



RSCO Transportation Family Information Handbook

2024–2025 School Year



Welcome!

Welcome to the 2024–25 school year! The RSCO transportation handbook contains important and helpful tips for making your child's trip to and from school a positive and safe experience.

Stay Informed! Below are some quick links to access bus route information, change request form and the RSCO Inclement Weather Policy.



[2024–25 Bus Route Information](#)



[Change Request Form](#)



[RSCO Inclement Weather Policy](#)

Visit the **RSCO transportation website** at crec.org/transportation/rSCO.php for information on general transportation guidelines, school bus safety rules, bus stop changes, complaints, and other useful transportation information.

Contact Us

860-524-4077

www.crec.org/transportation/rSCO
rSCOtransportation@crec.org

RSCO Transportation Customer Service Center
155 Wyllys Street, Hartford, CT 06106



Regular hours:

Monday–Friday, 5 a.m.–8 p.m.

Special Hours:

Monday–Friday, 5 a.m.–8 p.m. (August–November only)


Saturday, 8 a.m.–4 p.m. (September only)

Bus routes & stop assignments for the 2024–25 school year

RSCO Transportation mails out transportation information in mid- to late August to students registered at magnet, Open Choice and Hartford Region technical high schools who live within the transportation zone and are eligible to receive transportation services.

- The information includes instructions on how families can access their student's bus route information.
- Families who register after mid-August will be contacted by the RSCO Transportation Call Center staff and will receive bus information as soon as it becomes available.

Important things to keep in mind

- ✓ Parents and guardians can track their student's bus in real-time right from their smartphone or computer through tracking apps for each transportation provider. Find out the details on page 9.
- ✓ Special rules apply to prekindergarten transportation and are described in the Eligibility section on page 3.
- ✓ Always update contact information with your child's school and RSCO Transportation for anyone involved with your child's transportation, including pickup and drop-off during the school year.
- ✓ Students in prekindergarten (PK) through grade 2 must have an adult at the bus stop with them for pick-up and drop-off.
- ✓ Your child must be at the stop **10 minutes before** the scheduled pickup time.
- ✓ The bus may arrive 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 students.
- ✓  *RSCO does not provide door-to-door transportation but typically assigns students to centralized bus stops. Generally, centralized bus stops are not within walking distance of a student's home.*

When contacting RSCO transportation...

- ✓ Have your child's school information ready!
- ✓ Customer service representatives must be able to confirm the identity of all callers in order to share student transportation information.
- ✓ **Remember the name** of the customer service representative you are speaking with. If they do not give you a name, please ask.

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General Information

RSCO Transportation Overview

The Connecticut State Department of Education's Regional School Choice Office (RSCO) partners with the Capitol Region Education Council (CREC) Transportation Solutions to operate a regional transportation system that serves the Greater Hartford Region school choice programs. RSCO Transportation provides transportation services to and from RSCO School Choice schools for most students who live within the transportation zone.



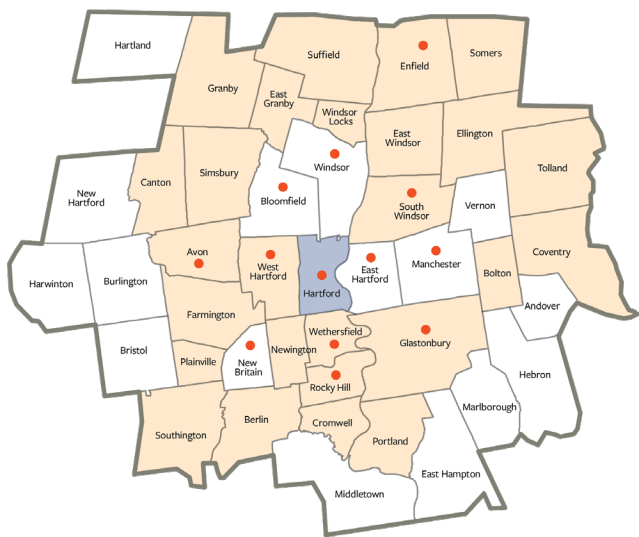
Important Note!




