO Transportation guidelines** to determine eligibility, hazardous conditions, bus stops, responsibilities, policies and procedures.*

*Please refer to [www.crec.org/transportation/rSCO](http://www.crec.org/transportation/rSCO)*

# RSCO Transportation Zone Map



*For out-of-zone stipend reimbursement information, see page 8*

# Customer Service Center



During peak season (the start of the school year until the end of October), approximately **50 customer service representatives** are ready to assist you with inquiries, complaints, questions, and concerns.



**Remember the name** of the customer service representative you are speaking with. If they do not give you a name, please ask.



Customer service representatives must be able to confirm the identity of all callers in order to share student transportation information. **Please make sure RSCO Transportation has up-to-date contact information** for all those that will be involved with your child's transportation, including pickup and drop-off during the school year.

CONTACT US

**860-524-4077**

[www.crec.org/transportation/rsco](http://www.crec.org/transportation/rsco)

# Transportation Eligibility



## Open Choice and Magnet Schools

RSCO provides transportation for:

- Hartford resident students who attend Open Choice schools in suburban towns
- Suburban resident students who attend reverse Open Choice schools in Hartford
- Suburban students attending magnet schools in Hartford
- Hartford and suburban students attending magnet schools who are not already receiving inter-district transportation by their resident municipalities

Reverse Open Choice Schools include:

- Bellizzi School
- Expeditionary Learning Academy at Moylan School
- Global Communications Academy
- Hartford Public High School
- Journalism & Media High School
- Rawson Elementary School
- Renzulli Gifted and Talented Academy

## Pre-K Students

Transportation for pre-K students is only provided to Hartford students attending these suburban Magnet and Open Choice schools. Car seats are provided for pre-K students:

### Magnet Schools

- CREC Academy of Aerospace and Engineering Elementary School
- CREC Ana Grace Academy of the Arts Elementary School
- CREC Discovery Academy
- CREC International Magnet School for Global Citizenship
- CREC Museum Academy
- CREC Reggio Academy of the Arts
- Glastonbury-East Hartford Magnet School
- Riverside Magnet School at Goodwin College
- Wintonbury

### Open Choice Schools

- Edna Stevens School, Cromwell
- Farmington Collaborative Preschool
- PK STEAM Academy, Enfield
- Roaring Brook, Avon
- Squadron Line, Simsbury
- Windermere School, Ellington

## Agricultural and Technical Schools

- Transportation is provided for Hartford resident students who attend the Suffield Regional Agricultural Center at Suffield High School and Glastonbury Vocational Agriculture Program (Hartford only).
- Transportation is provided for Hartford resident students who attend any of the following Connecticut Technical High Schools:
  - E. C. Goodwin Technical High School
  - Howell Cheney Technical High School (and New Britain)
  - Vinal Technical High School
- A. I. Prince Technical High School:  
Transportation is provided for students residing in suburban towns. We currently transport students from the following towns:
  - Andover
  - Bristol
  - East Granby
  - East Windsor
  - Enfield
  - Farmington
  - Glastonbury
  - Middletown
  - New Britain
  - Newington
  - Rocky Hill
  - South Windsor
  - Suffield
  - Tariffville
  - Vernon
  - West Hartford
  - Windsor Locks
- We do **not** provide transportation to schools located in the same town as your residence. You can contact your local Board of Education.



# Parent Reimbursement



## For pre-K suburban students that are not eligible to receive transportation:

- Students are eligible for a \$5 per day stipend when transported to and from school by parents or guardians for the entire school year (based on school attendance).
- Parent must apply for the \$5 per day stipend online at [www.crec.org/transportation/transportation\\_stipend\\_form](http://www.crec.org/transportation/transportation_stipend_form)  
After the attendance for the year has been verified, payment for the parent stipend will be mailed out in late summer/early fall.
- Application must be submitted no later than June 15, 2020

## Out-of-Zone Transportation Students

- Parents and or guardians can apply for a \$5 per day stipend for transporting student(s) to and from school for the entire school year (based on attendance).
- Parents and or guardians can choose an existing bus stop in a town within the transportation zone (see the map on page 4). **No stipend will be paid for this option.** Parents and or guardians **cannot** request a bus stop to be added or changed.
- Parents and or guardians cannot combine using a bus stop at times and driving at other times and receive a stipend.





