



Motor Carrier Attachment 21:
BCPS Pupil Transportation SOP
Baltimore, MD; 11/1/2016
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(102 pages)

BALTIMORE CITY
PUBLIC SCHOOLS

Office of Pupil Transportation
Standard Operating Procedure Manual

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
General & Administrative	Administration of Procedures	August 1, 2013	1.0

1.0 OVERVIEW

The Office of Pupil Transportation Standard Operating Procedure Manual (Manual) establishes standard operating procedures (SOPs) that are intended to ensure structure, uniformity, efficiency, and continuity of effort in the provision of City Schools pupil transportation services and the performance of related administrative, operations, and maintenance support functions.

2.0 PURPOSE

To communicate the applicability and enforcement of procedures contained in the Manual.

3.0 SCOPE

The Manual provides a basis for consistent and appropriate decision-making on many issues. It is for the internal guidance of transportation staff.

4.0 DEFINITIONS

N/A.

5.0 RESPONSIBILITY

The Director, Office of Pupil Transportation or his/her designee and the transportation management and supervisory staff are responsible to ensure that the SOPs are updated as required and to develop and implement future SOPs that may be needed.

Office of Pupil Transportation management and supervisory staff are responsible to know the SOPs contained in the Manual, apply the SOPs in the performance of their duties, promulgate the SOPs to subordinate staff, and ensure subordinate staff's compliance with the SOPs.

Subordinate staff is responsible to be thoroughly familiar with SOPs that pertain to their respective areas of responsibilities and duties.

6.0 PROCEDURES

N/A.

7.0 EXCEPTIONS

There shall be no exceptions to this SOP.

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Classification	Subject	Date	SOP Number
General & Administrative	Transportation Publications	August 1, 2013	1.1

1.0 OVERVIEW

The Office of Pupil Transportation develops, updates, and arranges for the production of printed materials that are distributed or made available to its employees, its contractors' school bus personnel, parents/guardians, or others, as appropriate. The printed materials provide essential and useful information about City Schools pupil transportation operations.

2.0 PURPOSE

To establish and delineate a standard operating procedure (SOP) governing printed materials produced and made available by the Office of Pupil Transportation.

3.0 SCOPE

This SOP pertains to all printed materials for which the Office of Pupil Transportation is responsible to develop, update, distribute, or make available. It does not, however, pertain to Maryland Transit Administration (MTA) student tickets or other printed fare media issued to or used by City Schools students to access and use MTA services.

4.0 DEFINITIONS

N/A.

5.0 RESPONSIBILITY

The Director, Office of Pupil Transportation or his/her designee is responsible to ensure compliance with this SOP.

6.0 PROCEDURES

6.1 Printed materials shall be reviewed and updated at least annually or as otherwise required.

6.2 Printed materials intended for external distribution shall be coordinated with City Schools Office of Public Information for approval on the design, layout, and content prior to publication.

6.3 The City Copy Center Office located at City Schools Central Office shall be used to produce printed materials.

7.0 EXCEPTIONS

There shall be no exceptions to this SOP.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
General & Administrative	On-Board Cameras	August 1, 2013	1.2

1.0 OVERVIEW

The use of video recording systems on City Schools-operated or contracted school buses is authorized to reduce student discipline problems, thus providing a safer environment for the transportation of students. Disciplinary action will be in accordance with applicable policies and procedures.

Recordings of incidents involving students are subject to the Family Education Rights and Privacy Act (FERPA) and applicable local or state student privacy laws or regulations. Individuals authorized to view a recording must be made aware of FERPA or applicable local or state student privacy laws or regulations in advance of the viewing. Except as provided in Section 6 of this standard operating procedure (SOP), authorization to view a given video recording shall be restricted to individuals designated to investigate or resolve the specific on-board incident or individuals/union officials involved in the grievance process related to disciplinary action contemplated or taken against school bus personnel resulting from such incidents. Video recordings shall be viewed on a personal computer (PC) or other viewing device only when the computer or viewing device is situated in a secure and closed area that prevents unauthorized individuals from viewing or hearing the playback of the video recordings.

Except as provided in Section 6.1 of this SOP, video recordings transferred for viewing purposes to PC hard drives, DVDs (Digital Versatile Discs or Digital Video Discs), flash drives, or other media used to store video recorded data, generally, shall be erased, destroyed, or otherwise rendered incapable of being viewed after 30 days.

2.0 PURPOSE

One reason for recording the on-board bus activity is to provide school officials, parents/guardians, and bus personnel with documentation in connection with investigations of allegations of inappropriate student behavior. In addition, the use of on-board cameras permits school bus drivers to devote their attention to the safe operation of the bus while limiting the distraction of having to monitor student behavior continuously. On-board cameras are also used to monitor the performance of school bus personnel in the fulfillment of their duties. In this connection, on-board cameras are useful aides in investigating allegations of misconduct or inappropriate behavior made against school bus personnel.

3.0 SCOPE

This SOP pertains to all City Schools-operated or contracted school buses. Video cameras will be rotated randomly throughout the buses operated by City Schools and its school bus contractors.

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4.0 DEFINITIONS

FERPA – Family Education Rights and Privacy Act

COMAR – Code of Maryland Regulations

IEP – Individualized Education Program (Plan)

IEP Team – Group of individuals responsible to develop, review, and revise the IEP

504 Action Plan – Written accommodation plan

5.0 RESPONSIBILITY

The Director, Office of Pupil Transportation or his/her designee is responsible for the development of program guidelines to ensure compliance with this SOP.

6.0 PROCEDURES

All allegations or complaints of misconduct will be investigated fully.

6.1 Incidents of Alleged Misconduct by Students. Where warranted, video recordings aboard buses shall be viewed by authorized staff of the Office of Pupil Transportation to determine if a student is responsible for any infractions of rules or misconduct for which disciplinary action should be taken. In conjunction with the students' school, Office of Pupil Transportation administrators are authorized to initiate appropriate disciplinary action to correct inappropriate student behavior. Officials of the schools where students attend shall be asked to view the recording before disciplinary action is determined. Video recordings will be retained routinely for no more than 30 days, provided, however, that if disciplinary action is taken as a result of conduct disclosed by the video recording, said recording shall be retained until such time as the disciplinary action process is completed. (For students with an IEP or 504 Action Plan, the IEP team will determine the specific disciplinary action that is to be taken.)

Upon the receipt of a written request submitted to City Schools General Counsel Office, consideration will be given to allow a student disciplined because of a video recording the opportunity to view the recording which is the basis for the disciplinary action. Where authorization to view the recording is granted, the student must be accompanied by his or her parent or guardian when viewing the recording. The viewing will take place at the school with school administrators or representatives present.

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6.2 Incidents of Alleged Misconduct by School Bus Personnel. As necessary, video recordings aboard buses shall be viewed by authorized staff of the Office of Pupil Transportation to determine if school bus personnel are responsible for any infractions of rules or misconduct for which disciplinary action should be taken. This also includes failure to execute their assigned responsibilities in conformance with applicable City Schools policies, or Code of Maryland (COMAR) or federal regulations.

6.2.1 School Bus Personnel Employed by City Schools. Where it is determined that school bus personnel employed by City Schools committed acts of misconduct or failed to execute their assigned responsibilities, City Schools will take appropriate disciplinary action.

Upon receipt of a written request submitted to City Schools General Counsel Office, consideration will be given to allow City Schools-employed school bus personnel who are cited for misconduct or failure to execute their assigned responsibilities as a result of a video recording the opportunity to view the recording which is the basis for the finding of misconduct or failure to execute assigned responsibilities. Where authorization to view the recording is granted, the employee must be accompanied by his or her respective union representative when viewing the recording.

6.2.2 School Bus Personnel Employed by a City Schools Contractor. Where it is determined that an act of misconduct was committed by school bus personnel employed by a City Schools school bus contractor or where said personnel are cited for failure to execute their assigned responsibilities, City Schools will so notify officials of the company that employs the offending bus personnel. Said officials will be allowed to review the recording which is the basis for the finding of misconduct or failure to execute assigned responsibilities.

As warranted, City Schools will initiate the necessary actions to decertify the offending bus personnel pursuant to applicable City Schools policies, contractual provisions, or COMAR or federal regulations.

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Upon receipt of a written request submitted to City Schools General Counsel Office, consideration will be given to allow City Schools contractor-employed school bus personnel who are cited for misconduct or failure to execute their assigned responsibilities as a result of a video recording the opportunity to view the recording which is the basis for the finding of misconduct or failure to execute assigned responsibilities.

Where authorization to view the recording is granted, when viewing the tape, said school bus personnel must be accompanied by an official of the school bus contractor with which they are employed.

7.0 EXCEPTIONS

Exceptions to this SOP must be approved in writing by City Schools General Counsel Office.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
General & Administrative	Undeliverable Students	August 1, 2013	1.3

1.0 OVERVIEW

During the school year, there are instances where a parent/guardian and/or daycare provider is not available at the prescribed drop-off location to receive a student when the bus arrives. While this is sometimes the result of the bus arriving early or late at the drop-off location, generally, it is the result of the failure of the parent/guardian or authorized responsible individual to be available to receive the student.

2.0 PURPOSE

To establish a standard operating procedure (SOP) that delineates the process to be used when a parent/guardian or an authorized, responsible individual fails to meet the bus at the prescribed drop-off location.

3.0 SCOPE

This SOP applies to the transportation service operated by buses owned or contracted by City Schools.

4.0 DEFINITIONS

N/A.

5.0 RESPONSIBILITY

5.1 Office of Pupil Transportation management and supervisory staff are responsible to promulgate this SOP to subordinate staff and to ensure subordinate staff's compliance with the SOP.

5.2 The Office of Pupil Transportation Manager, Safety & Training is responsible to promulgate this SOP to transportation contractors' and to ensure contractors' compliance with the SOP.

5.3 Parents/guardians are responsible to ensure that an authorized, responsible adult is available to receive their child(ren) at the designated drop-off times and locations at the end of the school day. If a responsible adult is not available to receive the student, he/she may be taken to a location, including the Child Protective Services, designated by City Schools until the parent/guardian is able to pick up the student. City Schools may notify the Child Protective Services if it is unable to deliver the student a second time or on subsequent occasions.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
General & Administrative	Undeliverable Students	August 1, 2013	1.3

6.0 PROCEDURES

6.1 If a parent/guardian or an authorized, responsible individual is not available to meet the bus at the designated drop-off location, the bus driver shall immediately notify his/her dispatcher who will attempt to contact the parent/guardian or the designated emergency contact by telephone.

6.1.1 The dispatcher shall direct the driver to either standby for further instructions or continue dropping off the remaining students.

6.1.1.1 If the parent/guardian or an authorized, responsible individual has been contacted and will be at the designated drop-off location to receive the student immediately after the remaining students are dropped off, the dispatcher will direct the bus driver to return to the designated drop-off location to drop off the student.

6.1.1.1.1 Contractors' dispatchers shall immediately notify City Schools of any instance where a parent/guardian or an authorized, responsible individual is not available to receive a student.

6.1.1.2 If the parent/guardian or an authorized, responsible individual cannot be contacted or is contacted but is unable to receive the student at a reasonable or suitable time, the student will be transported back to their assigned school or a designated location determined by City Schools. The parent will be responsible for picking up their child at this location.

6.1.1.2.1 Contractors must contact City Schools Office of Pupil Transportation immediately for directions in all instances such as described above in 6.1.1.2.
Contractors shall not take independent action.

6.1.1.3 If the parent/guardian or an authorized, responsible individual cannot arrive at the location designated by City Schools by 6:00 p.m., City Schools may elect to contact City Schools police and/or the Department of Child Protective Services for assistance. City Schools may also elect to contact City Schools Police and/or the Department of Child Protective Services after the third time the parent/guardian or an authorized, responsible individual is not available to receive a student as scheduled following dismissal.

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6.1.1.3.1 Contractors must contact City Schools Office of Pupil Transportation immediately for directions in all instances such as described above in 6.1.1.3. **Contractors shall not take independent action.**

6.1.2 City Schools Office of Pupil Transportation staff shall remain on duty until it is confirmed that the student was dropped off at the student's regular drop-off location or the alternate location approved/designated by City Schools.

6.1.3 City Schools Office of Pupil Transportation staff shall immediately notify the administrators of the student's school of instances where a parent/guardian or an authorized, responsible individual is not available to receive the student when the bus arrives as scheduled at the designated drop-off location.

6.1.4 City Schools Office of Pupil Transportation staff shall be available to meet with school personnel and parents/guardians to resolve issues that affect the ability to drop-off students as scheduled following dismissal.

7.0 **EXCEPTIONS**

There shall be no exceptions to this SOP.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
General & Administrative	Unruly Students	August 1, 2013	1.4

1.0 OVERVIEW

During the school year, there may be instances where student misconduct or unacceptable behavior while riding the school bus poses a potential safety hazard to the student, other students on the bus, bus personnel, or the motoring public. Acts of student misconduct may be student on student, student on bus personnel, or student on motorists. When such incidents occur, it is important that dispatch operations and school bus personnel know the established procedure to mitigate and respond to the incidents. After the immediate situation has been addressed, long-term solutions will need to be addressed in accordance with IDEA, IEP provisions/requirements, student support processes, and other appropriate City Schools policies. Every effort should be made to immediately address student misconduct or the unacceptable behavior to avoid future occurrences.

2.0 PURPOSE

To establish a standard operating procedure (SOP) that delineates the process to be followed when handling or responding to incidents of student misconduct that may occur on the bus.

3.0 SCOPE

This SOP applies to the pupil transportation service operated by vehicles or buses owned or contracted by City Schools.

4.0 DEFINITIONS

- 4.1 IDEA – Individual with Disabilities Education Act.
- 4.2 IEP – Individualized Education Program (Plan).
- 4.3 BIP - Behavior Intervention Plan.
- 4.4 SST - Student Support Team.
- 4.5 School Bus Personnel – Generally defined as the bus driver and/or bus aide; however, for the purpose of this SOP the term school bus personnel shall also pertain to taxicab drivers.

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**Office of Pupil Transportation
Standard Operating Procedure**

Classification	Subject	Date	SOP Number
General & Administrative	Unruly Students	August 1, 2013	1.4

5.0 RESPONSIBILITY

- 5.1** Office of Pupil Transportation management and supervisory staff are responsible to promulgate this SOP to subordinate staff and to ensure subordinate staff's compliance with the SOP.
- 5.2** Office of Pupil Transportation fleet office operations staff and dispatch staff are responsible to be familiar with and comply with this SOP.
- 5.3** The Office of Pupil Transportation Manager, Safety & Training is responsible to promulgate this SOP to school-based staff, school bus personnel/taxicab drivers, and transportation contractors and to ensure compliance with the SOP by school bus personnel/taxicab drivers, and transportation contractors.
- 5.4** School bus personnel and taxicab drivers are responsible to be familiar with and comply with this SOP.