RSCO Transportation does not provide pickup or drop-off services from students' residences. Bus stops are located in a central location or near a student's resident town, generally in a public place and typically not in a student's neighborhood. Although centralized stops are typically located within a few miles of a student's residence, **they are generally not walkable but require the student to be dropped off at the central location.**

RSCO Transportation Zone

Transportation is generally available for most kindergarten (KG) through grade 12 students participating in school choice at no cost. The RSCO Transportation Zone establishes the list of towns where students receive transportation to RSCO School Choice schools and programs within the Greater Hartford Region. **Refer to the map on page 2 for the towns within the RSCO Transportation Zone.**

RSCO Transportation Zone Map



-  The **orange** dot indicates towns where magnet schools are located.
-  The towns shaded in **tan** identify school districts that Hartford resident students may attend through the Open Choice program, depending on their residential zone.
-  The City of Hartford is shaded in **blue**, as the location of select Hartford Public Schools that non-Hartford residents may attend through the Open Choice program.

Transportation Zone Towns

Andover	East Hampton	Granby	Somers
Avon	East Hartford	Middletown	Southington
Berlin	East Windsor	New Britain	South Windsor
Bloomfield	Ellington	New Hartford	Suffield
Bolton	Enfield	Manchester	Tolland
Bristol	Farmington	Newington	Vernon
Burlington	Glastonbury	Marlborough	West Hartford
Canton	Hartford	Plainville	Wethersfield
Coventry	Hartland	Portland	Windsor
Cromwell	Harwinton	Rocky Hill	Windsor Locks
East Granby	Hebron	Simsbury	

RSCO Transportation Services

Transportation Services by Grade Level and Program

Transportation is an important consideration for families participating in a school choice program through RSCO. The next few sections are intended to provide families with important information about transportation to make sure families know what to expect and how to prepare for the school year.



Bus transportation provided



No bus transportation provided

Magnet Schools (PK3 & PK4) or Open Choice (PK4)*



Hartford residents attending a magnet school or Open Choice school outside of Hartford.



Hartford residents attending a magnet school located in Hartford.



Non-Hartford residents attending a magnet school outside of their town. Reimbursement stipend available.



Non-Hartford residents attending a magnet school in their town.

** **Note:** Transportation services for PK3 and PK4 students is limited due to the special requirements for transporting prekindergarten-aged students. Car seats are provided for PK students.*

Magnet Schools (KG–12)



Students living INSIDE the transportation zone

Bus stops vary and may include stops in your neighborhood and centralized locations in or near your town. Parents/guardians are responsible for transportation to the bus stop.



Hartford residents attending a magnet school in Hartford and non-Hartford residents attending a magnet school in their town

Students receive in-district transportation. Contact your district's transportation office for more information.



Students living OUTSIDE the transportation zone

You can pursue two options:

- Transport your child to an existing bus stop near you (contact RSCO Transportation for information); or
- Bring your child to and from the magnet school.
Reimbursement stipend available. See page 5.

Open Choice Program (KG–12)



Students living INSIDE the transportation zone:

Bus stops vary and may include stops in your neighborhood and centralized locations in or near your town. Parents/guardians are responsible for transportation to the bus stop.



Students attending Plainville and Wethersfield schools:

The town provides transportation services. Contact your district's transportation office for more information.

Connecticut Technical Education & Career System (CTECS 9–12)

A.I. Prince Technical High School



Hartford residents

Transportation provided by Hartford Public Schools. Neighborhood bus stops are in or near the student's neighborhood.



Non-Hartford residents inside the transportation zone

Resident towns provide transportation—but not all towns provide transportation to all technical high schools. Please contact your local school district for more information.



Non-Hartford residents OUTSIDE the transportation zone

You can pursue two options:

- Transport your child to an existing bus stop near you (Contact RSCO Transportation for information); or
- Bring your child to and from the technical school
Reimbursement stipend available. See page 5.

E.C. Goodwin and Howell Cheney Technical High School



Hartford residents

Centralized bus stops are located in or near the student's resident town, often located in a public place. Parents/guardians are responsible for transportation to the bus stop.



