



**Fall 2021 Transportation
Handbook for Parents and
Guardians**



Dear Parents and Guardians,

At the Dubuque Dream Center, it is our goal to serve children in our community holistically. This session we will provide transportation from school to the Dream Center, and transportation home for 1st/2nd graders in need. We will utilize school sites to pick up students using our Dream Center vans or bus. This handbook is intended to help answer your questions about transportation for your student, and to set clear expectations and guidelines for all parties involved.

The Dream Center must have a strong partnership with parents and guardians for student transportation to be truly successful. That begins with good communication and a clear understanding of roles and responsibilities. The information in this handbook covers the most frequently asked questions which we expect to receive from parents and guardians. We want to be clear this will be a handbook we intend to continue to develop as we gain more experience over time. The included information also clarifies expectations, roles, and responsibilities for the Dream Center including staff, parents, guardians, and children. Please take time to read this handbook and keep it as a reference guide. If we all play our parts, students will benefit by receiving great transportation services. We look forward to providing safe, on-time, and efficient transportation services this session.

Sincerely,

Robert Kimble

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Executive Director

Important Information

Bus Stops

- This is the location where the Dream Center vans, or bus will pick-up and/or drop-off your student(s).
- These locations could be at schools, home, or daycare depending on the current session.

Fall 2021 Session

School Pick-up

- School staff will help direct students where to go for pick up at each school site.
- Prior to entering each van/bus, students will line up and will be given a face mask in accordance with our COVID-19 Policies.

PM Drop-off Time

- Masks must be worn at all times inside the van.
- An AUTHORIZED adult must be at the drop off site when the van or bus arrives.
- The adult must come to the van and get their student(s) from the van.
- Students eligible for at home drop off include 1st and 2nd grade students along with their siblings.
- Please note: If an adult is not at the drop off site when the van or bus arrives, your student(s) will remain in the vehicle until the driver's route is complete, at which time the route driver may return to your student's drop-off location. If an adult is still not at the location the driver will return to the Dream Center and a parent/guardian must pick your student(s) up from the Dream Center. Failure to be at the drop of site may disqualify your student(s) from transportation home.

Guidelines and Procedures

1. Eligibility will be determined by parents completing the Transportation Questionnaires.
2. Eligible students for transportation will be offered rides to and from predetermined pick-up and drop-off locations.
3. Families changing their address must notify the Dream Center. The Dream Center will notify the assigned van/bus driver. The Dream Center can only change a student's transportation schedule once we are notified by the parents/guardians.
4. Alternate van/bus stop (temporary)- Families may request, in writing and three days in advance, an alternate van/bus stop on a temporary basis. The written request should be submitted to the Dream Center Executive Assistant and must be on an existing route and at a regular stop.
5. Please call the Dream Center if our van or bus has not arrived at your stop within 15 minutes of the designated drop-off time. Traffic and weather conditions may affect our routes.
6. **Parents must notify the Dream Center whenever your student(s) will not be riding the van/bus. PLEASE NOTE: If we have more than three (3) occurrences where we are not notified about**

your student's absence from the van/bus, your student will be removed from the transportation route.

THE DREAM CENTER VAN/BUS RIDE: RIGHTS AND RESPONSIBILITIES

Every Dream Center van/bus passenger has the right to a safe and enjoyable ride which is free from intimidation, threats, or harassment. A student's eligibility to ride may be suspended or revoked for a violation of Dream Center van/bus safety and security guidelines, passenger rules, or for violation of any other law or policy governing conduct on a "school" bus. The removal of a student's riding privileges is not considered to be a suspension or expulsion from the Dream Center. The safety of all Dream Center passengers is the number one priority for the Dream Center Administrative Team, Driver, and School Connectors. Please contact the Dream Center if you have any questions about these guidelines.

Passengers will:

- Obey all van/bus rules.
- Board and exit at the assigned locations.
- Walk (do not run) to vans/bus when they are loading or unloading.
- Move toward the van/bus and board it only after the vehicle has come to a complete stop.
- Wait for a School Connector to get out of the van before boarding.
- Board vans/bus in a single file line (pushing or shoving is not allowed).
- Remain seated, face the front.
- Wait until the vehicle comes to a complete stop before standing up to exit.
- Always keep aisles clear.
- Use appropriate language and talk at the classroom-noise level (no profanity, hand gestures, yelling, screaming or distracting noises).
- Obey the driver and school connector's directions.
- Keep hands, feet, and objects to yourself.
- Respect other students, adults, and property.
- Keep the interior of the vans/bus clean and free of litter.
- All van passengers are required to wear a seat belt.
- Passengers may use electronic games, media players, or cell phone in the van/bus, but headphones must be used on any device producing music or sound. The sound on electronic games must be turned off. The Dream Center assumes no responsibility for damaged, misplaced, or stolen items.