# Walking Distances



## Grades Pre-K – 3

Student resides **one mile or less** from his/her assigned stop.

## Grades 4 – 8

Student resides **one and a half miles or less** from his/her assigned stop.

## Grades 9 – 12

Student resides **two miles or less** from his/her assigned stop.

**Walking distances do not apply to centralized stops.**

# Health Conditions

For a special stop request due to a student's health condition, the RSCO Medical Transportation Request Forms must be filled out by the parent/guardian and student's doctor. **Forms must be faxed to 860-524-4005 by the student's doctor, not the parent/guardian.**



The RSCO Medical Transportation request forms are available on the RSCO Transportation website or by calling our customer service center. RSCO Transportation will review each request and determine if an accommodations will be made.

If the student qualifies for transportation through an Individualized Education Program (IEP) or a Section 504 plan, transportation may be provided by the Board of Education in their town of residence.

Medical requests do **not** apply to centralized routes.

*For the safety of all passengers, students who do not follow the bus rules will be subject to the suspension of bus riding privileges.*

# School Bus Rules

## ATTENTION PARENTS

### While waiting for a bus:

- Be at the bus stop 10 minutes **before** to the scheduled stop (per RSCO guidelines) and be prepared to wait up to 10 minutes **after** the scheduled time due to traffic or weather delays.
- Please wait outside, a safe distance off the roadway so as not to impede traffic flow.
- Behave responsibly at the bus stop.
- Please wait until the vehicle comes to a full stop before approaching it.
- Watch for the driver's signal before crossing or stepping off the curb into the road, even if "stop on signal" lights are activated.

### While on the bus:

- Find a seat quickly and remain seated until the trip is complete.
- If assigned a seat, students must stay in that seat.
- Students may engage in normal conversation on the bus.
- Eating or drinking is not permitted at any time on the bus due to food allergies and choking hazards.
- Students will be required to wear a face mask or cloth face covering that completely covers the nose and mouth during transit. The students' face coverings must be in place prior to boarding the bus and must be kept in place until they are completely off the bus.

### Prohibited conduct:

- Spitting, pushing, shoving, fighting, or striking another student or adult.
- Shouting, or other loud distracting behavior, and music
- Throwing articles in or out of the bus.
- Breach of receiving school district's policies concerning drugs, weapons, vandalism, theft, or threatening conduct towards fellow students or adults.
- Behave responsibly while on the vehicle.
- Follow the driver's and monitor's instructions.

### When leaving the bus:

- **Parents:** Arrive 10 minutes prior to the scheduled stop time, and stay 10 minutes after before calling 860-524-4077 in the event the bus is late.
- For grades pre-K – 3: parents, guardians, or caregivers must be visible at the bus stop to receive students.
- For grades 4 – 8, it is recommended that an adult be present to supervise at the bus stop.
- Students should wait until the bus is completely stopped before standing to leave. Exit the vehicle in a safe and orderly fashion.
- If crossing the road, look both ways then cross if safe.
- Walk away from the vehicle and roadway, and use sidewalks. Don't stay around the bus area.

# Bus Stops



## Centralized Bus Stop Locations

- Located at public locations, such as schools or libraries, and in some cases, large shopping complexes that comply with having no known safety and hazardous conditions.
- Parents and or guardians will arrange for student(s) arrival to and pick up from the bus stop.
- Walking distances **do not** apply.
- No special change requests are accepted.

## Neighborhood Bus Stop Locations

- Located at street corners that best serves multiple students on the bus route and comply with having no known safety and hazardous conditions.
- Hazardous conditions to be confirmed by the Safety Supervisor.

## Home Stops

- Approved medical home stops.
- No home stops allowed within a cul-de-sac. Stop will be at the nearest street corner.
- Bus cannot enter an apartment complex.

## Joint Custody

- For joint custody circumstances which result in students having to utilize more than one bus stop, parents and or guardians must submit a custody agreement issued by the courts to RSCO Transportation. All guidelines pertaining to bus stops still apply.

## Daycare Stops

- Use of daycare locations for either morning or afternoon stops must be within the student's residing district.
- RSCO Transportation does not approve door-to-door stops for daycares.
- Requests for daycare stops are subject to approval by management
- Stops must be used five days a week.

