



Aviano Schools School Bus Handbook 2024-25

dodea europe
SOUTH DISTRICT

Excellence in Student Transportation



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CONTACT INFORMATION

Phone:

DSN: 324-306-0187

Commercial: 0444-106-0187

Email*:

AvianoSBO@dodea.edu

**Requests to alter existing transportation plans must be made in writing (email). Requests made by phone must be followed up with an email.*

Customer Office Hours*:

Mon. - Fri. 0800-1600

**Office not staffed during AM/PM bus arrivals & departures. Staff are working in the loading zones.*

Location:

Area 1, next to Aviano Elementary School Main Entrance

Staff:

Mr. Eric Hillis: Program Specialist - Transportation
eric.hillis@dodea.edu

Mr. Roberto Sist: Transportation Operations Specialist
roberto.sist.ln@dodea.edu

Ms. Anna Camerotto: Office Transportation Assistant
anna.camerotto@dodea.edu

Web Site:

<https://www.dodea.edu/AvianoES/transportation.cfm>



**Aviano
Elementary School**

**+39-0444-106-0172
DSN 324-306-0172**

**Aviano
Middle/High School**

**+39-0444-106-0203
DSN 324-306-0203**

DEPARTMENT OF DEFENSE
DEPENDENTS SCHOOLS
Aviano Student Transportation Office
OPC 103 Box 55
APO AE 09604-0055



Dear Parents

The Aviano Student Transportation Office welcomes you for the 2024-25 School Year. Our team is committed to providing safe and efficient transportation for your children. Please review the bus safety handbook carefully with your child/children. This information is essential for the safe and problem-free transportation of your dependents.

- Parents and school officials are partners in providing guidance and instructions to students who will be using DoDEA school bus transportation. Parents must be aware that they are responsible for their children until they safely board the bus in the morning and after they return to their bus stop in the afternoon.
- The Aviano area presents particular safety/security hazards which may be different than you have experienced in other communities. Narrow, congested streets without sidewalks are typical of the area. It is very important to remember that, *in Italy, traffic does not have to stop for buses that are loading or unloading*. Please instruct your children to wait after getting off the bus. Only after the bus departs should students then look in both directions very carefully before safely crossing the street.
- To ensure we can quickly contact you concerning your child, parents/sponsors must provide us with accurate and current telephone/email/address/emergency contact information. *Remember to update this information whenever this information changes.*
- Student must show his/her bus pass to the driver *each time* he/she boards the bus.
- Department of Defense Educational Activity (DoDEA) policy requires Pre-K, Kindergarten, First & Second grade students be accompanied to and from the bus stop by a parent (or designated adult). The bus will return the child to school if the parent (or designated adult) is not at the stop to meet them after school. For specific Aviano Air Base, see Aviano AI 40-301 or contact the School Liaison Officer at 632-5261.
- Students must be at their pickup point at least 5 minutes before the scheduled departure time. They must remain in a safe waiting area, well away from the curb, while waiting for the bus to arrive. On the bus, students must remain properly seated, with seatbelts fastened, until they reach their designated stop. They must always follow the instructions of the bus safety attendant while onboard.
- To maximize safety and understand the behavioral expectations of your child on the bus, please take time to review the behavior section of this handbook, the "Table of Consequences", and "Child Supervision Guidelines".
- Bus related student disciplinary problems will be investigated by the Aviano School Transportation Office. Appropriate actions will be taken in coordination with the school principals and 31st Force Support Group directives.
- Bus/driver/safety attendant and related problems will be investigated by the Aviano School Transportation Office.

Thank you for your cooperation.