Non-Hartford residents

Resident towns provide transportation—but not all towns provide transportation to all technical high schools. Please contact your local school district for more information.

Agricultural Science and Technology Education (ASTE) Centers (9–12)

- Donald F. Harris Sr. Agriscience & Technology Center, Bloomfield
- Glastonbury Regional Agriscience Center, Glastonbury
- Suffield Regional Agriscience Center, Suffield



Hartford residents

Centralized bus stops are located in or near the student's resident town, often located in a public place. Parents/guardians are responsible for transportation to the bus stop.



Non-Hartford residents


Resident towns provide transportation. Please contact your local school district for more information.

Transportation Reimbursement Stipends



If bus transportation isn't provided and you're responsible for bringing your child to school ***outside your town of residence***, you may be eligible to receive a \$5 per day reimbursement, based on your student's attendance depending on the school choice program and school location. The transportation reimbursement stipend is not available to families who transport students to a magnet school located in their town of residence.

To receive the reimbursement, parents/guardians must:

- a. Meet the eligibility requirements;
- b. Transport their child for the entire school year; and
- c.  Complete an online reimbursement form at [crec.org/transportation/forms.php](https://www.crec.org/transportation/forms.php) or by scanning the QR code, before June 15, 2025.

Transportation Bus Routes and Schedules



RSCO Transportation utilizes state-of-the-art routing software to create efficient bus routes and bus stops that minimize travel time and distance. The goal of the system is to provide transportation that is safe and reliable. Although we do our best to establish routes and stops that are as convenient as possible, the RSCO Transportation Zone/Area is significant and there may be instances where the established route or stop may need further review based on communications from families through a Change Request.

Bus Route Ride Times

RSCO transportation makes every effort to plan bus routes with average ride times of 60 minutes or less to limit the time students are on the bus. The maximum ride time is 90 minutes per ride to or from school.



Bus Routing and Schedules



RSCO Transportation notifies families of their bus route information mid- to late August.

Bus route and other important information is mailed to students' homes and include instructions on how to access their bus route information as well as information on their specific GPS tracking app based on the transportation provider.



Note: Bus stop times and routes cannot be adjusted to accommodate a parent's work schedule.

New students

- For new students, families first register their students at the students' new school and provide documentation to verify the town where they reside. Once residency is verified through the registration process, school administration staff submit the student's address for bus routing through a current bus route.
- RSCO Transportation sends out the bus routes and other transportation information to families in mid- to late August and as soon as possible thereafter for new students who register later in the summer or at the start of the school year.

Returning/current students

Each July, RSCO choice schools and programs provide the RSCO Transportation office with a comprehensive list of returning students for bus routing for the upcoming school year. RSCO Transportation sends out the bus routes and other transportation information to families in mid- to late August.

Address changes: New bus route or bus stop based on student address change

- Families who need to use a different bus route or bus stop **due to an address change** must contact the school with updated information.
- The school will submit an online change request form directly to RSCO Transportation.
- Online change request forms for an address change submitted by families cannot be processed.

New and returning students



Families may call the RSCO Transportation customer service center at 860-524-4077 if they have specific questions regarding changes to bus stops and/or bus routes.

Bus Pickup and Drop-Off Procedures

Morning Pickups



- **Students in PK through grade 2** must be accompanied by an authorized parent, guardian, or caregiver for morning pickup. If no authorized person is present, RSCO Transportation will transport the child to school and follow up with the school and the child's family to ensure appropriate arrangements are made for future pickups.
- Student(s) must be visible at the assigned bus stop location upon arrival of the bus.
- Families should allow for a **20-minute window (10 minutes before and 10 minutes after the scheduled pickup time)** for the bus to arrive in the morning, since the bus can come at any time—**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, therefore, **students must be at the bus stop 10 minutes before** the scheduled pickup time.
 - **If the bus has not arrived at least 10 minutes after the scheduled pickup time**, families should call the RSCO Transportation customer service center at 860-524-4077 for assistance or use the tracking app to identify the bus location.