# Morning Bus Pickups and Afternoon Drop-Off Procedures



## Morning Bus Pickups

- For pre-K through grade 3, there must be an authorized adult with the student for pickup in mornings
- Student(s) must be visible at the assigned bus stop location upon arrival of the bus.

- Allow for a 20-minute window. Students must be at the bus stop 10 minutes before to the scheduled pickup time. The bus can come at anytime—10 minutes **before** or 10 minutes **after**—the scheduled pickup time.

**The bus does not have to wait until the scheduled pickup time** before leaving the bus stop. If the bus has not arrived by the end of the 20-minute window, please call the RSCO Transportation customer service center.



## Afternoon Bus Drop-Offs

- Pre-K through grade 3 will not be released from the bus without an authorized adult being present.
- Siblings picking up students at the bus stop must be 12 years of age or older and be on the contact list.
- For use of a different bus route or bus stop, please inform the school and contact the RSCO Transportation customer service center at 860-524-4077.

# Bus Routes



In approving transportation routes, the RSCO Transportation office considers the following:

- The risk of potential hazardous conditions and student ride times
- The range of student grade levels per vehicle
- Ways in which to maximize capacity, vehicle utilization, and efficiency
- Routes are operated on a first-on in the-morning, last drop-off in the afternoon schedule.

**Bus stop times on routes cannot be adjusted to accommodate a parent's work schedule.**

## Ride Times

- All efforts will be made to plan bus routes to have an average ride times of 60 minutes or less. No route may result in average student ride times in excess on 90 minutes per run.
- RSCO Transportation vehicle contractors are not permitted to stop during the bus route allowing students the use of any public restroom.

## Bus Schedules and Change Requests

### Bus Schedules

Should be received one week before the start of school.

### Change Requests

- To add a student to transportation (inform the school or Open Choice)
- To change vehicle stop assignment (after October 1)
- To remove student(s) from transportation (inform the school and RSCO Transportation)

Change requests may be submitted:

- Through the school administration
- By calling RSCO Transportation at 860-524-4077
- Online at [www.crec.org/transportation/forms.php](http://www.crec.org/transportation/forms.php)

# Notification of Delays or Incidents



## Route Delays

- The bus driver contacts his or her dispatcher. The dispatcher reports the delay to RSCO Transportation. A notification is sent to all phone numbers given to us for contact. Texting and email options are available if the information is provided in advance by contacting RSCO Transportation.

## Incidents/Accidents

- Phone calls are made to parents and or guardians upon notification of any incidents or accidents.

## Inclement Weather Delays or Closings

- RSCO Transportation does **not** notify parents or guardians of inclement weather delays or school closings. It is the parent's or guardian's responsibility to find delay or closing schedules on the radio, television, or internet. More information will be available after the start of school.

# Parent/Guardian Responsibilities

- Maintain current contact information, including emergency contact information, telephone numbers, and any change in residence, with the RSCO Transportation office, the school, and if applicable, the Open Choice office.
- Ensure the safety of the student(s) once the student(s) leave the vehicle, returning from school.
- Review with his or her child(ren) any safety rules in the school's student handbook, and the bus safety rules on page 10 of this handbook.

# Bus Monitors



RSCO Transportation assigns 200 bus monitors to over 800 bus routes. Bus monitors will be assigned to some routes.

A permanent bus monitor is assigned to every route that:

- Has Pre-K students
- Has elementary and high school students on the same bus
- Involves a Transfer Bus

**A temporary monitor must be requested by the school for a route that is experiencing behavior issues. The request is considered and approved by RSCO Transportation based on availability of resources.**

## Reminders

- Remember school half days and early dismissal days and times.
- Check the school calendar.
- Check student's backpacks for special notes from the school.
- Have backup plans for pick up and drop-off to and from the bus stop.
- Address change for students in Open Choice
- Keep track of Boys and Girls Clubs closings
- Calculate the arrival time to the bus stop.

*Examples: Regular school dismissal is 3 p.m. and the bus arrives at 3:20 p.m.*

*Early dismissal time is 12 p.m. and the bus will arrive around 12:20 p.m.*





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