6.0 PROCEDURES

As they relate to school-based staff and parents/guardians, the below procedures are nonbinding. They are intended solely to serve as guidance. However, school bus personnel/taxicab drivers and Office of Pupil Transportation staff must comply with the procedures delineated under section 6.3 and section 6.4, respectively.

6.1 School-based staff

- 6.1.1** School-based staff should be available both in the morning and afternoon to assist bus personnel with any unruly student(s).
- 6.1.2** School-based staff should not attempt to board an unruly student on the school bus. The administrator should first contact and request that the parent transport their child from school. Parent reimbursement should be offered. If the parent has no means to transport, the Office of Pupil Transportation should be contacted to coordinate the provision of an alternative means of transportation.
- 6.1.3** Ideally, school-based staff should be available up to 45 minutes after the last bus departs to respond to a report of an unruly student on the bus.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
General & Administrative	Unruly Students	August 1, 2013	1.4

6.1.4 School-based staff should respond to severe incidents reported by bus personnel the day following the incident. All other reported incidents should be responded to within three (3) school days.

6.1.5 Following an incident of student misconduct or unacceptable behavior while riding the school bus, school-based staff should immediately arrange for a meeting to discuss the situation and possible solutions.

6.1.5.1 When possible, the student should not be returned to the bus until a meeting is held with the parent, transportation personnel, and school personnel. For students with an IEP, an appropriate Behavior Intervention Plan (BIP) should be immediately developed and implemented to address the problem. For non-IEP students a behavior modification plan should be developed by the school-based Student Support Team (SST).

6.1.6 School-based staff should disseminate the guidelines listed in section 6.2 of this SOP annually to parents and other parties as deemed appropriate.

6.2 Parents/Guardians

6.2.1 Parents should recognize that it is their responsibility to ensure that their children's behavior at the time the bus arrives is conducive for a safe and successful ride to school.

6.2.2 A parent should not attempt to board their child on the bus if the child is out-of-control. Instead, the parent should be prepared to transport the child to school. Parent reimbursement will be offered when this occurs. If the parent is unable to transport the child to school, the parent may contact the Office of Pupil Transportation to determine what other transportation arrangements, if any, are available.

6.2.3 A parent should be prepared to come to the school to transport their child home if school personnel decide the child is out-of-control and cannot ride the bus home safely. Parent reimbursement will be offered in such cases. If the parent is unable to provide transportation, they may contact the Office of Pupil Transportation to determine what other transportation arrangements, if any, are available.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
General & Administrative	Unruly Students	August 1, 2013	1.4

6.2.4 The parent may be responsible for financial restitution for damage to the bus and/or other adaptive equipment caused by his/her child.

6.3 School Bus Personnel Including Taxicab Drivers

6.3.1 School bus personnel will make every effort to transport an unruly student to or from school, if in the opinion of bus personnel, the student can be transported safely. The decision not to transport must be a joint decision between school bus personnel and the Office of Pupil Transportation. **School bus personnel shall not take independent action.**

6.3.2 School bus personnel will not transport a student who is out-of-control at the time of pickup. In such instances, school bus personnel will immediately notify the Office of Pupil Transportation of the problem and wait for directions on dealing with the situation. Office of Pupil Transportation staff will contact school personnel to advise them of the situation. **School bus personnel shall not take independent action.**

6.3.3 To avoid possible interruptions of service for other students on the bus, Office of Pupil Transportation staff may direct school bus personnel not to wait for a child to calm down in order to board the bus. School bus personnel may be directed to continue the route to school as scheduled. **School bus personnel shall not take independent action.**

6.3.4 Where student misconduct or unacceptable behavior while riding the school bus poses a potential safety hazard during the ride home from school, school bus personnel must immediately notify the Office of Pupil Transportation to determine if school-based personnel are available to receive the student. **School bus personnel shall not take independent action.**

6.3.5 If, in the opinion of the school bus personnel, a student's actions are jeopardizing the safety of the student, other students, or others, the school bus personnel may proceed to the nearest Police Station, or call 911 for immediate assistance. **Should this occur, the Office of Pupil Transportation Office must be notified immediately.**

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
General & Administrative	Unruly Students	August 1, 2013	1.4

6.3.6 All incidents of student misconduct must be reported by bus personnel to the school administration on the School Bus Incident Report form. Incidents that occur during the morning ride to school must be reported upon arrival at the school. Incidents that occur during the afternoon ride to home must be reported the following morning.

6.4 Office of Pupil Transportation Staff

6.4.1 Transportation staff must be available both in the morning and afternoon to receive communication

6.4.2 Appropriate transportation personnel should be available to respond onsite to any unruly situation on a bus.

6.4.3 Transportation staff should be prepared to make other transportation arrangements to either transport the student to and/or from school.

6.4.4 In a given circumstance where student misconduct or unacceptable behavior while riding the school bus poses a potential safety hazard to the student, other students on the bus, bus personnel, or others, Office of Pupil Transportation staff in conjunction with the school staff will determine how the student can best be transported safely to school once the child is under control. Transportation alternatives include, but are not be limited to:

- Taxicab service
- School bus
- School bus with one-on-one adult supervision
- Transportation by the parent

7.0 EXCEPTIONS

There shall be no exceptions to this SOP.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
General & Administrative	Medically Fragile Students	August 1, 2013	1.5

1.0 OVERVIEW

City Schools recognizes its responsibility to provide transportation services to students with medical disabilities, including medically fragile students who have an Individualized Education Programs (IEPs) or a 504 Plan that identifies the specific method, special accommodations, and mode of transportation required.

2.0 PURPOSE

To establish and delineate a standard operating procedure (SOP) and process to ensure that transportation services are provided for students who are medically fragile. The procedures herein identify the steps to be taken by transportation staff personnel to ensure that required transportation services are provided in a timely manner and that all provisions of the Free Appropriate Public Education (FAPE) Act are fulfilled.

3.0 SCOPE

This SOP pertains to all City Schools operated or contracted school buses. This SOP will be conveyed to all supervisory staff members and be made available to any others upon request.

4.0 DEFINITIONS

- 4.1 Medically Fragile Student – A medically fragile student is a school-age student whose physical condition as documented by a physician may become unstable and/or change(s) abruptly, resulting in a life-threatening situation.
- 4.2 Qualified Medical Professional – A board certified doctor, paraprofessional, or other medically trained personnel who have extensive knowledge of the medically fragile student.
- 4.3 IEP – Individualized Education Program (Plan).
- 4.4 Section 504 Plan – A plan to provide accommodations for an individual student to comply with Section 504 of the Rehabilitation Act 1973.
- 4.5 Medical Care Plan – A plan developed by the IEP team that specifies the care, training, and qualifications needed by bus personnel who will be responsible for implementing the plan.

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Office of Pupil Transportation Standard Operating Procedure

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General & Administrative	Medically Fragile Students	August 1, 2013	1.5

4.6 Emergency Plan - A plan developed by the IEP team, including a qualified medical professional, that provides direction to bus personnel on how and what to do should a child become medically unstable while being transported on a yellow school bus.

5.0 RESPONSIBILITY

5.1 The Director, Office of Pupil Transportation or his/her designee is responsible to implement the procedures to ensure compliance with this SOP.

5.2 Office of Pupil Transportation management and supervisory staff are responsible to be familiar with this SOP and promulgate the SOP to subordinate staff and City Schools transportation contractors.

5.3 Office of Pupil Transportation management and supervisory staff are responsible to ensure compliance with the SOP by subordinate staff and transportation contractors.

5.4 Subordinate staff and contractors are responsible to be familiar with and comply fully with this SOP.

5.5 The Office of Transportation is responsible to provide all necessary training for bus personnel. Training shall be commensurate with established COMAR requirements for bus personnel and the Maryland Good Samaritan Laws.

5.6 The Office of Transportation is responsible to provide any additional COMAR approved bus personnel.

5.7 The IEP Team is responsible to identify and arrange any required medical personnel to accompany the student while riding the school bus.

6.0 PROCEDURES

6.1 Transportation services provided to a student with an IEP or Section 504 plan shall be provided in accordance with that plan, as well as any applicable federal, state, or local laws/regulations.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
General & Administrative	Medically Fragile Students	August 1, 2013	1.5

- 6.2** Upon notice from the IEP or Section 504 team, transportation personnel will be available to attend meetings pertaining to transportation services.
- 6.3** An emergency plan will be developed during the IEP/Section 504 process that provides direction to bus personnel should a student's condition become life-threatening while the student is transported by a school bus. The plan shall also contain a provision for when a parent or guardian is not available in the afternoon to receive the student at the established time and drop-off location.
- 6.4** A Medical Care Plan will be developed that contains at a minimum, the following information:
- 6.4.1** A brief description of the student's current condition.
 - 6.4.2** A description of what interventions, including frequency that may be necessary while riding the school bus.
 - 6.4.3** Specific training and skills needed by bus personnel to ensure that specialized equipment such as oxygen containment systems, suctioning equipment, apnea monitors, and other adaptive devices is properly secured while being transported on the bus.
 - 6.4.3.1** Except as described in 6.4.3, school bus personnel may only provide routine, nonmedical assistance.

7.0 EXCEPTIONS

There shall be no exceptions to this SOP.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
General & Administrative	Accessing Transportation	August 1, 2013	1.6

1.0 OVERVIEW

Numerous circumstances arise during the school year that may affect a student's transportation service. These include new students entering City Schools, students transferring from one school to another, a change in the student's residence, a change in the student's pick-up or drop-off location, a change in the student's program, and other events that can occur throughout the school year.

2.0 PURPOSE

To establish a standard operating procedure (SOP) to delineate the process by which student transportation service is accessed (obtained).

3.0 SCOPE

This SOP provides guidance for responding to issues involving student eligibility for City Schools students who are provided transportation services.

4.0 DEFINITIONS

IEP – Individualized Education Program (Plan)
FAPE - Free Appropriate Public Education
eTR – Electronic Transportation Request

5.0 RESPONSIBILITY

N/A.

6.0 PROCEDURES

- 6.1 Transportation services must be accessed through the school that the student is scheduled to attend.
- 6.2 Parents/guardians must contact the school if they believe that their child(ren) as/are eligible for transportation services.
- 6.3 Parents/guardians must provide current residence information and a minimum of two proofs of residency, such as a copy of the mortgage billing, rental agreement, utility bill, etc.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
General & Administrative	Accessing Transportation	August 1, 2013	1.6

- 6.4** General Eligibility. Students are not eligible for City Schools-operated or contracted transportation service or monthly MTA bus tickets in instances where the students move to other residences and the students' parents/guardians elect to keep the students enrolled in the zoned schools for the previous residences. In such instances, the parents/guardians are responsible to provide transportation to and from the schools for their children.
- 6.5** Eligibility for Regular Education Students. Regular education students must meet established criteria (see the *Handbook for Parent and Guardians*).
- 6.5** Eligibility for Students with Disabilities. For students with disabilities, an Individualized Education Plan (IEP) team determines the need for transportation as a related service to ensure a Free Appropriate Public Education (FAPE).
- 6.6** Initiating or Changing Transportation Services. Initiating or changing City Schools-operated or contracted transportation service involves a process that generally takes up to three business days before the service begins.
- 6.6.1** The initiation or change of transportation services begins at the school. Where it is determined that transportation services are to be provided for a student with a disability, school personnel are responsible for entering all pertinent information into City Schools Electronic Transportation Request (eTR) database.
- 6.6.1.1** Once information is entered in the eTR system, it must be approved by the area coordinator or the responsible Central Office staff. Once approved, transportation staff will schedule the student for service.
- 6.7** Changes to Students' Personal Data. If there are changes to a student's personal data (e.g., address, emergency contact information, phone number, etc.) that impact transportation services, the parent/guardian must provide the updated information to the student's school.

7.0 EXCEPTIONS

There shall be no exceptions to this SOP.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
General & Administrative	Use of Support Vehicles	August 1, 2013	1.7

1.0 OVERVIEW

The Office of Pupil Transportation is assigned support vehicles that are used in connection with school bus operations or other services for which the Office of Pupil Transportation is responsible. It is important to ensure that staff is aware of established policies regarding the use of assigned support vehicles.

2.0 PURPOSE

To establish a standard operating procedure (SOP) for the use of support vehicles.

3.0 SCOPE

This SOP pertains to drivers of support vehicles assigned to the Office of Pupil Transportation.

4.0 DEFINITIONS

Support Vehicles – SUV, sedan, passenger van, or maintenance utility vehicle.

5.0 RESPONSIBILITY

5.1 Office of Pupil Transportation supervisory and management staff are responsible for the administration and control of assigned support vehicles.

5.2 Office of Pupil Transportation management and supervisory staff are responsible to promulgate this SOP to subordinate staff and to ensure subordinate staff's compliance with the SOP.

5.3 Office of Pupil Transportation employees who operate assigned support vehicles are responsible to comply with this SOP and to adhere to the policies, rules, and other instructions covering the use and operation of City Schools vehicles.

5.3.1 Drivers of City Schools vehicles are personally responsible for the vehicles operated by them. Should damage to a City Schools vehicle result from misuse, negligence, or as the result of an incident determined to have been preventable while in the driver's care, the driver may be required to make full or partial restitution to City Schools. In the event of two or more occurrences as described above, the driver's authorization to use a BCPSS vehicle maybe suspended.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
General & Administrative	Use of Support Vehicles	August 1, 2013	1.7

- 5.3.1 City Schools vehicles shall be driven only by authorized City Schools employees except when, as a safety measure as the result of an accident, the vehicle is moved by a unauthorized individual, or when the vehicle is moved to or from an approved repair facility.
- 5.3.2 Drivers of support vehicles shall operate the vehicles in accordance with this SOP, City Schools policies, and all applicable federal, State of Maryland, and City of Baltimore rules, laws, and regulations.