Afternoon Drop-Offs



- Students in grades PK through grade 2 must have an authorized parent, guardian, or caregiver visible at the bus stop to receive students at drop-off at the end of the school day.*
- Students in grades 3–8 are not required to have a parent, guardian or caregiver present at drop-off but it is recommended that an adult is present for these students to ensure students are properly supervised after drop-off.
- Siblings picking up students at the bus stop must be 12 years of age or older and must be listed on the contact list.

* **Important Note:** For the safety of your child, if a parent, guardian, caregiver, or sibling (age 12 or older) is not on the contact list, present, or visible at the bus stop, the child will be taken back to the RSCO Transportation office at 155 Wyllys Ave., Hartford, CT 06106. RSCO Transportation staff will attempt to contact the child's family and will stay with the child until someone arrives. If a parent or guardian cannot be reached, it may be necessary to contact the police to ensure the child's safety.

Bus Tracking Information for Parents & Guardians



We know buses can sometimes run late or you might just want to know the location of your child's bus! Parents and guardians are now able to locate their child's bus in real time through **bus tracking apps** that are available to families through our transportation contractors (First Student, DATTCO, and Transportation Management Solutions [TMS]).

The bus tracking apps are a family-friendly tool that lets you track your child's school bus in real-time right from your smartphone or computer. The apps provide live updates on the bus's location, sends notifications when the bus is nearby, and allows you to set up custom alerts to stay informed about your student's transportation. Using these apps will eliminate waiting time at the bus stop and will allow families to be there for pickup and drop-off especially during inclement weather days.

Below is a brief description of each school bus tracking app and the corresponding contractor. **To register for your tracking app**, please go to crec.org/transportation/rsco.php and select your child's assigned bus contractor.

- **FirstView:** First Student utilizes FirstView, a vehicle tracking and parent communications app that is available on your smartphone or desktop. This app provides live tracking, vehicle proximity notifications, and custom alert handling for your student's transportation.
- **Zonar MyView:** DATTCO's tracking app provides a real-time viewing, map-based vehicle locator, and has an easy-to-use mobile app that allows you to locate your child's vehicle at any time.
- **WheresTheBus:** TMS has partnered with WheresTheBus, a vehicle tracking app that allows families to precisely know when their child's vehicle will arrive at the bus stop. The app displays real-time minutes and miles the vehicle is from the assigned bus stop.

Types of Bus Stops



RSCO Transportation provides transportation services as indicated in this handbook to families throughout the Greater Hartford Region across 43 towns. Given the scope of the transportation zone, transportation services do not include picking students up and dropping them off at individual houses or apartments. Instead,

RSCO Transportation uses centralized or neighborhood bus stops for pickup and drop-off of students to and from magnet schools, Open Choice schools and Hartford Region technical high schools.

Centralized Bus Stop Locations

Centralized stops provide a central location in a town as a bus stop for students in the area. These stops are typically 1–3 miles from a student's home and are not located in a student's neighborhood. Centralized stops are not walkable and require students to be dropped off and picked up at the central location. Centralized stops are often located in a public place, such as schools or libraries, and in some cases, large shopping complexes that provide a safe location for students and their families to access transportation to and from school.

Parents/guardians must arrange for students' timely arrival to and pickup from the bus stop.

Neighborhood Bus Stop Locations

Neighborhood stops are located in or near a student's neighborhood at a location that is safe and best serves multiple students on the bus route. These stops are generally within walking distance of students in the neighborhood area and are often located at street corners. RSCO Transportation follows these walking distance guidelines when establishing neighborhood bus stops based on the student's grade level:

- **Grades PK3–3**
Student resides **one mile or less** from their assigned stop.
- **Grades 4–8**
Student resides **one and a half miles or less** from their assigned stop.
- **Grades 9–12**
Student resides **two miles or less** from their assigned stop.

Exceptions to General Bus Stop Policies

Students Requiring More than One Bus Stop

Families who have joint custody of their student may require students to utilize more than one bus stop. In these instances, families should contact RSCO Transportation and complete and submit a **Change Request Form** at crec.org/transportation/rsco.php to determine if the multiple stops can be accommodated.