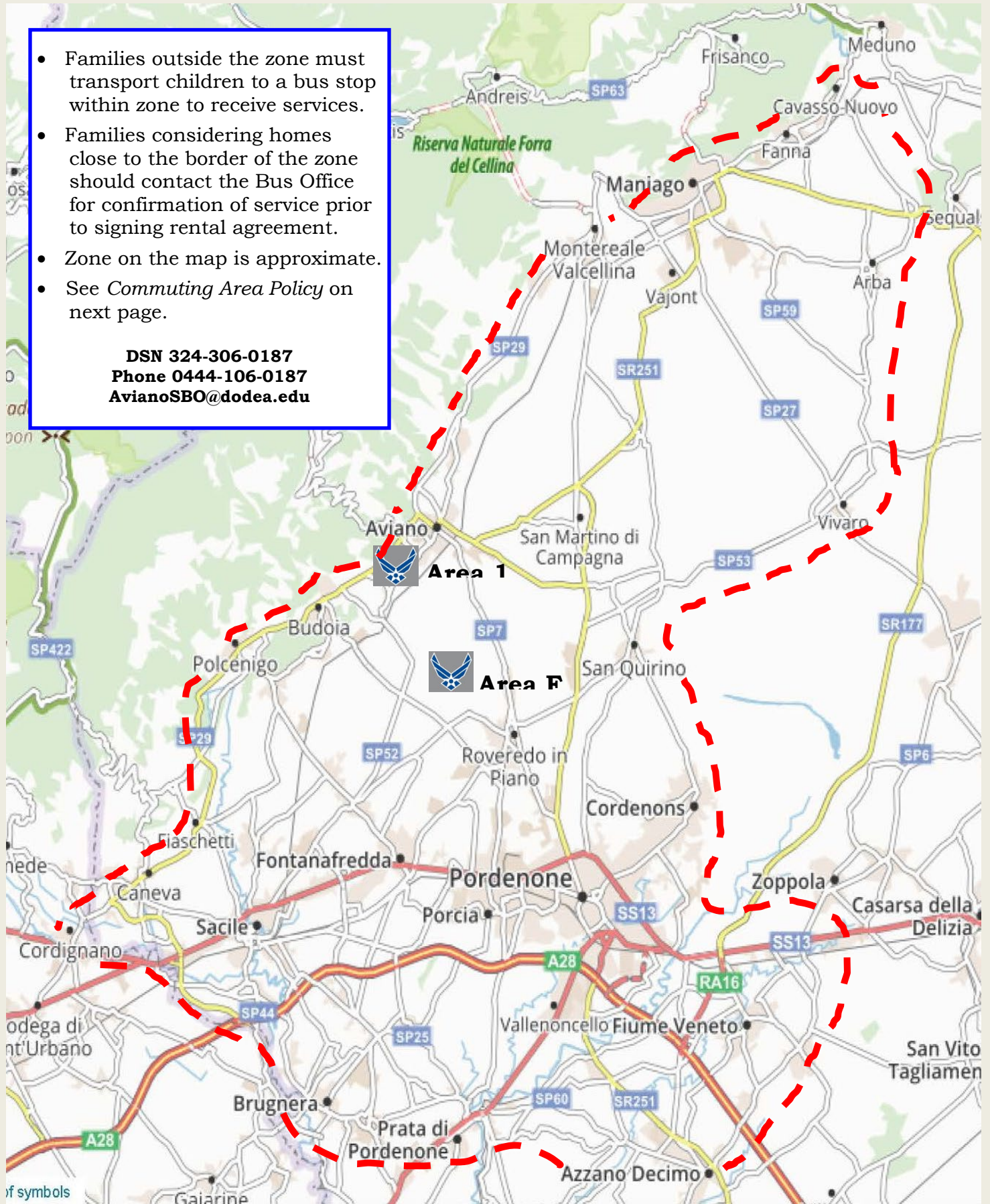
Your Student Transportation Team

Aviano Bussing Zone



- Families outside the zone must transport children to a bus stop within zone to receive services.
- Families considering homes close to the border of the zone should contact the Bus Office for confirmation of service prior to signing rental agreement.
- Zone on the map is approximate.
- See *Commuting Area Policy* on next page.