6.0 PROCEDURES

- 6.1 Employees shall not use support vehicles without express supervisory authorization.
- 6.2 The Supervisor School Bus Operations and the Supervisor School Bus Transportation are responsible to secure, safeguard, and restrict access to the keys to all support vehicles at all times, including the maintenance utility vehicle.
 - 6.2.1 The supervisors are responsible to maintain a daily vehicle log to document the use and assignment of support vehicles, including the maintenance utility vehicle. Employees must sign in and out on each occasion when using a support vehicle.
 - 6.2.2 Where the Director of the Office of Pupil Transportation authorizes the transfer of a to another City Schools office, the Supervisor School Bus Transportation shall effect the transfer and obtain signed documentation from the receiving office to acknowledge receipt of the vehicle.
- 6.3 Operators of support vehicles must have a valid the City of Baltimore driver's permit and meet all State of Maryland requirements to operate a motor vehicle.
 - 6.3.1 Permit/Authorization Suspension/Revocation and Disciplinary Action. An employee's driver's permit/authorization may be suspended or revoked and/or the driver may be disciplined, up to and including termination, for the following reasons.
 - 6.3.1.1 Driving a City Schools vehicle while under the influence of alcohol or controlled dangerous substances, including prescribed prescription medications.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
General & Administrative	Use of Support Vehicles	August 1, 2013	1.7

- 6.3.1.2 Leaving the scene of an accident or failure to report an accident in accordance with 6.7 of this SOP.
- 6.3.1.3 Operating or causing to be operated a City Schools vehicle with the knowledge that the vehicle has safety deficiencies.
- 6.3.1.4 Unsafe driving practices or persistent violations of safety rules.
- 6.3.1.5 Frequent accidents; i.e., more than 2 preventable accidents in any 12-month period.
- 6.3.1.6 Moving violations, in particular, any safety-related violations; e.g., speed and/or red light violations.
- 6.3.1.7 Texting while driving a City Schools vehicle.
- 6.3.1.8 Suspension, revocation, or expiration of state driver's license.
- 6.3.1.9 Failure to inform his/her supervisor of the suspension, revocation, or expiration of a state driver's license within 24 hours of the suspension, revocation, or expiration.
- 6.3.1.10 Failure to pay traffic or parking fines for violations incurred while using a City Schools-owned vehicle.
- 6.3.1.11 Four (4) or more points on a state driving record.
- 6.3.1.12 Using a City Schools vehicle for pleasure to conduct personal business or to transport unauthorized passengers.
- 6.3.1.13 Medical problems which may interfere with the safe operation of a motorized vehicle.
- 6.3.1.14 Alteration or forgery of a City of Baltimore driver's permit.
- 6.3.1.15 Other reasons or circumstances which are deemed as unsafe operation of a City Schools vehicle.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
General & Administrative	Use of Support Vehicles	August 1, 2013	1.7

- 6.4** Obeying Traffic and Parking Laws. All traffic and parking laws are to be obeyed. Posted speed limits are not to be exceeded nor is the vehicle to be operated above safe driving speeds for the prevailing road or weather conditions.
- 6.5** Payment of Traffic Tickets or Fines. It is the driver's responsibility to pay the cost of any traffic tickets or accrued fines related to tickets received while driving a City Schools vehicle. The cost of challenging traffic violations in court will be the sole responsibility of the driver, including, but not limited to, hiring an attorney and any associated court costs. It is the employee's responsibility to schedule and use personal time off to attend court if they chose to challenge traffic or parking violations.
- 6.5.1** Where unpaid traffic or parking fines accrue to City Schools, an employee's driver's permit/authorization may be suspended or revoked and/or the driver may be disciplined, up to and including termination, for failure to pay traffic or parking fines and fees for any violation incurred while using a City Schools vehicle.
- 6.6** Use of Vehicle Restraints. All person(s) who drive or ride in the seats of a City Schools vehicle shall be properly restrained by the available vehicle occupant restraint device(s). It shall be the driver's responsibility to ensure that the passengers use such devices as are provided by the vehicle manufacturer.
- 6.7** Accident/Incident Reporting and Post Accident Testing. All accidents or incidents that involve vehicle damage are to be reported as soon as practicable and safe to do so, but at the latest within 24 hours after the accident, even if another vehicle is not involved or there are no apparent injuries or damages.
- 6.7.1** All drivers must submit to and make themselves available for post accident drug and alcohol testing as required by City Schools policy and state and federal regulations. Failure to comply will result in disciplinary action, up to and including termination
- 6.7.2** Any driver involved in an accident or incident resulting in personal injury or property damage is required, if physically able, to submit an accident/incident report within 48 hours of the accident or incident.

7.0 EXCEPTIONS

There shall be no exceptions to this SOP.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
General & Administrative	Use of Support Vehicles	August 1, 2013	1.7

1.0 OVERVIEW

The Office of Pupil Transportation is assigned support vehicles that are used in connection with school bus operations or other services for which the Office of Pupil Transportation is responsible. It is important to ensure that staff is aware of established policies regarding the use of assigned support vehicles.

2.0 PURPOSE

To establish a standard operating procedure (SOP) for the use of support vehicles.

3.0 SCOPE

This SOP pertains to drivers of support vehicles assigned to the Office of Pupil Transportation.

4.0 DEFINITIONS

Support Vehicles – SUV, sedan, passenger van, or maintenance utility vehicle.

5.0 RESPONSIBILITY

5.1 Office of Pupil Transportation supervisory and management staff are responsible for the administration and control of assigned support vehicles.

5.2 Office of Pupil Transportation management and supervisory staff are responsible to promulgate this SOP to subordinate staff and to ensure subordinate staff's compliance with the SOP.

5.3 Office of Pupil Transportation employees who operate assigned support vehicles are responsible to comply with this SOP and to adhere to the policies, rules, and other instructions covering the use and operation of City Schools vehicles.

5.3.1 Drivers of City Schools vehicles are personally responsible for the vehicles operated by them. Should damage to a City Schools vehicle result from misuse, negligence, or as the result of an incident determined to have been preventable while in the driver's care, the driver may be required to make full or partial restitution to City Schools. In the event of two or more occurrences as described above, the driver's authorization to use a BCPSS vehicle maybe suspended.

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Classification	Subject	Date	SOP Number
General & Administrative	Use of Support Vehicles	August 1, 2013	1.7

- 5.3.1 City Schools vehicles shall be driven only by authorized City Schools employees except when, as a safety measure as the result of an accident, the vehicle is moved by a unauthorized individual, or when the vehicle is moved to or from an approved repair facility.
- 5.3.2 Drivers of support vehicles shall operate the vehicles in accordance with this SOP, City Schools policies, and all applicable federal, State of Maryland, and City of Baltimore rules, laws, and regulations.

6.0 PROCEDURES

- 6.1 Employees shall not use support vehicles without express supervisory authorization.
- 6.2 The Supervisor School Bus Operations and the Supervisor School Bus Transportation are responsible to secure, safeguard, and restrict access to the keys to all support vehicles at all times, including the maintenance utility vehicle.
 - 6.2.1 The supervisors are responsible to maintain a daily vehicle log to document the use and assignment of support vehicles, including the maintenance utility vehicle. Employees must sign in and out on each occasion when using a support vehicle.
 - 6.2.2 Where the Director of the Office of Pupil Transportation authorizes the transfer of a to another City Schools office, the Supervisor School Bus Transportation shall effect the transfer and obtain signed documentation from the receiving office to acknowledge receipt of the vehicle.
- 6.3 Operators of support vehicles must have a valid the City of Baltimore driver's permit and meet all State of Maryland requirements to operate a motor vehicle.
 - 6.3.1 Permit/Authorization Suspension/Revocation and Disciplinary Action. An employee's driver's permit/authorization may be suspended or revoked and/or the driver may be disciplined, up to and including termination, for the following reasons.
 - 6.3.1.1 Driving a City Schools vehicle while under the influence of alcohol or controlled dangerous substances, including prescribed prescription medications.

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Classification	Subject	Date	SOP Number
General & Administrative	Use of Support Vehicles	August 1, 2013	1.7

- 6.3.1.2 Leaving the scene of an accident or failure to report an accident in accordance with 6.7 of this SOP.
- 6.3.1.3 Operating or causing to be operated a City Schools vehicle with the knowledge that the vehicle has safety deficiencies.
- 6.3.1.4 Unsafe driving practices or persistent violations of safety rules.
- 6.3.1.5 Frequent accidents; i.e., more than 2 preventable accidents in any 12-month period.
- 6.3.1.6 Moving violations, in particular, any safety-related violations; e.g., speed and/or red light violations.
- 6.3.1.7 Texting while driving a City Schools vehicle.
- 6.3.1.8 Suspension, revocation, or expiration of state driver's license.
- 6.3.1.9 Failure to inform his/her supervisor of the suspension, revocation, or expiration of a state driver's license within 24 hours of the suspension, revocation, or expiration.
- 6.3.1.10 Failure to pay traffic or parking fines for violations incurred while using a City Schools-owned vehicle.
- 6.3.1.11 Four (4) or more points on a state driving record.
- 6.3.1.12 Using a City Schools vehicle for pleasure to conduct personal business or to transport unauthorized passengers.
- 6.3.1.13 Medical problems which may interfere with the safe operation of a motorized vehicle.
- 6.3.1.14 Alteration or forgery of a City of Baltimore driver's permit.
- 6.3.1.15 Other reasons or circumstances which are deemed as unsafe operation of a City Schools vehicle.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
General & Administrative	Use of Support Vehicles	August 1, 2013	1.7

- 6.4** Obeying Traffic and Parking Laws. All traffic and parking laws are to be obeyed. Posted speed limits are not to be exceeded nor is the vehicle to be operated above safe driving speeds for the prevailing road or weather conditions.
- 6.5** Payment of Traffic Tickets or Fines. It is the driver's responsibility to pay the cost of any traffic tickets or accrued fines related to tickets received while driving a City Schools vehicle. The cost of challenging traffic violations in court will be the sole responsibility of the driver, including, but not limited to, hiring an attorney and any associated court costs. It is the employee's responsibility to schedule and use personal time off to attend court if they chose to challenge traffic or parking violations.
- 6.5.1** Where unpaid traffic or parking fines accrue to City Schools, an employee's driver's permit/authorization may be suspended or revoked and/or the driver may be disciplined, up to and including termination, for failure to pay traffic or parking fines and fees for any violation incurred while using a City Schools vehicle.
- 6.6** Use of Vehicle Restraints. All person(s) who drive or ride in the seats of a City Schools vehicle shall be properly restrained by the available vehicle occupant restraint device(s). It shall be the driver's responsibility to ensure that the passengers use such devices as are provided by the vehicle manufacturer.
- 6.7** Accident/Incident Reporting and Post Accident Testing. All accidents or incidents that involve vehicle damage are to be reported as soon as practicable and safe to do so, but at the latest within 24 hours after the accident, even if another vehicle is not involved or there are no apparent injuries or damages.
- 6.7.1** All drivers must submit to and make themselves available for post accident drug and alcohol testing as required by City Schools policy and state and federal regulations. Failure to comply will result in disciplinary action, up to and including termination
- 6.7.2** Any driver involved in an accident or incident resulting in personal injury or property damage is required, if physically able, to submit an accident/incident report within 48 hours of the accident or incident.

7.0 EXCEPTIONS

There shall be no exceptions to this SOP.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
General & Administrative	Transportation Vendor Certification Process	August 1, 2013	1.8

1.0 OVERVIEW

City Schools contracts with private provider transportation vendors to operate daily home to school and return student transportation, as well as transportation service in support of cultural events, athletic events, and other City Schools sanctioned activities or programs. Prior to entering into a contractual agreement with a vendor, the vendor must undergo a certification process to ensure the vendor meets all applicable federal, state, local, and City Schools regulations, legislations, and policies to qualify to transport students.

2.0 PURPOSE

To establish a standard operating procedure (SOP) to certify prospective transportation vendors.

3.0 SCOPE

This SOP pertains to all prospective vendors that wish to provide student transportation service.

4.0 DEFINITIONS

N/A.

5.0 RESPONSIBILITY

5.1 The Office of Pupil Transportation is responsible to administer and conduct the transportation vendor certification process.

6.0 PROCEDURES

6.1 A prospective vendor must provide information on the service(s) it proposes to operate for City Schools.

6.2 A prospective vendor must provide information on its days and hours of operations.

6.3 A prospective vendor must provide a list of the names, addresses, and telephone numbers of all officers of the company.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
General & Administrative	Transportation Vendor Certification Process	August 1, 2013	1.8

- 6.4** A prospective vendor must provide its corporate address and telephone number and the address and telephone number of its operations facility, if any, and if different than the corporate address or telephone number.
- 6.5** A prospective vendor must provide proof of the required relevant insurances and business registration.
- 6.6** A prospective vendor must provide three (3) letters of recommendation from its previous or current customers.
- 6.7** A prospective vendor must provide a Certificate of Good Standing from the Maryland Office of Taxation and Assessment.
- 6.8** A prospective vendor must provide copies of its vehicles' specifications and documentation of registrations. City Schools shall verify the registration with the MVA and ensure the vehicles meet COMAR 13A.06.07.11 standards.
- 6.9** A prospective vendor must provide the names of its drivers and, if applicable, its bus aides. In order to become certified, prospective drivers must meet the qualifications delineated under COMAR 13A.06.07.06 and prospective school bus aides must meet the qualifications delineated under COMAR 13A.06.07.08. City Schools shall ensure that criminal background checks are conducted on all prospective drivers and bus aides. City Schools also shall verify prospective drivers' driving records and U.S. Department of Transportation (DOT) physicals.
- 6.10** A prospective vendor must provide a detailed plan of how its vehicles will be maintained. The plan must include whatever preventative maintenance and internal inspection programs that are currently in place.
- 6.11** The Office of Pupil Transportation shall administer and conduct the verification process and shall document -- in writing -- to the Office of Procurement its findings and its recommendations to approve or disapprove the vendor as a City Schools contractor.

7.0 EXCEPTIONS

There shall be no exceptions to this SOP.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
General & Administrative	Transportation Invoicing Processors	February 11, 2013	1.9

- 6.1.2 Monthly invoice is electronically submitted to City Schools by the 5th of the month to the COO budget department.
- 6.1.3 Budget office electronically submits invoice to the transportation Director to verify operational days and routes submitted for payment.
- 6.1.4 Transportation Director verifies invoice and returns to COO budget department. COO budget department reviews program approved invoice for financial accuracy, route cost, amortization, insurance, and fuel costs.
- 6.1.5 Approved invoice is submitted to Budget Manager for review. Invoices are submitted to Finance and Accounts Payable for review and payment.

6.2 TAXI INVOICE PROCEDURES

- 6.2.1 Provide template to contractor annually to submit monthly invoices with supporting student vouchers to City Schools for payment.
- 6.2.2 COO budget Office count voucher to verify trips billed for.
- 6.2.3 Vouchers are used to verify a student's signature, rate, and type of trip.
- 6.2.4 Using taxi cab database COO budget department verifies billing rate for student billed.
- 6.2.5 Information verified on the student roster, voucher and submitted invoice are compared to determine actual invoice amount.
- 6.2.6 Invoice is adjusted for variances.
- 6.2.7 Approved invoice is submitted to Budget Manager for review.
- 6.2.8 Invoices are submitted to Accounts Payable for payment

6.3 TRANSPORTATION REPAIR SHOP INVOICES

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
General & Administrative	Transportation Invoicing Processors	February 11, 2013	1.9

- 6.3.1 Establish blanket purchase orders for selected vendors.
- 6.3.2 Maintenance Supervisor obtains quotes for services and parts needed.
- 6.3.3 Maintenance Supervisor places order for services and parts needed.
- 6.3.4 Maintenance Supervisor verifies receipt of goods and services by a signature on the received vendor invoice.
- 6.3.5 Maintenance Supervisor submits approved invoice to COO fiscal department.
- 6.3.6 COO fiscal department verifies invoice.
- 6.3.7 COO fiscal department submits invoice to Accounts Payable for payment

7.0 EXCEPTIONS

There shall be no exceptions to this SOP.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Fleet Office Operations	Severe Weather-Related Emergency Operations	August 1, 2013	2.1

1.0 OVERVIEW

The Office of Pupil Transportation is responsible to conduct essential student transportation operations. In the event of a weather-related emergency, those operations may need to be performed or rapidly and efficiently resumed. While the impact of such an emergency cannot be predicted, planning for operations under such conditions can mitigate the impact of the emergency on our students and operations, as well facilitate the attainment of our mission.