Before & After School Care and Childcare/Day Care Center Stops

Transportation services are provided to choice students who attend before/after school care and childcare/daycare centers licensed by the State of Connecticut within the town in which the student resides. To request a bus stop for a before/after school care or childcare/day care center that is located outside of the student's home district, or to request a different morning and afternoon bus stop location, families must submit a **Change Request Form** at crec.org/transportation/rsco.php. RSCO Transportation will review these requests on a case-by-case basis to determine if the request can be accommodated.

Important things to keep in mind:

- An adult from the before/after school program or childcare/daycare center must accompany PK3–grade 2 school age students to and from the bus stop.
- Childcare/daycare center stops must be used five days a week. However, the morning and afternoon bus stops may be at different locations if approved through a **Change Request Form** at crec.org/transportation/rsco.php.



Home Stops



In general, RSCO Transportation **does not provide pickup or drop-off services from students' residences**, however there are two limited exceptions to this general policy that are listed below.

Special home bus stop request based on a student's health condition

In certain circumstances, a student's health condition may require a home stop to and from school. Home stop requests are reviewed and approved on a case-by-case basis. Families should follow the steps below to request a special home stop based on a student's health condition:

- Families must submit a completed **RSCO Medical Transportation Request Form through a three-step process**. The RSCO Medical Transportation Request Form is available at crec.org/transportation/rSCO.php or by calling our customer service call center at 860-524-4077.
 - The parent/guardian completes the first half of the form and then forwards the form to the student's doctor for final completion. The RSCO Medical Transportation Request Form can only be submitted by the doctor, not the parent/guardian.
 - The student's doctor submits the RSCO Medical Transportation Request Form to RSCO Transportation via fax to 860-509-3725.
 - RSCO Transportation will review each request and determine if an accommodation will be made. RSCO Transportation will contact the family with the final determination.

Specialized student transportation based on an IEP or 504 Plan

- If the student qualifies for door-to-door transportation through an Individualized Education Program (IEP) or a Section 504 plan, transportation is provided by the student's town of residence through the local board of education transportation services.
- Families should contact their local school district's board of education or their magnet school for contact information for specialized transportation services.

Important note

Home stops are not allowed within a cul-de-sac. A home stop will be located at the nearest street corner. Buses are not allowed to enter an apartment complex or travel on private condominium roads.

Bus Route/Bus Stop Change Request Process and Appeal Procedure

Bus Route/Bus Stop Change Request Process



- Families have the opportunity to request a change in a bus route or bus stop by submitting an online **Change Request Form** at crec.org/transportation/rsco.php.
- The change request form is reviewed by the RSCO Transportation Office and is either approved or denied.
- RSCO Transportation makes every effort to accommodate a request that meets the RSCO Transportation Guidelines.

Bus Route/Bus Stop Appeal Process

If a change request is denied, families may appeal the decision by following the process indicated below.

1. **First Level Appeal:** Parent/guardian or a student (18 years of age or older) may appeal a denied change request to the RSCO Transportation Office as follows:
 - Submit a written request to appeal the change request decision to the RSCO Transportation Office by:
 - email at rscotransportation@crec.org; or
 - mail to the RSCO Transportation Office at 111 Charter Oak Avenue, Hartford, CT 06106.
 - The written request must include detailed reasons for the appeal.
 - The RSCO Transportation Office will review the appeal within five (5) days and notify the family of the decision in writing:
 - if the appeal is approved, the change request will be implemented within 72 hours; or
 - if the appeal is denied, the parent/guardian, or student (18 years of age or older) will be notified by telephone and in writing that the appeal was denied.