DSN 324-306-0187
Phone 0444-106-0187
AvianoSBO@dodea.edu



MAJOR TOWNS & VILLAGES SERVED BY BUS ROUTES*

Arba
Aviano
Azzano Decimo
Bannia di Fiume Veneto
Basaldella di Vivaro
Brugnera
Budoia
Camolli di Fontanafredda
Campagna di Maniago
Caneva
Castello di Aviano
Casut di Fontanafredda
Casut di Sacile
Cavasso Nuovo
Cavolano di Sacile
Cecchini di Pasiano
Ceolini di Fontanafredda
Cimpello di Fiume Veneto
Colle di Arba
Cultura di Polcenigo
Cordenons
Cordignano
Cornadella di Sacile
Cusano di Zoppola
Dandolo di Maniago
Dardago di Budoia
Fanna
Fiaschetti di Caneva
Fiume Veneto Fontanafredda
Fontaniva di Polcenigo
Forcate di Fontanafredda
Fratra di Caneva

Fratra di Maniago
Giais di Aviano
Gorgazzo di Polcenigo
Grizzo di Montereale
Malnisio di Montereale
Maniago
Maniago Libero
Maron di Brugnera
Marsure di Aviano
Montereale Valcellina
Nave di Fontanafredda
Orgnese di Cavasso Nuovo
Palse di Porcia
Pescincanna di Fiume Veneto
Pieve di Fontanafredda
Poincicco di Zoppola
Polcenigo
Porcia
Pordenone
Prata di Pordenone
Prata di Sopra
Prata di Sotto
Praturlone di Fiume Veneto
Range di Polcenigo
Ranzano di Fontanafredda
Ronche di Caneva
Ronche di Fontanafredda
Ronche di Sacile
Rorai Grande di Pordenone
Rorai Piccolo di Porcia
Roveredo in Piano
S. Cassiano di Brugnera

S. Foca di S. Quirino
S. Giovanni del Tempio di Sacile
S. Giovanni di Livenza di Sacile
S. Giovanni di Polcenigo
S. Giovanni di S. Quirino
S. Leonardo di Montereale
S. Lucia di Budoia
S. Martino di Campagna di Aviano
S. Odorico di Sacile
S. Quirino
Sacile
Sarone di Caneva
Schiavoi di Sacile
Sedrano di S. Quirino
Stevena' di Caneva
Talmasson di Fontanafredda
Talponedo di Porcia
Tamai di Brugnera
Taiedo di Brugnera
Tesis di Vivaro
Tiezzo di Azzano Decimo
Vajont
Vallenoncello di Pordenone
Vigonovo di Fontanafredda
Villa D'Arco di Cordenons
Villadolt di Fontanafredda
Villanova di Pordenone
Villorba di Sacile
Villotta di Aviano
Villotte di S. Quirino
Visnale di Pasiano
Vivaro

*List subject to change. Contact the Student Transportation Office with questions regarding bus service in your area.

COMMUTING AREA POLICY & BUS RIDER ELIGIBILITY

1. Bus service is provided for dependent students residing in the Aviano School Commuting Area ("Bussing Zone"). Students must be registered with the Aviano Student Transportation Office to receive bus services.
2. Families choosing to live outside the bussing zone must transport their children to/from the nearest active bus stop within the zone. We recommend confirming bus service with our office before signing a lease agreement for your permanent residence.
3. Students may be required to walk the distance between their residence and the school or designated bus stop. Bus stops are centralized within communities. DoDEA has established a one-mile walking limit for students in Pre-Kindergarten through Grade 6, and one mile-and-a-half for Grades 7 to 12.
4. Each student is authorized one trip to and from school, per day. Each student is authorized one, fixed AM & PM bus stop. Multiple and varying bus stops/schedules are not allowed except for emergency situations.
5. Regular daily commute transportation is typically provided to/from centrally located bus stops within 1 mile of the student's primary residence. Bus stops are centralized to serve multiple residences/families simultaneously. "Curb-to-curb" service is not

authorized except where specifically required according to a student's Individual Education Plan (IEP).