A significant portion of student transportation service is provided through contracts with private providers and taxicab companies (hereinafter called contractors), as well as the Maryland Transit Administration (MTA). The contractors' operations respond to and are under the general direction of the Office of Pupil Transportation. While the MTA is an autonomous entity, it is responsive to the transportation needs of City Schools students who use MTA services.

2.0 PURPOSE

Pursuant to City Schools policy for weather-related emergency operations, the Office of Pupil Transportation Severe Weather Emergency Operations standard operating procedure (SOP) is intended to ensure the provision of essential student transportation-related functions in the event our service area experiences a weather-related emergency.

The capability to prepare for, respond to, and recover from weather-related emergencies affecting student transportation operations is dependent upon cooperation and effective coordination between City Schools, its contractors, and the MTA. To this end, this SOP describes how the Office of Pupil Transportation will sustain the capability to perform essential functions during a weather-related emergency.

3.0 SCOPE

This SOP pertains to City Schools-operated and contracted pupil transportation service. This SOP is consistent with City Schools policies regarding weather-related emergency closings of schools during the regular school day. The below-listed objectives are consistent with the Office of Pupil Transportation mission.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Fleet Office Operations	Severe Weather-Related Emergency Operations	August 1, 2013	2.1

3.1 Objectives:

- Maintain command, control, and direction during emergencies.
- Provide general oversight and coordination of contractor-operated service.
- Provide as needed coordination with the MTA.
- Provide operational stability.
- Reduce disruptions to operations.
- Facilitate decision-making during emergencies.
- Achieve an orderly recovery from emergency operations.

4.0 DEFINITIONS

N/A.

5.0 RESPONSIBILITY

- 5.1** As authorized and directed by City Schools Chief Operating Officer (COO), the Director, Office of Pupil Transportation or his or her designee is responsible to ensure compliance with City Schools student transportation-related policies and directives regarding Severe Weather-Related Emergency Operations. This also includes oversight and guidance of contractor-operated service and as required coordination with the MTA and other state or local agencies with assigned weather-related emergency operations responsibilities.
- 5.2** Office of Pupil Transportation management and supervisory staff are responsible to be familiar with and comply with this SOP, promulgate this SOP to subordinate staff, and ensure subordinate staff's compliance with the SOP.
- 5.3** Office of Pupil Transportation fleet office operations staff and dispatch staff are responsible to be familiar with and comply with this SOP.
- 5.4** Office of Pupil Transportation Manager, Routing and Scheduling and Manager, Safety & Training are responsible to promulgate this SOP to school bus personnel/taxicab drivers, and transportation contractors and to ensure contractor compliance with the SOP.
- 5.5** School bus personnel and taxicab drivers are responsible to be familiar with and comply with this SOP.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Fleet Office Operations	Severe Weather-Related Emergency Operations	August 1, 2013	2.1

6.0 PROCEDURES

6.1 Essential Transportation Functions. The Office of Pupil Transportation has identified as essential functions critical activities that are necessary to ensure the safe transport of students and the safety of Office of Pupil Transportation staff and employees of City Schools transportation contractors during severe weather-related emergency operations. Those activities, which pertain to both City Schools-operated and contracted service, are the responsibility of the following transportation units:

- Fleet Office
- Dispatch
- Safety and Training
- Customer Care
- Fleet Maintenance

6.2 The Office of Pupil Transportation 1210 E. 20th Street facility will remain open until normal closing time or until all students have been delivered home, whichever occurs later.

6.3 Transportation management staff will ensure there is adequate staffing to preclude disruption of essential operations, maintenance, administrative, and customer service functions and may invoke the requirement that staff work mandatory overtime due the nature to a given emergency event.

6.4 The Office of Pupil Transportation will coordinate with the MTA to obtain periodic updates on the status of MTA bus service operated in support of City Schools.

6.5 Procedures following early dismissal or regular dismissal procedures when there is severe weather:

6.5.1 On an hourly basis, Office of Pupil Transportation dispatch staff will contact each contractor to obtain status updates.

6.5.2 Office of Pupil Transportation dispatch staff and fleet office staff will monitor local weather forecasts.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Fleet Office Operations	Severe Weather-Related Emergency Operations	August 1, 2013	2.1

6.5.3 The fleet office management staff will provide the Director, Office of Pupil Transportation with hourly updates and operation assessments to include:

- Identifying current or potential problems.
- Information on the status of all in-service City Schools-owned buses, contracted buses, and taxicabs.
- Information of the number of students remaining to be transported home by City Schools, bus contractors, and taxicab contractors.
- Estimates as to the time by which all students will be delivered to their destinations.

6.5.4 Where a student's scheduled drop-off destination is to a location other than the student's home, using the emergency contact information for the given student, Office of Pupil Transportation fleet office staff and dispatch staff will attempt to determine if the student is to be delivered to the designated drop-off location or to his/her home.

6.5.4.1 "Undeliverable" Students. Where a student is determined to be "undeliverable," the Office of Pupil Transportation will follow the procedures outlined in SOP 4.2.

7.0 EXCEPTIONS

There shall be no exceptions to this SOP.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Safety & Training	Pre-Service Certification of School Bus Personnel	August 1, 2013	3.0

1.0 OVERVIEW

In accordance with established City Schools policy, City Schools Office of Pupil Transportation is responsible to ensure that all school bus personnel and taxicab drivers are certified prior to being placed in service. This includes making certain that all required pre-service documentation (e.g.; criminal background reports, medical examination reports, drug testing, etc.) is maintained on file and that training required by state or federal laws is conducted. For school bus drivers, this also includes ensuring that drivers possess valid State of Maryland Commercial Drivers Licenses (CDLs) with the required endorsements, and valid U.S. DOT physical cards.

In accordance with established policy, medical reports for school bus personnel employed by City Schools shall not be kept on file at City Schools Office of Pupil Transportation facility. City Schools Department of Human Resources shall maintain said reports.

2.0 PURPOSE

To establish and delineate a standard operating procedure (SOP) to ensure that -- prior to being placed into service -- all school bus personnel employed by City Schools and all personnel employed by contractors that operate either bus or taxicab service are certified in accordance with the applicable requirements delineated in City Schools policies, Code of Maryland Regulations (COMAR), and federal laws and regulations.

3.0 SCOPE

This SOP provides for the establishment, implementation, and administration of procedures intended to ensure compliance with applicable City Schools policies and applicable state or federal laws or regulations governing pre-service and in-service certification of school bus personnel.

This SOP pertains to all City Schools school bus personnel and mechanics assigned to the Office of Pupil Transportation, and to school bus personnel employed by contractors that operate either school bus or taxicab service pursuant to contractual agreements with City Schools. This SOP also pertains to any City Schools employee or any employee of a City Schools contractor who may have other primary responsibilities but has occasion to either drive a school bus or taxicab with City Schools students on-board or serve as a bus attendant on a school bus with City Schools students on-board.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Safety & Training	Pre-Service Certification of School Bus Personnel	August 1, 2013	3.0

4.0 DEFINITIONS

School bus personnel are any school bus driver or bus attendant employed by City Schools or by a City Schools contractor to provide transportation service to City Schools students. This includes any City Schools employee or any employee of a City Schools contractor, including taxicab drivers, who may have other primary responsibilities but has occasion to either drive a school bus or taxicab with City Schools students on-board or serve as a bus attendant on a school bus with City Schools students on-board.

5.0 RESPONSIBILITY

The Director, Office of Pupil Transportation or his/her designee is responsible for the development of program procedures and guidelines to ensure compliance with this SOP.

The Manager, Safety & Training in the Office of Pupil Transportation is designated and assigned responsibility to administer the pre-service training program and to supervise staff involved in the day-to-day duties required to comply with this SOP. The Manager, Safety & Training shall ensure that school bus personnel hired by City Schools or school bus personnel/taxicab drives by a City Schools contractor satisfy fully all applicable state or federal criteria prior to being placed in service. This includes verifying that prospective school bus personnel or taxicab drivers comply with the applicable provisions of COMAR 13A.06.07.06, COMAR 13A.06.07.07, and COMAR 13A.06.07.08.

City Schools Office of Human Capital is responsible to ensure compliance with City Schools policies and applicable state or federal laws or regulations related to the hiring of school bus personnel employed by City Schools. This includes conducting pre-employment criminal background checks, medical examinations, drug testing, and for school bus drivers, ensuring that each candidate for the school bus driver classification possesses a valid State of Maryland Commercial Drivers License (CDL) with the required endorsements (P-passenger and S- school bus), and a valid U.S. DOT Physical card.

All documentation related to the employment of City Schools school bus personnel (e.g.; medical examinations, pre-employment drug testing, random drug and alcohol testing, post-accident drug and alcohol testing, initial MVA records, and criminal background reports) shall be maintained by City Schools Office of Human Capital.

The Office of Pupil Transportation shall maintain all documentation related to the school bus personnel employed by City Schools contractors.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Safety & Training	Pre-Service Certification of School Bus Personnel	August 1, 2013	3.0

6.0 PROCEDURES

- 6.1 The Contractor shall send the Request for Information forms to City Schools Safety Office where the forms shall be checked for completeness by the Manager, Safety & Training. In addition, the following shall be checked: 1.) Maryland State Department of Education (MSDE) database for disqualified individuals by querying the applicant's social security number, and 2.) City Schools list of disqualified drivers and attendants (for disqualification reasons beyond the scope and coverage of MSDE database).
- 6.2 The Safety & Training office assistant shall review all documentation provided by the contractor. Where the documentation for a given individual is incomplete or questionable, the Office Assistant shall request the needed information or documentation from the contractor. Within one (1) business day of receipt, the request for information is returned to the Contractor via fax or e-mail. The contractor shall forward the requested information/documentation to the Safety & Training Office at least one (1) business day prior to the pre-service certification class that any individual in question is scheduled to attend.
- 6.3 On the day on which a given class is conducted, the office assistant shall check the class attendees (student roster) against the documentation provided by the contractors to ensure that only individuals for whom complete documentation was received are permitted to participate in the given class.
- 6.4 Prior to being authorized to perform student transportation service, school bus personnel employed by contractors must undergo criminal background checks conducted by the Criminal Justice Information System (CJIS). CJIS sends the report results via e-mail to the Safety and Training Officer for review to assure compliance with Code of Maryland Annotated Regulations (COMAR).
- 6.5 Following the completion of a pre-service training class, pertinent information regarding the certification of each trainee shall be entered into an excel spreadsheet and Fleet Mentor that is maintained by the Office of Safety & Training. In addition, all documentation related to a given trainee shall be maintained in a discrete file folder, with the name of the trainee marked prominently on the folder tab. File folders shall be sorted alphabetically and stored in secured filing cabinets or other appropriate devices. Upon completion of all certification requirements, the Contractor is notified via e-mail of the individual's eligibility to work with City Schools students.

7.0 EXCEPTIONS

There shall be no exceptions to this SOP.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Safety & Training	In-Service Training of School Bus Personnel and Annual Medical Examination of School Bus Drivers	August 1, 2013	3.1

1.0 OVERVIEW

In accordance with established City Schools policy, City Schools Office of Pupil Transportation is responsible to ensure that all school bus personnel receive required in-service training and that all school bus drivers receive annual medical examinations in accordance with U.S. Department of Transportation (U.S. DOT) requirements for individuals who possess Commercial Drivers Licenses (CDLs). This includes making certain that all required in-service documentation is maintained on file and that training required by state or federal laws is conducted. In accordance with established City Schools policy, medical reports for school bus personnel employed by City Schools shall not be kept on file at City Schools Office of Pupil Transportation facility. City Schools Department of Human Resources shall maintain said reports.

2.0 PURPOSE

To establish and delineate a standard operating procedure (SOP) to ensure that all school bus personnel employed by City Schools and all school bus personnel employed by contractors that operate City Schools school bus service receive required in-service training in accordance with the applicable requirements delineated in City Schools policies, Code of Maryland Regulations (COMAR), and federal laws and regulations.

To establish and delineate an SOP to ensure that all school bus drivers receive annual medical examinations in accordance with U.S. DOT requirements for individuals who possess CDLs. **Bus aides are not required to take annual medical examinations.**

3.0 SCOPE

This SOP provides for the establishment, implementation, and administration of procedures intended to ensure compliance with applicable City Schools policies and applicable state or federal laws or regulations governing in-service training of school bus personnel and annual medical examinations of school bus drivers.

This SOP pertains to all City Schools school bus personnel and mechanics assigned to the Office of Pupil Transportation, and to school bus personnel employed by contractors that operate City Schools school bus or taxicab service pursuant to contractual agreements with City Schools. This SOP also pertains to any City Schools employee or any employee of a City Schools contractor who may have other primary responsibilities but has occasion to either drive a school bus with City Schools students on-board or serve as a bus attendant on a school bus with City Schools students on-board.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Safety & Training	In-Service Training of School Bus Personnel and Annual Medical Examination of School Bus Drivers	August 1, 2013	3.1

4.0 DEFINITIONS

School bus personnel are any school bus driver or bus attendant employed by City Schools or by a City Schools contractor to provide transportation service to City Schools students. This includes any employee of City Schools or any employee of a City Schools contractor who may have other primary responsibilities but has occasion to either drive a school bus with City Schools students on-board or serve as a bus attendant on a school bus with City Schools students on-board.

5.0 RESPONSIBILITY

The Director, Office of Pupil Transportation or his/her designee is responsible for the development of program procedures and guidelines to ensure compliance with this SOP. The Manager, Safety & Training in the Office of Pupil Transportation is designated and assigned responsibility to administer the in-service training program and to supervise staff involved in the day-to-day duties required to comply with this SOP. The Manager, Safety & Training is also responsible to maintain all documentation related to the in-service training of school bus personnel employed by contractors that operate City Schools school bus or taxicab service pursuant to contractual agreements with City Schools.

The Department of Human Resources is responsible to ensure compliance with City Schools policies and procedures related to maintaining medical reports received for City Schools employees.

6.0 PROCEDURES

- 6.1 The Contractor shall submit a request for training for any driver or attendant requiring the annual in-service training to the Safety and Training Office with required documentation (drivers- 36 month MVA record and updated DOT physical; no documentation required for attendants)
- 6.2 The Safety & Training office assistant shall review all documentation provided by the contractor. Where the documentation for a given individual is incomplete or questionable, the office assistant shall request the needed information or documentation from the contractor. The contractor shall forward the requested information/documentation to the Safety & Training Office at least one (1) business day prior to the in-service training class that the individual in question is scheduled to attend.