- 2. Second Level Appeal:** If a parent/guardian or student (18 years of age or older) is not satisfied with the First Level Appeal decision, they may request a Second Level Appeal to be reviewed by RSCO as follows:
- Submit a written request for a second appeal to the RSCO Transportation Office by:
 - email at rscotransportation@crec.org; or
 - mail to the RSCO Transportation Office at
111 Charter Oak Avenue, Hartford, CT 06106.
 - The second level appeal request should include any additional information and/or reasons (if applicable) for the second appeal.
 - The RSCO Transportation Office will submit the appeal request and supporting documentation to RSCO for review and a final decision.
 - RSCO will review the appeal within five (5) days and will either approve or deny the appeal request and communicate the decision to the RSCO Transportation Office.
 - The RSCO Transportation Office will notify the family of RSCO's decision in writing if:
 - the appeal is approved, the change request will be implemented within 72 hours; or
 - the appeal is denied, the parent/guardian, or student (18 years of age or older) will be notified by telephone and in writing that the appeal was denied.
 - The decision rendered by RSCO is final.

Types of Vehicles Used to Transport Students



RSCO Transportation uses various types of buses and vans to transport students. Buses and vans come in different sizes to accommodate students, with some buses holding up to 72 passengers and others carrying 17–24 passengers.

Bus Monitors

RSCO Transportation assigns 200 bus monitors to over 800 bus routes. However, not all bus routes have bus monitors. A permanent bus monitor is assigned to every route that has:

- PK students;
- elementary and high school students on the same bus; or
- students transferring from one bus to another.

Keeping Families Informed

Route Delays



If a RSCO Transportation bus is delayed due to traffic or other reasons, parent/guardians will be notified via school messenger (text/phone call). **To sign up for messaging alerts text "Y" to 68453.**

Incidents/Accidents

If a RSCO Transportation bus is involved in an accident or there is an incident, parents/guardians will be contacted by telephone and the automated parent notification system (either by text or email) as soon as RSCO Transportation is notified of the incident or accident. **It is important for parents/guardians to keep their contact information updated at all times.**

Inclement Weather Delays, Early Dismissals, or Closings



Inclement weather such as extreme heat, snow, ice, high winds, flooding, natural disasters, and emergency situations (including health and safety, electricity, school facility issues, etc.) may affect RSCO Transportation services for your children.

Notification of Inclement Weather Delays, Early Dismissals, or Closings

Your child's school will notify you if the school has a delay, early dismissal or school closing. The school will send an automated message by email, phone, and/or text. Contact your child's school to sign up to receive messages from your school.

You can access information through your local radio or television channels (WFSB 3, FOX 61, WTNH 8, and NBC 30) or on the internet for updates on their broadcasts or websites.

RSCO Transportation does **not** notify parents or guardians of inclement weather delays or school closings.

Delayed Openings, Early Dismissals, and School Closures Policy

Delayed School Openings Pickup Time

A delay in start time may vary by school and district. To calculate your child's delayed opening pickup time, take your normally scheduled pickup time and add the delay time. For example, if your child has a 7:10 a.m. pickup time, with a 90-minute delay then 8:40 a.m. would be the pickup time for the delayed start. Please arrive at your bus stop **at least 10 minutes before the calculated pickup time and be prepared to wait up to 10 minutes after** the calculated pickup time since buses may be running off schedule.

Early Dismissals

Emergency dismissals: Schools that dismiss early for an emergency will notify families of the release time.

Inclement weather dismissals schedule:

- **Middle and High School** buses leave at 11:00 a.m.
- **Elementary School** buses leave at 12:15 p.m.



Important note — shared school bus routes:

Some of the bus routes transport students to multiple school locations. Shared school bus routes include more than one school name in the route name. If your child is on a shared bus route, then your early dismissal time is determined by the school or district with the earliest dismissal time.

School Closings

When schools are closed because of inclement weather, RSCO Transportation follows the decision of the towns (where schools are located and/or students reside) and schools and will not transport students to/from a:

- school that is closed; or
- city/town that has closed its schools because of inclement weather.



Parent/Guardian and Student Rules and Responsibilities



At RSCO Transportation, our goal is to provide safe and reliable transportation for students participating in choice programs. To ensure the safety of all students, it's important that students and their parents/guardians understand and follow the rules and responsibilities outlined below. Adherence to these rules is essential for maintaining eligibility for transportation services.