6. When requested by the sponsor, parent or guardian, transportation may be provided to/from an alternate care provider such as a Child Development Center or American Youth Activity Center located within the commuting area and outside the walking area.

7. Each student is allowed only one seat. Students needing to transport items that cannot be stored beneath their seat or in the overhead cargo area must coordinate in advance with the School Transportation Office.

8. Changes in transportation service shall be held to a minimum and will not be authorized on a day-by-day basis. (DoD 4500.36R C6.3.4.1.3)

9. You may request authorization for your child to use an alternate bus route/stop for a temporary period. Such temporary requests must be made in writing and are generally granted only in extenuating circumstances (i.e., during sponsor's TDY, deployment hospitalization, etc.). Last-minute requests are discouraged and may not be granted. Please contact the STO directly for more information: AvianoSBO@dodea.edu

ATTENTION PARENTS! Child Pedestrian Safety:

In Italy, traffic is not required to stop for school buses that are loading or unloading.

Please instruct your children to wait until the bus departs, then look in both directions very carefully before crossing the street.

SPACE AVAILABILITY & INFREQUENT RIDERSHIP

Our objective is to provide safe daily transport of bus riders while optimizing routes for timeliness and efficiency. Bus stops and routes may be adjusted periodically as part of this process.

When it is determined that a student is not riding the bus on a regular basis, the STO may contact the sponsor/family to review the actual transportation requirements for daily AM & PM transportation. Infrequent or non-riders may be removed.

BUS STOP PROCEDURES – AM & PM

Students must be at their AM pickup location 5 minutes before scheduled departure time. Busses operate on time schedule and are not obliged to wait for students who are late to the bus stop.

Students must remain on the sidewalk, safely from the curb and traffic lane while waiting for the bus. Students must always be attentive. Once on the bus, they must remain seated and facing forward with both feet in front of the seat while the bus is in motion. Italian law requires all bus riders to wear seatbelts (when provided) while in transit.

ADULT SUPERVISION REQUIRED up to AGE 13

STUDENTS up to AGE 13* must be accompanied by an authorized adult while traveling to/from & waiting at the bus stop. Minors (children/students/siblings under age 18) may not take the place of an authorized adult. Adult must remain physically present with their children until they board the bus. Adults should be visible to the bus driver & safety attendant. Adult should be prepared to show identification as drivers and safety attendants may request ID before releasing a child a guardian.

*WAIVER: Parents may complete a written release waiver for students Grade 3 to age 13, allowing them to move unaccompanied to and from the bus stops. Students through Grade 2 **MUST ALWAYS** be accompanied by an authorized adult – no exceptions. Minors (children/students/siblings under age 18) may not take the place of an authorized adult.

*ALTERNATE ADULT: Parents are responsible for complying with Italian Child Supervision Law and ensuring the safety of their children before and after their bus journeys. You may complete the *Alternate Adult Form* (see p.16) to authorize alternate adults to pick up your child(ren) in your absence. Form can be sent directly to the bus office at AvianoSBO@dodea.edu.

What happens when there is no parent at the PM bus stop?

- **If a parent is not at the bus stop to pick up the children, the safety attendant will call the Student Transportation Office (STO) to inform them of the situation. The STO will attempt to telephone the sponsor/spouse to determine the next course of action.**
- **If the STO is unable to reach a parent, or after a few minutes have elapsed, the STO will inform the driver/safety aide to continue the route and to return the student either their assigned bus stop or the Aviano school complex.**