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Office of Pupil Transportation Standard Operating Procedure

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Safety & Training	In-Service Training of School Bus Personnel and Annual Medical Examination of School Bus Drivers	August 1, 2013	3.1

- 6.3** On the day on which a given class is conducted, the office assistant shall confirm the class attendees (request for training) against the documentation provided by the contractors to ensure that only individuals with completed documentation are permitted to participate in the given class.
- 6.4** Following the completion of the in-service training class, all information regarding each attendee (6 hours for drivers and 4 hours for attendants) shall be entered into the database and Fleet Mentor. In addition, all documentation related to a given attendee shall be then placed in the confidential file for that specific attendee.
- 6.5** In-service training for all school bus personnel shall be conducted annually. Medical examinations of all school bus drivers shall be conducted annually, as required by law, to ensure that school bus drivers remain certified. Documentation related to such training and testing shall be maintained as delineated in sections 1.0 and 5.0 of this SOP.

7.0 EXCEPTIONS

There shall be no exceptions to this SOP.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Safety & Training	Random Drug and Alcohol Testing for School Bus Drivers and Other City Schools Employees Approved to Operate City Schools Vehicles	August 1, 2013	3.2

1.0 OVERVIEW

In accordance with Code of Maryland Regulations (COMAR) Title 13, City Schools Office of Pupil Transportation is responsible to implement an appropriate drug/alcohol testing program for school bus drivers employed by City Schools. The requirement to implement a program that randomly tests City Schools school bus drivers is satisfied through an agreement between City Schools and the City of Baltimore (City). Under this agreement, the City Occupational Safety Office, which has oversight responsibility for the administration of a COMAR and U.S. Department of Transportation (U.S. DOT) compliant drug and alcohol testing program for covered individuals employed by the City, has primary responsibility for the random selection process.

The City Occupational Safety Office works with City Schools Office of Pupil Transportation to ensure that covered individuals employed by City Schools are tested randomly as required by state and federal regulations. The City Occupational Safety Office also notifies City Schools Office of Pupil Transportation when random drug and alcohol testing is required for other City Schools employees who are subject to COMAR or U.S. DOT drug and alcohol testing, or who are subject to random drug and alcohol testing pursuant to and as a condition of being approved to operate City Schools vehicles.

Pursuant to COMAR and U.S. DOT regulations, any covered individual who refuses a drug test authorized by COMAR or U.S. DOT regulations will be presumed to have used illegal drugs or alcohol in violation of COMAR and U.S. DOT regulations. Said individual will be subject to decertification under COMAR and subject to termination of employment under City Schools policy. Moreover, in accordance with City Schools policy, such refusal will constitute insubordination and will serve as further grounds for termination.

2.0 PURPOSE

To establish and delineate procedures to ensure compliance with COMAR and U.S. DOT regulations regarding random drug and alcohol testing of covered City Schools employees.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Safety & Training	Random Drug and Alcohol Testing for School Bus Drivers and Other City Schools Employees Approved to Operate City Schools Vehicles	August 1, 2013	3.2

3.0 SCOPE

This standard operating procedure (SOP) pertains to all school bus drivers employed by City Schools and to all mechanics assigned to the Office of Pupil Transportation. It also pertains to employees of other City Schools departments or offices (e.g.; school police, repair shop, food services, facilities, and ground shop) who are subject to COMAR or U.S. DOT drug and alcohol testing regulations and whose random drug and alcohol tests are coordinated and scheduled by the City Occupational Safety Office through City Schools Office of Pupil Transportation.

4.0 DEFINITIONS

N/A.

5.0 RESPONSIBILITY

The Director, Office of Pupil Transportation or his/her designee is responsible for the development of program procedures and guidelines to ensure compliance with this SOP. The Manager, Safety & Training in the Office of Pupil Transportation is designated and assigned responsibility to coordinate with and provide as required assistance to the City Occupational Safety Office in the administration of the random drug and alcohol testing program for covered City Schools employees. The Manager, Safety & Training also is responsible to timely notify the respective supervisors of City Schools employees selected and scheduled for random drug and alcohol testing.

The supervisor of an employee selected and scheduled for random drug and alcohol testing is responsible to comply with 6.5 of this SOP.

City Schools Department of Human Resources is responsible to ensure compliance with City Schools policies and procedures related to maintaining medical reports for City Schools employees.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Safety & Training	Random Drug and Alcohol Testing for School Bus Drivers and Other City Schools Employees Approved to Operate City Schools Vehicles	August 1, 2013	3.2

6.0 PROCEDURES

- 6.1 The City Occupational Safety Office notifies the Manager, Safety & Training or his/her designee via e-mail that a covered City Schools employee has been randomly selected for drug and alcohol testing. Information regarding the identity of the selected employee and the date of the testing is included in the e-mail.
- 6.2 The Safety Office Assistant shall prepare a testing order, which is placed in a secure location for distribution on the designated day of the test.
- 6.3 The Safety Office Assistant shall enter the selected employee's name, social security number, department, date of test, and the type of test scheduled into the computer database maintained by Safety & Training. The testing order shall be placed in the employee files maintained by Safety & Training.
- 6.4 Notification of the need to report for scheduled random drug and alcohol testing is given to the selected employee's supervisor prior to 8 a.m. the morning of the scheduled testing. Under no circumstances shall notification be given prior to the day of the scheduled testing.
- 6.5 Upon being notified that a subordinate employee is scheduled for random drug and alcohol testing, the supervisor shall so direct the employee and shall take the necessary action to ensure that the employee reports to the testing site as directed. Upon completion of the test (s), within one (1) business day the employee's supervisor shall provide the Safety and Training Officer a copy of the chain of custody form to be placed in the employee's file
- 6.6 On the next business day following a scheduled, random drug and alcohol test, the Safety Office Assistant shall enter the confirmation of the testing of a given employee and enter into the computer database maintained by Safety & Training.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Safety & Training	Random Drug and Alcohol Testing for School Bus Drivers and Other City Schools Employees Approved to Operate City Schools Vehicles	August 1, 2013	3.2

- 6.7** Where an employee fails to report for testing as scheduled, the Safety Office Assistant shall immediately notify the Manager, Safety & Training who shall contact the supervisor of said employee to determine why the employee failed to report for testing. In instances where there is no valid justification for an employee's failure to report for testing, the employee's supervisor shall consult with the Manager, Safety & Training and City Schools Labor Relations Manager or his/her designee to determine the appropriate action to be taken against the employee in accordance with mandated state and federal regulations.
- 6.8** Test results are sent to the City Occupational Safety Office, which, in turn, forwards the test results to City Schools Office of Human Capital.
- 6.9** City Schools Office of Human Capital shall maintain test result reports and shall immediately notify City Schools Director of the Office of Pupil Transportation of all positive tests results. Upon being notified of a positive test result, the director shall direct the Manager, Safety & Training to recommend and initiate appropriate action against the offending employee in accordance with COMAR or U.S. DOT regulations, as appropriate. The Manager, Safety & Training shall consult the Labor Relations Manager or his/her designee with respect to the appropriateness of the proposed action.
- 6.10** In accordance with established City Schools policy, medical reports for City Schools employees, including the results of random drug and alcohol testing, shall not be kept at City Schools Office of Pupil Transportation office locations.
- 6.11** The Manager, Safety & Training shall ensure that the names and all other pertinent information pertaining to newly hired City Schools employees whose job classifications make them subject to the requirements of this SOP are provided to the City Occupational Safety Office for inclusion of said employees in the random drug pool.

7.0 EXCEPTIONS

There shall be no exceptions to this SOP.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Safety & Training	Random Drug and Alcohol Testing for School Bus Drivers and Other Covered Individuals Employed by City Schools Contractors	August 1, 2013	3.3

1.0 OVERVIEW

In accordance with Code of Maryland Regulations (COMAR) Title 13, City Schools Office of Pupil Transportation is responsible to implement an appropriate drug/alcohol testing program for school bus drivers employed by City Schools contractors. The requirement to implement a program randomly test school bus drivers employed by City Schools contractors is satisfied through a contractual agreement between City Schools and a licensed medical facility/organization that is certified to administer and conduct a drug and alcohol testing program that is compliant with the applicable requirements of COMAR and U.S. Department of Transportation (U.S. DOT) regulations. Under this agreement, the contracted licensed medical facility/organization is responsible to administer the random selection process and work with City Schools Office of Pupil Transportation to ensure that covered individuals employed by City Schools contractors are tested randomly as required by state and federal regulations.

Pursuant to COMAR and U.S. DOT regulations, any covered individual who refuses a drug test authorized by COMAR and U.S. DOT regulations will be presumed to have used illegal drugs or alcohol in violation of COMAR and U.S. DOT regulations and will be subject to decertification (not authorized to transport school children within the State of Maryland).

2.0 PURPOSE

To establish and delineate procedures to ensure compliance with COMAR and U.S. DOT regulations regarding random drug and alcohol testing for covered employees of City Schools contractors.

3.0 SCOPE

This standard operating procedure (SOP) pertains to all school bus drivers employed by City Schools contractors. It also pertains to all employees of City Schools contractors who have occasion to operate school buses with City Schools students on-board; thereby, making said employees subject to COMAR or U.S. DOT drug and alcohol testing regulations.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Safety & Training	Random Drug and Alcohol Testing for School Bus Drivers and Other Covered Individuals Employed by City Schools Contractors	August 1, 2013	3.3

4.0 DEFINITIONS

N/A.

5.0 RESPONSIBILITY

The Director, Office of Pupil Transportation or his/her designee is responsible for the development of program procedures and guidelines to ensure compliance with this SOP. The Manager, Safety & Training in the Office of Pupil Transportation is designated and assigned responsibility to coordinate with and provide as required assistance to the designated City Schools contractual medical facility/organization in the administration of the random drug and alcohol testing program for covered employees of City Schools contractors. The Manager, Safety & Training also is responsible to timely notify contractors when their respective employees are selected and scheduled for random drug and alcohol testing.

Contractors are responsible to ensure that their respective employees comply with this SOP if they are selected for random drug and alcohol testing.

6.0 PROCEDURES

6.1 The Safety Office Supervisor will receive notification from Lexis Nexis of individuals selected for random drug/alcohol testing on a quarterly basis, based on the list provided to the vendor of all active drivers.

6.2 Within one business day of receipt, all drivers from the list are scheduled for the requested drug/alcohol test. The Safety Office Assistant shall enter the selected drivers name, social security number, date of test and type of test into an excel spreadsheet.

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Office of Pupil Transportation Standard Operating Procedure

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Safety & Training	Random Drug and Alcohol Testing for School Bus Drivers and Other Covered Individuals Employed by City Schools Contractors	August 1, 2013	3.3

- 6.3** The Contractors are notified via fax, no later than 8 a.m. of the driver (s) scheduled for random for that particular day. The notification is verified with the fax confirmation sheet and is followed up with a telephone confirmation from the Safety Office Assistant.
- 6.4** Upon receipt of the notification for the random and the attachment documenting the consequences for failure to comply to the Contractor, the individual driver will sign and date the notification and the Contractor will fax it back to the Safety Office. The signed notification is then placed in the driver (s) file by the Safety Office Assistant. If the individual is not at work on the day of the scheduled random, the Contractor must notify the Safety Officer via fax (on letterhead) or e-mail. The spreadsheet is noted and the driver will be rescheduled within five (5) business days.
- 6.5** On the next business day following a scheduled, random drug/alcohol test, the Safety Office Assistant shall contact the Contractor to obtain documented verification (chain of custody form) that the driver (s) reported for their scheduled random drug/alcohol test.
- 6.6** Where an employee fails to report for testing as scheduled or the Contractor cannot provide documentation, the Safety Office Supervisor shall immediately contact the contractor for who the offending driver(s) works to determine why the employee failed to report for testing. In instances where there is no valid justification for the employee's failure to report for testing, the Safety Office Supervisor will initiate the necessary actions to decertify the employee pursuant to applicable COMAR and federal regulations.
- 6.7** Within three (3) business days the Safety Office Supervisor will confirm scheduled drug test and results via the Lexis Nexis website. All negative results will be printed out and placed in the confidential file of the employee.

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Safety & Training	Random Drug and Alcohol Testing for School Bus Drivers and Other Covered Individuals Employed by City Schools Contractors	August 1, 2013	3.3

6.8 In the event of a positive result for a drug test the process is as follows: the Lexis Nexis website is checked within three (3) business days by the Safety Office Supervisor. If no result is found for a particular driver(s) the Medical Review Officer (MRO) is contacted for status of the test. If results on the website state "Hold for MRO" (which is indicative of a positive test result) the Contractor will be contacted immediately by the Safety Office Supervisor and the driver(s) are to be removed from service immediately. It is important to note that based on the type of drugs found in the positive result, the confirmation may range from three (3) days for substances such as marijuana or possibly up to ten (10) days for substances such as opiates. Also the MRO will attempt to reach the individual three times or within 72 hours following a positive reading prior to notifying the employer.

6.9 Once a positive drug test is confirmed and documentation is received by the Safety Office Supervisor, the driver is disqualified pursuant to COMAR regulations and appropriate documentation is signed off on by the Director of Transportation and then forwarded to the Maryland State Department of Education's Office of Pupil Transportation within three (3) business days of notification via e-mail. The drivers file and all associated documentation is placed in the Safety Office file of disqualified personnel. The Safety Office Supervisor will notify in writing the individual driver (s) and the associated Contractor of the disqualification along with notation on an excel spreadsheet.

7.0 EXCEPTIONS

There shall be no exceptions to this SOP.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Safety & Training	Accident Notification and Post-Accident Drug & Alcohol Testing	August 1, 2013	3.4

1.0 OVERVIEW

City Schools Office of Pupil Transportation is responsible to develop and implement procedures to ensure that it is notified timely of school bus accidents and that drivers involved in accidents are sent timely for post-accident drug and alcohol testing, in accordance with Code of Maryland Regulations (COMAR) and U.S. Department of Transportation (U.S. DOT) regulations.

Post-accident drug and alcohol testing for City Schools employees covered under this standard operating procedure (SOP) is accomplished through an agreement between City Schools and the City of Baltimore. Under the agreement, covered employees of City Schools Office of Pupil Transportation who are involved in vehicular accidents obtain post-accident drug and alcohol testing from a certified medical facility that has a contractual relationship with the Baltimore City Occupational Safety Office.