Student Responsibilities

While waiting for the bus:

- **Be responsible:** Act respectfully and responsibly while waiting at the bus stop.
- **Be on time:** Arrive at the bus stop 10 minutes before the scheduled time and be prepared to wait up to 10 minutes after the scheduled time due to possible traffic or weather delays.
- **Stay safe:** Wait a safe distance from the road to avoid interfering with traffic.
- **Approach safely:** Wait until the bus comes to a full stop before approaching it.
- **Follow the driver's signals:** Watch for the driver's signal before crossing or stepping off the curb, even if the bus's "stop on signal" lights are flashing.

While on the bus students must:

- **Find a seat quickly:** Take your seat promptly and remain seated for the entire trip.
- **Assigned seating:** Sit in your assigned seat, if seats have been assigned.
- **Be respectful:** Behave responsibly and follow the bus driver's and/or bus monitor's instructions.
- **Keep it quiet:** Normal conversation is allowed, but loud or distracting behavior is not.
- **No food or drinks:** Eating and drinking are not allowed on the bus due to food allergies and choking hazards.

Note: RSCO Transportation vehicle contractors are not permitted to stop during the bus route for students to use a public restroom.

Unacceptable behavior:

- Spitting, pushing, shoving, fighting, or striking another student or adult.
- Shouting, or other loud distracting behavior or music.
- Throwing articles inside or out of the bus.
- Violating the receiving school district's policies concerning drugs, weapons, vandalism, theft, or threatening conduct towards fellow students or adults.

When leaving the bus:

- **Exit safely:** Wait until the bus comes to a complete stop before getting off and do so in an orderly manner.
- **Follow the driver's signals:** Watch for the driver's signal before crossing the road, even if the "stop on signal" lights are flashing.
- **Stay alert:** If crossing the road, look both ways and cross when it's safe.
- **Move away from the bus:** Walk away from the bus and road area, using sidewalks whenever possible.
- **No loitering:** Do not stay around the bus area after getting off.
- **For younger students:** Parents, guardians, or caregivers must be visible at the bus stop to receive students in grades PK3 through grade 2.
- **For older students:** For students in grades 3–8, it is recommended that an adult be present to supervise at the bus stop.

For the safety of all passengers, students who do not follow the bus rules may lose their bus riding privileges. All incidents are reported to the student's school administrative team, which will handle any necessary disciplinary actions.

Parent/Guardian Responsibilities

- **Keep information updated:** Make sure to keep your contact information current with your child's school, RSCO Transportation, and the Open Choice Office (if applicable). This includes emergency contacts, phone numbers, and any changes in residence.
- **Review safety rules:** Go over all safety rules with your child, as outlined in the school's student handbook and the bus safety rules on page 17 of this handbook.
- **Supervise young students:** For students in PK3 through grade 2, an adult must be present at the bus stop for pickup and drop-off.
- **Be aware of the 20-minute window:** Ensure your child is at the bus stop 10 minutes before the scheduled time and prepared to wait up to 10 minutes after the scheduled time.

- If the bus hasn't arrived after the 20-minute window, contact RSCO Transportation at 860-524-4077 or email rscotransportation@crec.org.
- **Ensure student safety:** Make sure your child is safe until they board the bus, and also once they return home from school. RSCO does not provide door-to-door transportation; most centralized bus stops are not within walking distance of students' homes.

When contacting RSCO transportation:

- **Have information ready:** Be prepared with your child's school details.
- **Verify identity:** Customer service representatives will need to confirm your identity before sharing any student transportation information.
- **Take note of names:** Write down the name of the representative you speak with. If they don't give their name, please ask.

Reminders:

- **Check the school calendar:** Be aware of important dates, such as school half-days and early dismissals.
- **Look for notes:** Check your child's backpack for any special notes from the school.
- **Have a backup plan:** Make sure you have alternate arrangements for pickup and drop-off at the bus stop.
- **Monitor club closures:** Keep track of any closures at after-school programs like the Boys and Girls Clubs.
- **Plan for bus arrival times:** For example, if regular school dismissal is at 3:00 p.m., expect the bus to arrive around 3:20 p.m. On early dismissal days, if school lets out at 12:00 p.m., the bus will likely arrive around 12:20 p.m.