INAPPROPRIATE/PROHIBITED ITEMS

- **BALLS & HEAVY/OVERSIZE ITEMS:** Balls of any sort (softball, baseball, soccer ball, basketball, etc.) are prohibited. Inflated balloons of any sort are prohibited. Also prohibited are skateboards, scooters, and other large, heavy items that could roll or injure someone in the event of emergency braking or maneuvers.
- **ELECTRONICS:** Portable electronic and photo devices may not to be used to take photos or videos. Devices may only be used with headphones and should never become a distraction to the driver, safety attendant or other passengers. Privileges to use these items may be suspended at any time, for any reason.
- **MISCELLANEOUS:** Live animals, items made from glass, flammable or explosive items or liquid (for example firecrackers, matches, or lighters), tobacco products, alcoholic beverages, prohibited drugs, and weapons or items that may be converted to a weapon, are prohibited.
- **PERSONAL PROPERTY** brought onto the school bus is the responsibility of the student. Bus companies, schools and student transportation office are NOT responsible for any items lost, left behind or stolen.
- **FOOD & DRINKS:** Food and drinks may not be consumed on the bus. Students should finish their breakfast before they board the bus in the morning.

CARRY-ON & OVERSIZE BAGGAGE

- Carry-on baggage is baggage that can be safely and conveniently loaded/stored without causing discomfort or unreasonable inconvenience to passengers. All carry-on items must be secured in book-bags, backpacks or something similar, and must be small enough for passengers to hold in their lap, store under their seat or in the overhead cargo area.
- Aisles, doors, windows, steps, or emergency exits must be kept clear so passengers can exit the vehicle quickly in an emergency.
- All passengers must have a seat. At no time will passengers be denied a seat because of baggage or equipment.
- Parents are asked to consider making alternate transportation arrangements for students transporting unusually large, fragile or valuable items such as oversize musical instruments or school projects.

ALTERNATE BUS STOPS & TEMPORARY CHANGES

Sponsors/parents may request temporary bus passes* for their dependent to ride on a different bus or use a different stop for a short period of time. Requests must be made in writing, directly to the transportation office: (AvianoSBO@dodea.edu).

***Temporary Bus Pass requests will be issued for extenuating circumstances only, such as: hospital emergencies, deployment/TDY of the sponsor, etc.** Requests for temporary changes should be occasional and day-to-day changes will not be approved. Requests may only be granted on a space available basis. Notes handed to the driver/safety attendant will not be accepted. Last-minute requests are discouraged and may not be granted.

SCHOOL DELAYS, CANCELATIONS & EARLY DISMISSALS

Aviano Schools dismiss one-hour early every Wednesday. Please plan accordingly.

The decision to delay, cancel, or dismiss students from school due to weather, security or safety conditions will be made by the 31FW Commander in coordination with school leadership and the Aviano STO.

Sponsors will be notified by the DoDEA Everbridge text & email notification system, AFN radio and by the 31FW Notification System/App.

Please ensure that School and the Transportation Office have the most current telephone and email information for your family.

AFTER SCHOOL ACTIVITIES & ATHLETICS

DoDEA Aviano does not provide transportation to or from after-school activities, including athletics. Transportation is solely the responsibility of the sponsor/family.

BUS RULES, INFRACTIONS & SAFE BUSSING

Parents must ensure their children understand and follow the rules for riding the school bus. School principals administer our policy and program for school bus behavior. The district's leadership has developed 10 School Bus rules and their corresponding infractions as listed below:

1) **Obey the driver or adult:** Failing to comply with the driver's, safety aide's or another adult's instructions. Being disrespectful towards the bus driver or another adult. Lying or talking back to the driver or another adult.

2) **Board and exit the bus in a safe manner:** Boarding or exiting improperly, to include crossing the street in front of or behind the bus.



1. **WALK Don't run to the bus stop**
2. **WAIT 3 steps back for the bus to com**
3. **STAY in your seat.**
4. **WAIT 3 steps back for the bus to go**
5. **NEVER, EVER go in front of - or behind the bus**

3) **Stay properly seated:** Standing while the bus is in motion or not sitting properly or moving from assigned seats (if applicable) or not wearing or unfastening seat belt if required. Obstructing an empty seat, doors, stairs, or the aisle. Sitting in the driver's seat.