Post-accident drug and alcohol testing for employees of City Schools contractors covered under this SOP is accomplished through a contractual agreement between City Schools and a licensed medical facility/organization that is certified to administer and conduct a post-accident drug and alcohol testing program that is compliant with the applicable requirements of COMAR and U.S. DOT regulations. Under the agreement, the contracted licensed medical facility/organization, in coordination and conjunction with City Schools Office of Pupil Transportation, is responsible to ensure that covered individuals employed by City Schools contractors, who are involved in accidents, are sent timely for post-accident drug and alcohol testing, in accordance with Code of Maryland Regulations (COMAR) and U.S. DOT regulations.

Pursuant to COMAR and U.S. DOT regulations, any covered individual who refuses a drug test authorized by COMAR and U.S. DOT regulations will be presumed to have used illegal drugs or alcohol in violation of COMAR and U.S. DOT regulations. Said individual will be subject to decertification under COMAR (not authorized to transport school children within the State of Maryland).

In addition, covered City Schools employees who refuse a drug test authorized by COMAR and U.S. DOT regulations will be subject to termination of employment under applicable City Schools policy. Moreover, in accordance with City Schools policy, such refusal will constitute insubordination and will serve as further grounds for termination.

2.0 PURPOSE

To establish and delineate procedures to ensure compliance with COMAR and U.S. DOT regulations regarding post-accident drug and alcohol testing.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Safety & Training	Accident Notification and Post-Accident Drug & Alcohol Testing	August 1, 2013	3.4

3.0 SCOPE

This standard operating procedure (SOP) pertains to all school bus drivers and mechanics employed by City Schools and assigned to City Schools Office of Pupil Transportation. It also pertains to all City Schools contractors, school bus drivers employed by City Schools contractors, and all other employees of City Schools contractors who have occasion to drive school buses or taxicabs to transport student pursuant to contractual agreements with City Schools.

4.0 DEFINITIONS

N/A.

5.0 RESPONSIBILITY

The Director, Office of Pupil Transportation or his/her designee is responsible for the development of program procedures, and guidelines to ensure compliance with this SOP. The Manager, Safety & Training in the Office of Pupil Transportation is designated and assigned responsibility to coordinate with and provide as required assistance to the Baltimore City Occupational Safety Office and the designated City Schools contractual medical facility/organization in the administration of the post-accident drug and alcohol testing programs for individuals who are subject to this SOP. The Manager, Safety & Training also is responsible to ensure compliance with the accident notification timeliness requirements delineated herein. This includes compliance by City Schools contractors.

Members of the transportation safety staff have primary responsibility for the intake and handling of school bus accident notification telephone calls. Other employees, including dispatchers, who receive such telephone calls shall immediately notify Safety staff and transfer the calls to Safety staff for handling.

City Schools Department of Human Resources shall maintain test result reports and shall immediately notify City Schools Director of the Office of Pupil Transportation of all positive tests results.

6.0 PROCEDURES

6.1 Accidents involving City Schools school buses or other City Schools vehicles.

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Safety & Training	Accident Notification and Post-Accident Drug & Alcohol Testing	August 1, 2013	3.4

- 6.1.1** Any City Schools employee who is involved in an accident while operating a school bus shall notify the Safety Office Supervisor or his or her designee immediately or as soon as practicable. Where warranted, the Safety Office Supervisor or City Schools transportation dispatcher shall contact the appropriate emergency services unit and provide detailed information concerning the location and nature of the accident.
- 6.1.2** The Safety Office Supervisor or his or her designee shall ensure that drivers are sent timely for post-accident drug and alcohol testing and complete accident reports within 24 hours after the accidents occur.
- 6.1.3** The Safety Office Supervisor or his designee shall review accident reports for completeness and accuracy, file and distribute the reports in accordance with standard operating procedures, and log the reports in the electronic data file.
- 6.1.4** Where the driver is injured and taken directly to a medical facility for treatment, the Safety Office Supervisor or his or her designee shall attempt to have the treating medical facility conduct the post-accident drug and alcohol test, if possible. If the treating medical facility is unable to conduct the test, the driver shall be sent for post-accident drug and alcohol testing as soon as practicable following his or her release from the treating medical facility.
- 6.1.5** On the third business day following a post-accident drug and alcohol test being administered, the Safety Officer or his or her designee shall contact the testing facility to ensure that the test results were sent to City Schools Human Capital Office.
- 6.1.6** City Schools Department of Human Capital shall maintain test result reports and shall immediately notify City Schools Director of the Office of Pupil Transportation of all positive tests results. Upon being notified of a positive test result, the director shall direct the Manager, Safety & Training to recommend and initiate appropriate action against the offending employee in accordance with COMAR. The Manager, Safety & Training shall consult the Labor Relations Manager or his/her designee with respect to the appropriateness of the proposed action.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Safety & Training	Accident Notification and Post-Accident Drug & Alcohol Testing	August 1, 2013	3.4

6.2 Accidents involving school buses, taxicabs, or vans operated by employees of City Schools contractors.

6.2.1 Any employee of a City Schools contractor (yellow bus, taxicab, or van) who is involved in an accident while operating a vehicle for City Schools shall notify his or her supervisor immediately or as soon as practicable. The supervisor of the given contractor shall, in turn, notify City Schools Safety Office Supervisor, his or her designee or Pupil Transportation dispatch immediately or as soon as practicable.

Where warranted, the contractor's supervisor shall first contact the appropriate emergency services unit and provide detailed information concerning the location and nature of the accident.

6.2.2 City Schools contractors shall ensure that their respective drivers are sent timely for post-accident drug and alcohol testing and that completed accident reports are submitted to City Schools Safety Office within one (1) business day after the accidents occur.

6.2.3 The Safety Office Supervisor shall monitor contractors' submissions of accident reports and whenever accident reports are not received within 24 hours shall immediately contact the offending contractor.

6.2.4 The Safety Office Supervisor shall review for completeness and accuracy accident reports submitted by contractors' employees and the Safety Office Assistant shall file and distribute the reports in accordance with standard operating procedures.

6.2.5 Where the driver is injured and taken to a medical facility for treatment, the Safety Office Supervisor or his or her designee shall attempt to have the treating medical facility conduct the post-accident drug and alcohol test, if possible. If the treating medical facility is unable to conduct the test, the driver shall be sent for post-accident drug and alcohol testing as soon as practicable following his or her release from the treating medical facility.

6.2.6 On the third business day following a post-accident drug and alcohol test being administered, the Safety Officer or his or her designee shall monitor the Lexis Nexis website for test results.

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Safety & Training	Accident Notification and Post-Accident Drug & Alcohol Testing	August 1, 2013	3.4

6.2.7 Negative test results are noted in the database and then placed in the file of the given (City Schools contractor's) employee by the Safety Office Assistant.

6.2.8 Any positive test results obtained from the Lexis Nexis website are responded to by the Safety Office Supervisor by notifying the appropriate contractor to remove the driver immediately and notify the City Schools Director of the Office of Pupil Transportation, who shall direct the Safety Office Supervisor to recommend appropriate action in accordance with COMAR.

7.0 EXCEPTIONS

There shall be no exceptions to this SOP.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Safety & Training	Emergency School Vehicle Evacuation Drills	August 1, 2013	3.5

1.0 OVERVIEW

City Schools Office of Pupil Transportation is responsible to develop and implement procedures to ensure compliance with Title 13A of the Code of Maryland Regulations (COMAR) which requires that each student who is transported on a school vehicle shall participate in an emergency school vehicle evacuation drill at least twice during each school year.

2.0 PURPOSE

To establish and delineate policy and procedures to ensure compliance with COMAR regulations regarding conducting twice per school year emergency school vehicle evacuation drills.

3.0 SCOPE

This standard operating procedure (SOP) pertains to all students who are transported to on a school vehicle and to the schools that those students attend.

4.0 DEFINITIONS

N/A.

5.0 RESPONSIBILITY

The Director, Office of Pupil Transportation or his/her designee is responsible for the development of program procedures and guidelines to ensure compliance with this SOP. The Manager, Safety & Training in the Office of Pupil Transportation is designated and assigned responsibility to coordinate with and provide as required assistance to affected schools to ensure that the twice per school year emergency school vehicle evacuation drills are conducted in accordance with COMAR regulations.

Principals of affected schools are responsible to coordinate with the Manager, Safety & Training to ensure compliance with applicable COMAR regulations and this SOP. Principals shall complete and submit to the Office of Pupil Transportation Certification of Emergency School Bus Evacuation Drill forms to document that emergency evacuation drills were conducted at their respective schools as required by COMAR.

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Safety & Training	Emergency School Vehicle Evacuation Drills	August 1, 2013	3.5

6.0 PROCEDURES

6.1 The Manager, Safety & Training or his or her designee shall identify schools subject to the applicable provisions of Title 13A of COMAR and shall develop a schedule to ensure that emergency school vehicle evacuation drills are conducted at each affected school at least twice during each school year.

6.1.1 Rather than designate specific dates on which drills are to be conducted, the schedule will specify the time frame during which the drills must be conducted. This is intended to afford principals greater flexibility in the scheduling of drills so as not to conflict with other requirements or priorities.

School administrators must coordinate with the bus drivers serving their respective schools to determine on which day during the allotted time frame the drills will be conducted.

6.1.2 The Manager, Safety & Training or his or her designee shall provide as required assistance to facilitate the conducting of drills.

6.2 Public schools shall be notified of scheduled school vehicle evacuation drills through City Schools "To the Principal's Desk" intranet communications. Notifications of upcoming scheduled drills shall be publicized at least two weeks in advance of the scheduled drills. Notifications shall include information advising the schools on completing, handling, and processing of Certification of Emergency School Bus Evacuation Drill forms. Notifications shall also include information on how to contact the Manager, Safety & Training should assistance be needed.

The Manager, Safety & Training or his or her designee shall ensure that notifications are submitted timely to be publicized in "To the Principal's Desk" in advance of the designated time frame for conducting the drills. The notifications shall remind principals of the requirement to complete and submit to the Office of Pupil Transportation Certification of Emergency School Bus Evacuation Drill forms to document that emergency evacuation drills were conducted at their respective schools as required by COMAR..

6.3 Non-public schools shall be notified by the Manager, Safety & Training or his or her designee at least two weeks in advance of scheduled school vehicle evacuation drills.

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Office of Pupil Transportation Standard Operating Procedure

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Safety & Training	Emergency School Vehicle Evacuation Drills	August 1, 2013	3.5

- 6.4 School bus contractors shall be notified by the Manager, Safety & Training or his or her designee at least two weeks in advance of scheduled school vehicle evacuation drills and given written instructions and diagrams for conducting the drills.
- 6.5 Upon completion of drills, schools where the drills were conducted shall complete and forward Certification of Emergency School Bus Evacuation Drill forms to the Manager, Safety & Training or his or her designee. The Manager, Safety & Training or his or her designee shall contact any school that fails to submit the form within one week after the drill is conducted.
- 6.6 Where schools fail to conduct scheduled drills or fail to submit Certification of Emergency School Bus Evacuation Drill forms, the Manager, Safety & Training shall consult the Director, Office of Pupil Transportation for guidance with regard to the necessary action to be taken to achieve compliance.

7.0 EXCEPTIONS

There shall be no exceptions to this SOP.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Safety & Training	Accident Notification Intake and Response Procedures	August 1, 2013	3.6

1.0 OVERVIEW

This standard operating procedure (SOP) is to be utilized by City Schools Office of Pupil Transportation when notifications of accidents involving City Schools-owned school buses or school buses or taxicabs operated by City Schools contractors are received.

2.0 PURPOSE

To establish and delineate procedures to ensure that accidents involving City Schools-owned school buses or school buses operated by City Schools contractors are reported and responded to immediately. These procedures are intended to ensure that City Schools safety representatives or designees are dispatched timely to the scenes of all accidents involving school buses and that information and periodic updates related to accidents are communicated to designated City Schools staff and organization units when accidents involve any of the circumstances described in section 5.1.2 of this SOP.

3.0 SCOPE

This SOP pertains to all accidents involving City Schools-owned school buses or school buses or taxicabs operated by City Schools contractors.

4.0 RESPONSIBILITY

The Director, Office of Pupil Transportation or his/her designee is responsible for the development of program procedures, and guidelines to ensure compliance with this SOP and to ensure that his/her office is notified immediately of all accidents involving City Schools-owned school buses or contractor operated school buses or taxicabs.

The Manager of Safety & Training is responsible to ensure that City Schools transportation staff and City Schools contractors comply with the accident reporting and information gathering and dissemination requirements of this SOP. The Manager of Safety & Training is responsible to ensure that members of the Safety & Training staff (or designees) report timely and directly to all accident scenes.

5.0 PROCEDURES

The intake of accident reports shall be documented using the Accident Reporting Procedures by Telephone form.

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Safety & Training	Accident Notification Intake and Response Procedures	August 1, 2013	3.6

5.1 Office of Pupil Transportation

5.1.1 Intake of Accident Reports. Transportation Safety & Training staff has primary responsibility for the intake and handling of school bus accident notifications. Other employees, including dispatchers who receive such notifications, shall immediately notify a Safety & Training staff member.

Upon being notified of an accident, the safety staff member who receives the notification shall consult the Manager of Safety & Training or his/her designee to determine the appropriate response to the accident. Where warranted, the safety staff member or designee shall first contact the appropriate emergency services units and provide detailed information concerning the location and nature of the accident.

5.1.2 Dissemination of Information. Where accidents involve any of the circumstances described below, the Manager of Safety & Training or his/her designee will notify the Director of Pupil Transportation, the schools where the affected students are enrolled, the Chief Operating Officer, the Deputy Chief Operating Officer, the Chief of School Police, and the Director of Public Information immediately or as soon as practicable. Periodic updates will be provided thereafter. Such circumstances are where:

5.1.2.1 Students are on-board the bus,

5.1.2.2 Students, bus personnel, or others sustain personal injuries,

5.1.2.3 There is appreciable property damage (\$1500 or more as per the Code of Maryland regulations),

5.1.2.4 Actual or suspected criminal activity is involved, or

5.1.2.5 There are any unusual conditions or concerns.

Information to be obtained and reported shall include:

- The names of the students on-board the bus at the time of the accident.
- The extent of any known injuries.
- The hospital or medical treatment facility assignment for each student.
- Any other pertinent details.

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Safety & Training	Accident Notification Intake and Response Procedures	August 1, 2013	3.6

5.2 Notifying Parents of Students Involved in School Bus Accidents. The Manager of Safety & Training or his/her designee will ensure that a responsible individual is assigned to contact the parents of students involved in bus accidents and to provide the parents with information regarding the time, location, and nature of the accident as well as on the students' status. This must be done as soon as the information becomes available. Where students are transported to hospitals or other medical facilities, the parents will be advised of the name and location of the hospital/medical facility. Where necessary or as requested, parents will be given regular updates.

Where students sustain serious injuries, the Manager of Safety & Training or his/her designee shall consult the Director of the Office of Transportation before efforts are made to contact the parents.