Passengers will not:

- Distract drivers through misbehavior.
- Open windows except in emergency situations or when directed to.
- Attempt to crawl under a seat for any reason.
- Bully or harass other students.
- Extort property (to obtain something from someone by force or threat).
- Throw objects out of the windows.
- Drink or eat in the vans.

- Bring weapons, dangerous objects, “look-a-likes,” or other items used as weapons to the Dream Center.
- Bring skateboards, snow sleds, trading cards, balloons, golf clubs, skis, snowboards, or animals into the vans/bus.

Rule Violation Consequences

School Connectors are responsible for managing student behavior while students are in the van/bus or at the loading and unloading areas. **Families are responsible for unloading at home sites.** The driver or school connector may issue a verbal warning or change a passenger’s seat location if a rule violation occurs. A Dream Center Incident Report will be written and shared with parents/guardians if a student’s behavior is inappropriate.

FAQ (Frequently Asked Questions)

WHO IS ELIGIBLE FOR TRANSPORTATION SERVICES?

The Dream Center is providing transportation from the following schools only: Lincoln, Audubon, Fulton, Prescott, Kennedy, Hoover, Jefferson, Washington, and Roosevelt. Any students that need transportation to the Dream Center can ride the bus from school if parents/guardians have completed the Dream Center transportation waiver. Transportation from the Dream Center to home is provided for 1st -2nd graders (and siblings) only, and on an as needed basis. Transportation will occur Monday thru Thursday.

HOW WILL I KNOW IF MY CHILD WILL BE PICKED UP FROM SCHOOL?

When parents completed registration, there was a transportation waiver included in the packet. If you selected the option that your child needs transportation from school, then your child will be picked up from school if they attend Lincoln, Audubon, Fulton, Marshall, Prescott, or Washington.

WHAT TIME WILL MY CHILD ARRIVE HOME FROM THE DREAM CENTER?

It is our goal to have all children home no later than 7:00 pm. We expect to have children home between 6:45pm-7:00pm. It is our expectation that parents are looking out for their kids to prevent the driver and other children on their route home from waiting for extended periods of time.

WHO SHOULD I CONTACT ABOUT TRANSPORTATION CHANGES?

Please contact your coach directly if any changes occur with your address or drop-off location information. It is our expectation that parents provide the Dream Center with a consistent drop off location for children to prevent route changes.

DO I NEED TO CONTACT THE SCHOOL TO LET THEM KNOW THAT MY CHILD WILL BE PICKED UP?

The Dream Center has partnered with the Dubuque Community School District and have communicated with the schools regarding the children that will be picked up. There is no need for parents to call the schools regarding Dream Center transportation.

WHAT IF SCHOOL IS CANCELED, WILL MY CHILD STILL GET TRANSPORTATION TO THE DREAM CENTER?

No. At this time, when there is no school, Dream Center programs are canceled. If school is let out early due to weather or other circumstances, Dream Center after school programs will be canceled.

WHAT WILL HAPPEN IF NO ONE IS HOME WHEN MY CHILD ARRIVES HOME?

If no one is home when the van arrives, staff will attempt to contact parents using the phone numbers provided at registration. The driver will wait no more than 3 minutes at one stop to prevent running behind schedule on dropping other children off at their homes. If after 3 minutes an approved adult hasn't come to the van to pick your child up, the driver will continue the route and will return your child to the Dream Center to be picked up by an authorized adult. Note: the driver may circle back to your home at the end of the route for a one-time courtesy.

WILL THERE BE ADULTS IN THE VAN WITH MY CHILD?

Yes, we will have two Dream Center staff in the van at all times with the Dream Center children on their routes home. We will also have additional staff on the Dream Center bus/van with the children when they are picked up from school.

WHO CAN PICK MY CHILD UP FROM THE VAN OR THE DREAM CENTER?

We will always refer to your completed online registration form, as well as your transportation questionnaires to determine who is eligible to pick your child up. If you want to give other adults permission to pick your child up, please contact the office and ask for an authorization form.

QUESTIONS?

If you have any other questions that were not asked in this handbook. Please contact your coach directly.