4) **Keep your hands and feet to yourself:** Publicly displaying affection, horseplay, tripping, pushing, scratching, stealing, hitting, fighting, biting, tampering with bus controls or unauthorized operation of an emergency door mechanism.

5) **Do not throw things:** Littering, spitting, throwing objects at, within, or out of the bus.

6) **Nothing goes out of the windows:** Putting objects or body parts out of the bus windows.

- 7) **Remain reasonably quiet as to not disturb others or the driver:** Disturbing other students, making excessive noise (listening to music without headphones, talking or singing loudly, yelling), insulting others, harassing, threatening or interfering with the bus driver.
- 8) **No profanity, prohibited items, or vandalism:** Using profane language or obscenities (includes gestures) viewing pornographic media (magazine, pictures, websites) or displays of nudity (improperly clothed). Conveying a prohibited item (aerosol spray type products, alcohol/drugs products, any article considered a nuisance causing device, any article considered unsafe, chains, firecrackers, knives, laser pointers, lighters or matches, shaving cream, skateboards, toys of any kind, water pistols, weapons). Vandalism (includes marking, altering, cutting or mutilating property).
- 9) **Do not eat, drink or chew gum:** Eating, drinking (except water, when authorized) or chewing gum.
- 10) **Always show bus pass:** Failing to have bus pass, riding an unauthorized bus or using an unauthorized bus stop. Exchanging a bus pass with another or refusing to show their bus pass.
- 11)

STUDENT BEHAVIOR & SAFE BUSSING

European traffic conditions demand the driver's full attention and absolute concentration. Anything that diverts the driver's attention, however momentary, can have dangerous, even fatal, consequences.

PARENTS: Your child's safety depends on YOU!

YOU are the example your children will follow

YOU are the person they look to for guidance

YOU inform your children about vehicle & traffic safety



**THANK YOU FOR HELPING ENSURE
YOUR CHILD IS AN INFORMED, RESPONSIBLE BUS RIDER!**

BEHAVIOR STANDARDS FOR DODEA SCHOOL BUS RIDERS

DoDEA AI 1347.01

ON AND AROUND DODEA SCHOOL BUSES. DODEA STUDENTS WILL:

1. Comply with all school rules with the "Behavior Standards for DoDEA School Bus Students."
2. Board and exit the bus in an orderly, safe manner.
3. Present DoDEA school bus pass when boarding the DoDEA school bus and upon demand.
4. Remain seated while on the DoDEA school bus. If the DoDEA school bus is equipped with seat belts, they must be fastened.
5. Talk with other passengers in a normal voice.
6. Keep all parts of the body inside the DoDEA school bus windows.
7. Keep aisles, steps, and empty seats free from obstruction.
8. Remain fully and properly clothed.
9. Treat the DoDEA school bus driver and fellow DoDEA students with respect.
10. Promptly comply with the DoDEA school bus driver's or bus monitor's instructions.
11. Treat the DoDEA school bus and other private property with care.

ON OR AROUND DODEA SCHOOL BUSES STUDENTS WILL NOT:

1. Fight, push, shove, or trip other passengers.
2. Use or possess unacceptable items identified in the DoDEA school "Student Handbook."
3. Push while boarding, on, or exiting the bus.
4. Get on or off the DoDEA school bus while the bus is in motion.
5. Make excessive noise or play electronic equipment without earplugs.
6. Put objects out of DoDEA school bus windows or hang out of windows.
7. Engage in horseplay.
8. Obstruct aisles, steps, or seats.
9. Engage in public displays of affection or prohibited sexual behaviors.
10. Engage in sexual harassment, sexual assault, or other related abusive misconduct.
11. Eat, drink, or litter on the DoDEA school bus. *
12. Use objectively offensive or abusive language or make obscene gestures.
13. Spit or bite.
14. Bully, commit discriminatory harassment, or interfere with other DoDEA students.
15. Disrespect, distract or interfere with DoDEA school bus driver.
16. Damage private property.
17. Sit in the DoDEA school bus driver's seat, or touch bus operating devices or equipment.
18. Open or try to open DoDEA school bus door.
19. Throw or shoot objects inside or out of DoDEA school bus.
20. Tamper with bus controls or emergency equipment.
21. Violate any other DoDEA school rule, law, or military installation regulation.