5.3 Assigning Office of Transportation Staff to Hospitals/Medical Facilities. The Manager of Safety & Training or his/her designee will make certain that an Office of Transportation staff member is assigned to go to the hospital or medical facility where students are transported. The assigned individual will provide the Manager of Safety & Training or his/her designee regular updates on the status of the students. The Manager of Safety & Training or his/her designee will ensure that the updated information is communicated to City Schools staff identified in section 5.1.2 of this SOP.

5.4 Making Statements to Others. City Schools Safety & Training representatives who respond to accidents and school bus personnel involved in any vehicular accident/incident shall not make any statement(s) of any nature at the accident/incident scene that could be interpreted as an admission of liability, blame, or fault. This includes expressions of apology, regret, or sorrow. Details relevant to the accident/incident shall be provided to any clearly identified officer of the law, without any admission of liability, blame, or fault.

6.0 EXCEPTIONS

There shall be no exceptions to this SOP.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Safety & Training	Accounting for and Controlling Certification Documents	August 1, 2013	3.7

1.0 OVERVIEW

This standard operating procedure (SOP) is to be utilized by City Schools Office of Pupil Transportation to account for and control certification documents for prospective bus drivers, bus attendants, or taxicab seeking employment with City Schools contractors.

2.0 PURPOSE

To establish and delineate procedures to ensure that documents related to the certification process for bus drivers and bus attendants are accounted for and controlled.

3.0 SCOPE

This SOP pertains to all documents related to the certification of prospective bus drivers, bus attendants, or taxicab drivers seeking employment with City Schools contractors.

4.0 RESPONSIBILITY

The Director, Office of Pupil Transportation or his/her designee is responsible for the development of program procedures, and guidelines to ensure compliance with this SOP.

The Manager of Safety & Training is responsible to ensure compliance with this SOP, including the intake, handling, and control of certification documents.

5.0 PROCEDURES

5.1 Contractors must submit the required certification documentation to the Safety Office Assistant prior to their respective candidates for bus driver or bus attendant positions being scheduled for certification training.

5.2 Documentation received for upcoming certification classes is reviewed by the Safety Office Assistance and placed in a pending file by contractor.

5.3 Prior to the scheduling of classes, contractors shall be notified of any required documentation that was not submitted and shall be required to submit the documentation prior to the individual whose documentation is incomplete being allowed to attend the certification class.

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5.4 On the day that a given individual is scheduled to attend certification class, all paperwork needed for said individual to participate in the class shall be compiled and placed in file created for the individual.

The only allowable document that may not be available prior to an individual receiving certification training is the criminal background results, which may be received after the candidate for certification completes the certification class. However, the file of such an individual shall be annotated as pending certification and the individual shall not be certified until the background results are received.

5.5 Background results are reviewed by the Safety Manager to ensure prospective bus drivers or bus attendants qualify for certification as required by COMAR §13A.06.07.06 and COMAR §13A.06.07.07, respectively.

5.6 Subsequent to a given individual being certified, the Safety and Training Manager shall review all relevant documentation received for said individual to determine if there is cause to suspend the individual's certification or decertify the individual.

5.7 Where there is cause to either suspend an individual's certification or decertify the individual pursuant to COMAR or an applicable City Schools policy or federal regulation, the Safety and Training Manager shall so notify the Director, Office of Pupil Transportation and make a recommendation to suspend the individual's certification or decertify the individual. The Director, Office of Pupil Transportation shall make the final determination.

6.0 EXCEPTIONS

There shall be no exceptions to this SOP.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Safety & Training	Mandatory Pre-Trip Orientation	August 1, 2013	3.8

1.0 OVERVIEW

COMAR 13A.06.07.11J. requires that local school districts conduct simulated school vehicle evacuations twice per school year for students who are transported on school vehicles. City Schools complies with the COMAR requirement by ensuring that special education students who receive City Schools operated or contracted daily curb-to-curb transportation service and regular education students who receive City Schools operated or contracted daily corner-to-corner transportation service participate in school vehicle evacuation exercises twice per school year.

The COMAR requirement does not pertain to regular education students who are not assigned City Schools daily provided transportation service or to others who may be transported by City Schools or its contractors from time to time. As such, individuals in both passenger categories would not generally participate in the twice per year school vehicle evacuation exercises.

City Schools and its contractors routinely transport regular education students and other passengers to and from cultural or athletic events/activities, and audiology clinics. Many passengers who receive transportation in connection with City Schools sanctioned activities, events, or programs are occasional or first-time users of City Schools operated or contracted transportation service. Accordingly, they are likely to be unfamiliar with school vehicle evacuation procedures and the varied emergency exit configurations of the vehicles on which they are transported. Passenger unfamiliarity with school vehicle evacuation procedures and the locations of emergency exits could prove to be disastrous in emergencies.

2.0 PURPOSE

To establish and delineate a standard operating procedure (SOP) to ensure that all passengers transported on City Schools-owned or contracted vehicles in connection with City Schools sanctioned activities, events, or programs receive pre-trip orientation on vehicle evacuation procedures and the locations of the emergency exits specific to the vehicles on which they are transported, similar to the pre-flight orientations provided by commercial airline carriers.

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Safety & Training	Mandatory Pre-Trip Orientation	August 1, 2013	3.8

3.0 **SCOPE**

This SOP requires that operators of City Schools-owned yellow buses or contracted vehicles (yellow buses, coach buses, and passenger vans) conduct mandatory pre-trip orientations on vehicle evacuation procedures and the locations of emergency exits on any occasion where City Schools students or other passengers (school staff, chaperones, coaches, etc.) are transported by City Schools-owned yellow buses or contracted vehicles in connection with City Schools sanctioned activities, events, or programs.

This requirement does not pertain in instances where the transportation service is provided on vehicles owned and operated by the Maryland Transit Administration (MTA), or a City Schools taxicab contractor.

4.0 **DEFINITIONS**

N/A.

5.0 **RESPONSIBILITY**

The Supervisor School Bus Operations and the Supervisor School Bus Transportation are responsible to ensure that City Schools Driver II and Driver I personnel comply with this SOP. The Manager, Safety & Training in the Office of Pupil Transportation is responsible to coordinate with City Schools transportation contractors to ensure contractors compliance with this SOP.

6.0 **PROCEDURES**

Drivers must conduct pre-trip passenger orientations before beginning trips related to cultural events, athletic events, audiology examinations, or any other City Schools sanctioned activity or program. When conducting pre-trip orientations, drivers must do the following:

6.1 Turn off the bus and ask your passengers for their attention.

6.2 Advise your passengers that you will conduct a brief orientation on emergency vehicle evacuation procedures, the purpose of which is to ensure everyone's safety in the event of an emergency during the ride to or from the event.

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Safety & Training	Mandatory Pre-Trip Orientation	August 1, 2013	3.8

- 6.3 Identify the locations of the emergency equipment** (fire extinguisher, first aid kit, body fluid kit, flares, and reflective triangles) and explain their purposes.
- 6.4 Explain the front door evacuation procedure.** If there is an emergency in the rear of the bus, passengers should unload, starting from the rear of the vehicle and calmly exit the vehicle through the front door. Advise your passengers that they are to proceed to a safe area away from the vehicle immediately upon exiting the vehicle.
- 6.5 Explain the rear door evacuation procedure.** Designate two (2) individuals to assist others in the evacuation process and explain their roles in the evacuation process. (The two designated individuals typically would sit near the rear of the bus). If there is an emergency in the front of the vehicle, passengers should unload, starting from the front of the bus and calmly exit the rear door, allowing the two designated individuals to assist them. Advise your passengers that they are to proceed to a safe area away from the vehicle immediately upon exiting the vehicle.
- 6.6 Identify all emergency windows.** Explain and demonstrate how they function and state that they will be used as primary exit points if the vehicle is on its side. Advise your passengers that they are to proceed to a safe area away from the vehicle immediately upon exiting the vehicle.
- 6.7 Identify the emergency roof hatch(es).** Explain and demonstrate how they function and how they would be used as primary exit points if the vehicle is on its side. Advise your passengers that they are to proceed to a safe area away from the vehicle immediately upon exiting the vehicle.
- 6.8 Thank your passengers for their attentiveness and cooperation and proceed to the destination.**

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Safety & Training	Biennial Driver Evaluations	August 1, 2013	3.9

1.0 OVERVIEW

COMAR 13A.06.07.06C (1) requires that a qualified school vehicle driver instructor certified under COMAR 13A.06.07.05 shall evaluate each driver at least once every two years. This includes drivers employed by City Schools as well as drivers employed by City Schools contractors.

For regular school vehicle drivers, the evaluators shall ride with the school vehicle driver on a regularly scheduled route to or from school; or conduct an external observation, if an external observation is approved by the supervisor of transportation. For substitute school vehicle drivers, an evaluator may conduct an evaluation over a sample route for a minimum of 30 minutes and incorporate all the elements of a regular school vehicle driver evaluation, except for student and driver interaction.

2.0 PURPOSE

To establish and delineate a standard operating procedure (SOP) to ensure that all regular and substitute school vehicle drivers are evaluated at least every two years.

3.0 SCOPE

This SOP pertains to all regular and substitute school vehicle drivers employed by City Schools or by City Schools contractors.

4.0 DEFINITIONS

N/A.

5.0 RESPONSIBILITY

The Office of Pupil Transportation Manager of Safety and Training is responsible to ensure compliance with this SOP.

6.0 PROCEDURES

6.1 School vehicle driver Instructors (City Schools Driver Trainers) shall be assigned specific transportation providers (City Schools and its contractors) to ensure that all drivers who work for City Schools or said providers are evaluated at least once every two years.

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Safety & Training	Biennial Driver Evaluations	August 1, 2013	3.9

- 6.2** City Schools Driver Trainers shall maintain spreadsheets to document evaluations were conducted. In addition, they shall prepare and submit monthly evaluation sheets to the office assistant assigned to the Safety and Training Office.
- 6.3** The office assistant shall record pertinent information from the evaluation sheets in the Safety and Training database and file place the evaluation sheets in the drivers' files.
- 6.4** City Schools Driver Trainers shall submit monthly progress reports (copies of spreadsheets) to the Office of Pupil Transportation Safety and Training Manager for review.
- 6.5** The Office of Pupil Transportation Safety and Training Manager shall conduct monthly audits to assure compliance.
- 6.6** The Office of Pupil Transportation Safety and Training Manager shall ensure that City Schools Driver Trainers are evaluated at least once every two years and that the evaluations are documented as required by this SOP.

7.0 EXCEPTIONS

There shall be no exceptions to this SOP.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Dispatch Operations	Two-Way Radio Protocol	August 1, 2013	4.1

1.0 OVERVIEW

The Office of Pupil Transportation uses two-way radios to communicate with City Schools owned school buses and support vehicles assigned to the Office of Pupil Transportation.

2.0 PURPOSE

To establish a standard operating procedure (SOP) that delineates the process to be used by Office of Pupil Transportation staff with respect to the use of base, portable (hand held), and mobile two-way radios.

3.0 SCOPE

This SOP pertains to all Office of Pupil Transportation staff who use two-way radio devices.

4.0 DEFINITIONS

4.1 FCC – Federal Communications Commission

4.2 Base Station – An installed radio that serves as the primary dispatch site for radio communications.

4.3 Portable Radio – Any hand held radio capable of communicating with the base stations, other portable radios, and mobile radios.

4.4 Mobile Radio – A radio installed in a vehicle.

5.0 RESPONSIBILITY

5.1 Individuals who use Office of Pupil Transportation two-way radio devices are responsible to both familiarize themselves with and comply with this SOP.

5.2 Office of Pupil Transportation management and supervisory staff are responsible to promulgate this SOP to subordinate staff and to ensure subordinate staff's compliance with the SOP.

5.3 Employees who violate this SOP are subject to appropriate disciplinary action.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Dispatch Operations	Two-Way Radio Protocol	August 1, 2013	4.1

6.0 PROCEDURES

- 6.1** City Schools Office of Pupil Transportation assigned radio frequency shall be used for official business only.
- 6.2** There are instances where more than one individual may need to make a radio transmission. Therefore, it is necessary to practice the FCC policy of "Listen Before You Talk."
- 6.3** Radio transmissions are to begin with the base station call letters, the hand held device call letters, or the assigned number of the bus or vehicle in which the given mobile unit is installed.
- 6.4** Radio transmissions are not private. Transmissions may be potentially heard by students on City Schools buses or other persons monitoring the radio frequency. Staff must be professional and use good judgment and discretion when transmitting messages.
- 6.4.1** Radios are not to be used to discuss individual problems of students. The use of students' names as relates to inappropriate behavior, suspensions, punishments or any other confidential or protected information is prohibited.
- 6.5** Radios are not to be used for personal conversations or idle banter.
- 6.6** Bus aides shall not use the mobile two-way radios on their assigned buses, except in emergencies.
- 6.7** The use of a mobile two-way radio by an individual other than the assigned driver or an Office of Pupil Transportation supervisor is prohibited, except in emergencies.
- 6.8** FCC regulations expressly prohibit the following:
- 6.8.1** The use of profane, indecent, or obscene language.
- 6.8.2** Malicious interference with any other radio transmission.
- 6.8.3** Unnecessary or unidentified transmissions.
- 6.8.4** Direct communication of personal messages.

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Dispatch Operations	Two-Way Radio Protocol	August 1, 2013	4.1

- 6.9** Radio transmissions are to be brief, to the point, and convey a sense of professionalism.
- 6.10** Each transmission is to begin with the calling unit's identification number and the identification number of the unit with which contact is desired; for example, "K100 to 1965" or "1965 to K100." Each transmission for which a reply is needed is to end with the word "Over" to let others know the transmission is finished and the sender of the message is awaiting a reply.
- 6.11** Release the unit's transmission button upon completion of the transmission. While the button is depressed, the unit is in message transmission mode which prevents others from sending or receiving messages.
- 6.12** When the transmission is completed, end by stating the sending unit's identification number and the word "CLEAR." This lets others know the two-way radio system is available for use.
- 6.13** When transmitting messages using two-way radios, use the "10 Code" terminology or procedure words (prowords), where appropriate.

6.13.1 Commonly used 10 Codes:

<u>Code</u>	<u>Meaning</u>
10-4	Okay. Message understood.
10-7	Out of service or away from the radio or vehicle.
10-8	In service.
10-20	What is your location?

6.13.2 Commonly used prowords:

<u>Proword</u>	<u>Meaning</u>
Roger or Copy	That's right. Yes. Understood.
Affirmative	That's right. Yes. Understood.
Negative	No or incorrect.
Repeat	Retransmit the message.
Over	End of transmission, awaiting response.
Out or Clear	Transmission finished, no response required or expected.

7.0 EXCEPTIONS

There shall be no exceptions to this SOP.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Maintenance	School Bus Inspection Records	August 1, 2013	5.0

1.0 OVERVIEW

City Schools Office of Pupil Transportation is responsible to maintain inspection records that document that City Schools-owned and contracted school buses are inspected as required by the Code of Maryland Regulations (COMAR).