* DoDEA students may drink water and eat snacks on any daily commute bus that travels one-way in

excess of one (1) hour between the first pickup and drop-off However, littering on the bus is still prohibited, and DoDEA students are required to take their litter off the DoDEA school bus and dispose of it properly.



Mr. Andrew Gann Principal
Aviano Elementary School



Dr. Mustapha Kalouch Principal
Aviano Middle/High School

CHILD SUPERVISION WHILE STATIONED IN AVIANO

Italian law prohibits “abandonment” of **any person under 14 years** of age or who by reason of mental or physical illness is incapable of caring for him/ herself. “Abandonment” is not defined and could include leaving a child playing unattended or in a car. Parents are therefore cautioned to consider all relevant factors and apply the standards in the first paragraph below. (See also Aviano Instruction 40-301, 1 July 1997, para 8).

Therefore, children under the age of 14 must be accompanied by an adult to/from and while waiting at the bus stop. See page 6 for information regarding waivers.

The ages specified above are the maximum ages and are based on the child’s ability to demonstrate responsibility and age-appropriate behavior. Children who do not consistently demonstrate age-appropriate behavior should not be given the same degree of self-management responsibilities. Parents are also responsible for considering any physical or mental limitations a child may have when considering how much supervision is necessary.

LOST CHILD PROCEDURES

- 1. If child fails to arrive at their home or childcare facility within 30 minutes of expected PM arrival time, the parent or childcare provider should:**
 - a. Notify the Aviano Student Transportation Office at ext.DSN: 324-306-0187 or Commercial: 0444-106-0187 and provide the child’s name, bus route, child’s description and attire, usual arrival time home and all possible playmates.
 - b. If after 16:00 hours, contact the Military Police at DSN: 632-7200 or commercial 0434-30-7200 to report a lost/missing child.
 - c. Child Care Providers should contact the parents and inquire as to the possible location of the child.
 - d. See Lost Child Checklist on page 14

- 2. Once notified of a lost child, the Aviano School Transportation Office will:**
 - a. Immediately call the bus contractor and request the driver to perform a visual internal inspection of the bus. Call the safety attendant supervisor and request he/she check with the safety attendants if the child was on the bus and/or with whom the missing child got off the bus.
 - b. Notify the Security Police that a lost child search is underway. The Aviano School Transportation Office will provide the Security Police Desk Sergeant the child’s name, bus route, child’s description and attire, home address and other information on the child as requested. A photograph will be provided as soon as possible.

- c. Notify the applicable School Principal/Assistant Principal and Schools Officer for determining attendance status.
- d. Notify the Installation Commander that a lost child search is underway.
- e. Obtain a listing/computer printout of the other bus riders and contact them to determine if the lost child was indeed on the bus and what stop the child disembarked.
- f. Ensure parents are contacted every thirty (30) minutes to provide an update and outline on what steps will be taken next.
- g. Provide the Security Police Desk Sergeant any after duty notification telephone numbers as requested.
- h. Remain on duty until child is found.

- i. Aviano School Transportation Office will provide Security Police with applicable listings of the bus riders (if requested).

3. Security Police will:

- a. Inform patrols to maintain vigilance for the lost child.
- b. Dispatch at least one patrol to perform a sweep of the base neighborhood if the child is not located within thirty (30) minutes.
- c. If the child is not located within 30 minutes, implement standard procedures for Missing Persons/Child. The Commander will be contacted for the purpose of diverting additional personnel to assist in the search area. The Security Police will ensure the Local Police are notified that a lost child search is underway and coordinate activities with local Police counterparts, if applicable.
- d. If after 16:00 hours, call school administrators

The bus contractor will:

- e. Upon notification of a lost child, immediately contact the bus in question and request a visual inspection of the bus.
- f. If the bus has been parked, the contractor will request that the driver open the bus and perform an inspection regardless of the elapsed time.
- g. If the child is found on board, the contractor will notify the Aviano School Transportation Office and the child will immediately be returned to his/her school or an alternate location determined by the Aviano School Transportation Office. School staff and parents will be notified that child has been located, and where parents must go to be reunited with child.

When a child neglects to get off the bus at his/her stop, OR a parent for Grades Pre-K - 2nd is NOT at the stop when the bus arrives at stop:

- The driver will keep the child on the bus, notify the Aviano School Transportation Office and complete the run. At the end of the run, the child will be returned to the school or alternate location determined by the Aviano School Transportation Office.
- The Aviano School Transportation Office will contact the sponsor and alert he/she of the child's physical location, and the estimated time that the child will arrive back at school or alternate drop-off location.
- The school will be informed of the returning student and will retain custody of the child until parent's arrival.

These procedures have been coordinated with the Aviano School Transportation Office, and the Commander, 31st Mission Support Group. This policy will be implemented in the event a school aged child fails to arrive home or to the alternative home care provider, within thirty (30) minutes of their expected arrival time after school.

Parent Lost Child Procedures/Lost Student Checklist

If your child does not arrive home on the designated bus within 30 minutes of his/her normal arrival time contact:

During duty hours: (0800-1600) contact the Aviano School Transportation Office at ext.
DSN: 324-306-0187 or Commercial: 0444-106-0187

After duty hours: Contact the Military Police at DSN 632-7200 or commercial 0434-30-7200

PLEASE HAVE INFORMATION LISTED BELOW AVAILABLE WHEN YOU CALL:

Person's Name Making Report: _____

Unit: _____ Relationship to Child: i.e., Parent, Guardian, Neighbor, etc.: _____

Duty Telephone: _____ Home Phone: _____ Cell Phone: _____

Housing Area or Local Address: _____

Child's Name: _____ Bus Route: _____

Child's Description: Height/Weight: _____, Color of Hair: _____, Age: _____, Race: _____

Other Distinctive Features/Characteristics: _____

Attire: _____

Any Physical Disability - or on Medication: _____

Usual Arrival Time at Home: _____

List Friends at School and Other Friends that Ride the Same Bus: _____

Activities the Child Normally Attends: i.e., sports, clubs, etc.: _____

Note: Locating a child requires the cooperation of all agencies and parents. Your assistance is important and appreciated

Complaint Procedures

To ensure complaints and concerns are handled in a timely manner, please call the **Aviano School Transportation Office** at **DSN 324-306-0187** or **Commercial 0444-106-0187** during customer hours. During off duty hours, record your concern on our voice mail. Be sure to include, your name and your preferred contact phone number. We respectfully request you follow up your call with a written statement as soon as possible: AvianoSBO@dodea.edu

1. School Bus Standards of Conduct and related disciplinary actions are managed by the School Transportation Office, in coordination with the School Principals.

- a. Students are expected to be familiar/comply with school bus safety standards and expectations (See Pages 9-11).
- b. We ask that complaints are put in writing as soon as possible. Describe and provide all pertinent details such date and time of incident, where it occurred, who was involved (description if names are not known), and what happened. If there were witnesses, please list them also.

2. School Bus Contracting, Transportation Quality and Management related complaints/issues are managed by the Aviano School Transportation Office.

- a. Complaints or concerns about the contracted bus drivers and bus safety attendants must be in writing for us to investigate and act. We ask that you communicate any concerns or complaints as soon as possible. To help us investigate reported incidents, we ask that you provide:
 - (1) Date/Time of incident,
 - (2) Description of incident,
 - (3) Where it occurred,
 - (4) Who was involved,
 - (5) What happened,
 - (6) Bus number/License plate number