2.0 PURPOSE

To establish and delineate a standard operating procedure (SOP) to ensure that inspection records are maintained so as to document compliance with COMAR regulations regarding the required inspection of school buses.

3.0 SCOPE

This SOP pertains to all City Schools-owned and contracted school buses.

4.0 DEFINITIONS

N/A.

5.0 RESPONSIBILITY

The Director, Office of Pupil Transportation or his/her designee is responsible for the development of program procedures and guidelines to ensure compliance with COMAR regulations regarding the required inspection of school buses. The Manager, Routing, Scheduling, and Maintenance and the Supervisor of School Bus Operations are designated and assigned responsibility to ensure compliance with this SOP.

6.0 PROCEDURES

6.1 Documentation of bus inspections.

6.1.1 All buses that are in service shall be listed on a spreadsheet maintained and kept current by the Office of Pupil Transportation.

6.1.2 Contractors are notified in advance of the schedules for inspections of their respective bus fleets.

6.1.3 Following the inspection of a given bus, the spreadsheet is annotated to indicate if the bus has any infraction that requires repair. The inspection sheet and infraction documentation are filed by the given bus number.

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Classification	Subject	Date	SOP Number
Maintenance	School Bus Inspection Records	August 1, 2013	5.0

6.1.3.1 Where a bus was found to have a major infraction, a re-inspection must be conducted within five (5) business days to confirm the infraction has been repaired.

6.1.3.2 Where a bus was found to have a minor infraction, a re-inspection must be conducted within 15 business days to confirm the infraction has been repaired.

6.1.4 Documentation of the results of all inspections, re-inspections, or other pertinent inspection related information (Class A forms, MVA repair tickets, etc.) shall be maintained in discrete vehicle files.

7.0 EXCEPTIONS

There shall be no exceptions to this SOP.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Maintenance	Reporting the Results of School Bus Inspections to the MVA and Documenting Contacts with MVA Inspectors	August 1, 2013	5.1

1.0 OVERVIEW

City Schools Office of Pupil Transportation is responsible to maintain on file documentation to confirm that the results of school bus inspections were reported to and accepted by the Maryland Vehicle Administration (MVA). Pursuant to the Code of Maryland Regulations (COMAR 11.19.04.05), the results of school bus inspections must be reported to the MVA within 10 days after the inspections are completed.

Pursuant to MVA policy, failure to submit information timely will result in the MVA notifying the Maryland State Department of Education (MSDE) that City Schools did not comply with COMAR 11.19.04.05.

2.0 PURPOSE

To establish and delineate a standard operating procedure (SOP) to ensure that the results of school bus inspections are reported to and accepted by the MVA in accordance with applicable COMAR regulations, and to document City Schools transportation's communications with the MVA.

3.0 SCOPE

This SOP pertains to all City Schools-owned and contracted school buses.

4.0 DEFINITIONS

N/A.

5.0 RESPONSIBILITY

The Director, Office of Pupil Transportation or his/her designee is responsible for the development of program procedures and guidelines to ensure compliance with COMAR regulations regarding the required inspection of school buses. The Manager, Routing, Scheduling, and Maintenance and the Supervisor of School Bus Operations are designated and assigned responsibility to ensure compliance with this SOP.

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Classification	Subject	Date	SOP Number
Maintenance	Reporting the Results of School Bus Inspections to the MVA and Documenting Contacts with MVA Inspectors	August 1, 2013	5.1

6.0 PROCEDURES

- 6.1 The results of school bus inspections shall be reported to the MVA within 10 days after the inspections are completed.
- 6.2 The results of school bus inspections shall be transmitted electronically (via e-mail) to the MVA. City Schools transportation shall retain on file a copy of the transmittal e-mail.
- 6.3 City Schools transportation shall request from the MVA documentation to certify that the school bus inspection reports submitted by City Schools were received and accepted.
- 6.4 City Schools transportation shall retain on file any documentation provided by the MVA to certify that the school bus inspection reports submitted by City Schools were received and accepted.
- 6.5 Where practicable, City Schools transportation shall use the FoxPro database software program to document its communications with the MVA.

7.0 EXCEPTIONS

There shall be no exceptions to this SOP.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Maintenance	Documenting Re-Inspections	August 1, 2013	5.2

1.0 OVERVIEW

Pursuant to the Code of Maryland Regulations (COMAR), City Schools Office of Pupil Transportation is responsible to ensure that major and minor defects detected during school bus inspections are documented to confirm that the required repairs were made and that the buses were re-inspected. Failure to maintain documentation supporting the certifications of school bus re-inspections may result in the suspension of bus registrations.

2.0 PURPOSE

To establish and delineate a standard operating procedure (SOP) to ensure that certification is maintained to document that school buses found to have defects during initial inspections are repaired and re-inspected.

3.0 SCOPE

This SOP pertains to all City Schools-owned and contracted school buses.

4.0 DEFINITIONS

N/A.

5.0 RESPONSIBILITY

The Director, Office of Pupil Transportation or his/her designee is responsible for the development of program procedures and guidelines to ensure compliance with COMAR regulations regarding the required inspection of school buses.

The Manager, Routing, Scheduling, and Maintenance and the Supervisor of School Bus Operations are designated and assigned responsibility to ensure compliance with this SOP.

6.0 PROCEDURES

6.1 When either a major or a minor defect is noted during an inspection, in accordance with applicable law, the defect must be corrected within 30 days and re-inspected.

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Maintenance	Documenting Re-Inspections	August 1, 2013	5.2

- 6.2** During a re-inspection, the certifying mechanic performing the re-inspection shall ascertain if the required repairs were completely satisfactorily. Where the required repairs were completely satisfactorily, the certifying mechanic performing the re-inspection shall so indicate by signing the re-inspection certification of the vehicle repair order.
- 6.3** City Schools transportation shall send signed, re-inspection certification forms to the Maryland Vehicle Administration (MVA).
- 6.4** City Schools transportation shall retain on file copies of all signed, re-inspection certification forms that are sent to the MVA.
- 6.5** City Schools transportation shall request from the MVA documentation to certify that the re-inspection certification forms submitted by City Schools were received and accepted.
- 6.6** City Schools transportation shall retain on file any documentation provided by the MVA to certify that the re-inspection certification forms submitted by City Schools were received and accepted.
- 6.7** Where practicable, City Schools transportation shall use the FoxPro database software program to document its communications with the MVA.

7.0 EXCEPTIONS

There shall be no exceptions to this SOP.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Maintenance	Pre-Trip and Post-Trip Inspections of School Buses	August 1, 2013	5.3

1.0 OVERVIEW

Pursuant to the Code of Maryland Regulations (COMAR) Title 13A, Subtitle 06, Chapter 07, Section 12, (13A.06.07.12), City Schools Office of Pupil Transportation is required to conduct an annual preventative maintenance inspection of each school bus either owned by City Schools or operated by a City Schools contractor. The regulation further states, "... a preoperational check of each vehicle shall be performed at a designated time each day the vehicle is operated. A vehicle found to be mechanically unsafe shall be immediately discontinued from use until made safe and authorized to be placed in service again by the local supervisor of transportation."

Pursuant to COMAR and U.S. Department of Transportation (U.S. DOT) regulations, any driver who fails to conduct a mandated preoperational (pre-trip) or post-operational (post-trip) inspection is subject to the revocation of his or her Commercial Drivers License (CDL).

A school bus driver employed by City Schools who fails to conduct a pre-trip or post-trip inspection shall be subject to appropriate disciplinary action. A City Schools contractor employed driver found to have not conducted a pre-trip inspection or post-trip inspection shall be reported to his or her employer for re-instruction, with repeat offenders being subject to decertified to operate service for City Schools.

2.0 PURPOSE

To establish and delineate a standard operating procedure (SOP) to ensure that pre-trip and post-trip inspections of school buses are conducted as required by COMAR and U.S. DOT regulations, that buses found to have defects during the pre-trip or post-trip inspections are repaired, and that documentation is maintained on file to support that pre-trip and post-trip inspections are conducted and identified defects are repaired prior to the buses being placed in operation.

3.0 SCOPE

This SOP pertains to all City Schools-owned and contracted school buses.

4.0 DEFINITIONS

N/A.

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Maintenance	Pre-Trip and Post-Trip Inspections of School Buses	August 1, 2013	5.3

5.0 RESPONSIBILITY

The Director, Office of Pupil Transportation or his/her designee is responsible for the development of program procedures and guidelines to ensure compliance with COMAR and U.S. DOT regulations regarding the required inspections of school buses. The Supervisor of School Bus Operations and the Supervisor School Bus Transportation are designated and assigned responsibility to ensure that school bus drivers employed by City Schools comply with this SOP.

Drivers of City Schools-owned or contracted school buses are responsible to comply with COMAR and U.S. DOT regulations pertaining to the requirement to conduct pre-trip and post-trip inspections of school buses.

City Schools contractors are responsible to ensure that their respective employees conduct pre-trip and post-trip inspections as required by COMAR, U.S. DOT regulations, and the contractors' contracts with City Schools.

The City Schools Supervisor of Safety and Training and/or his or her designee is responsible to coordinate with City Schools transportation contractors and to conduct periodic, random inspections of City Schools-owned and City Schools contractor-owned school buses to assess and ensure compliance with this SOP.

6.0 PROCEDURES

6.1 The City Schools "School Bus Driver's Vehicle Inspection Record" or a COMAR compliant and City Schools-approved alternative vehicle inspection report form shall be used by City Schools employed drivers to document pre-trip and post-trip inspections of their respectively assigned school buses.

6.2 A Vehicle Inspection Report (VIR) shall be completed by the driver and turned in to the Fleet Office personnel (a supervisor or Driver !!) as soon as practical when the driver determines that his/her assigned bus has a mechanical defect, after every change of assigned buses, or at the end of the morning and afternoon shifts.

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Classification	Subject	Date	SOP Number
Maintenance	Pre-Trip and Post-Trip Inspections of School Buses	August 1, 2013	5.3

- 6.2.1** Whenever a mechanical defect is identified during a pre-trip inspection, the driver assigned to the bus shall immediately notify the Fleet Office personnel and the mechanic to whom the bus is assigned. The mechanic and the Fleet Office supervisor shall determine if the nature of the defect is such that the bus can be dispatched as is and operated safely, or if the defect needs to be or can be repaired immediately, or if the driver needs to be assigned another bus.
- 6.2.2** Fleet Office personnel shall timely review VIRs received at the end of each shift to determine if buses have mechanical defects and to identify drivers who failed to submit VIRs.
- 6.2.3** Fleet Office personnel shall maintain a daily log of VIRs received.
- 6.3** Where the VIR indicates the bus does not have any mechanical defects, the VIR is filed.
- 6.4** Where the VIR indicates the bus has a mechanical defect, the Fleet Office personnel shall review the VIR with the mechanic to whom the bus is assigned. The mechanic shall assess the defect and provide the Supervisor of School Bus Operations with estimates regarding the severity of the defect, when the defect will be repaired, and when the bus will be available.
- 6.5** The mechanic shall prepare a work order on any bus for which he is responsible that has a mechanical defect which was identified on a VIR. If the defect cannot be repaired in-house, the mechanic shall so notify the Supervisor of School Bus Operations.
- 6.6** The Supervisor of School Bus Operations shall review the needed repair estimates with the mechanic and determine if the repairs can be made in-house or need to be made by a commercial vendor. The supervisor shall initiate the necessary actions to timely effect the repairs.
- 6.6.1** If a bus is placed out-of-service, a "dead line" sticker shall be affixed to the bus and the bus shall not be placed in service until the necessary repairs are made.

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Maintenance	Pre-Trip and Post-Trip Inspections of School Buses	August 1, 2013	5.3

6.7 City Schools Office of Pupil Transportation and City Schools contractors shall maintain on file documentation to confirm that vehicle inspections of their respective school buses were conducted as required by law and that identified defects were repaired or, alternatively, buses having defects that were not repaired were placed out-of-service.

6.8 City Schools Safety and Training staff shall conduct periodic, random inspections of City Schools-owned and contracted school buses to ensure that drivers conduct pre-trip and post-trip inspections of their respective school buses. The results of said inspections shall be maintained on file.

6.8.1 Where it is determined that a driver failed to conduct a pre-trip or post-trip inspection, the offending driver shall be reported to his or her respective supervisor for appropriate corrective or disciplinary action.

7.0 EXCEPTIONS

There shall be no exceptions to this SOP.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Maintenance	Maintenance of School Buses	August 1, 2013	5.4

1.0 OVERVIEW

City Schools Office of Pupil Transportation is responsible to ensure that school buses are properly maintained in accordance with applicable Code of Maryland Regulations (COMAR), Maryland Motor Vehicle Administration (MVA), and established City Schools vehicle maintenance policy. In this connection, the Office of Pupil Transportation has implemented a comprehensive maintenance program for City Schools school buses in which vehicle component wear, tear, and change are anticipated and continuous actions are taken to ensure peak efficiency and minimize vehicle deterioration. In addition, there shall be planned systematic inspection, adjustment, lubrication, and replacement of components, as well as performance testing and analysis.

2.0 PURPOSE

To establish and delineate a standard operating procedure (SOP) to ensure that City Schools-owned and contracted school buses are properly maintained as required by the MVA, applicable COMAR regulations, and established City Schools policy.

3.0 SCOPE

This SOP pertains to all City Schools-owned and contracted school buses.

4.0 DEFINITIONS

N/A.

5.0 RESPONSIBILITY

5.1 The Director, Office of Pupil Transportation or his/her designee is responsible for the development of program procedures and guidelines to ensure compliance with COMAR regulations and City Schools policy regarding the maintenance of school buses. The Manager, Routing, Scheduling, and Maintenance and the Supervisor of School Bus Operations are designated and assigned responsibility to ensure compliance with this SOP, to include ensuring that City Schools school bus contractors comply with all MVA and COMAR requirements and all provisions of their respective contracts with City Schools as said requirements and provisions pertain to the maintenance and inspection of school vehicles.

5.2 City Schools contractors are responsible to ensure that their respective schools buses contracted to City Schools are maintained as required by the MVA and as delineated in their contracts with City Schools.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Maintenance	Maintenance of School Buses	August 1, 2013	5.4

5.3 The Manager, Routing, Scheduling, and Maintenance and the Supervisor of School Bus Operations shall implement internal processes to ensure that:

5.3.1 Documentation is maintained on file to support that all inspections were performed on school buses, as required by law.

5.3.2 Documentation is maintained on file to support that the results of bus inspections are reported to the MVA, as required by law.

5.3.3 Contacts with MVA inspectors are documented.

5.3.4 Documentation on the recertification of school buses is maintained on file.

5.3.5 Pre-trip and post-trip inspections of school buses are conducted, as required by law and City Schools Office of Pupil Transportation SOP 5.3.

5.3.6 Bus repairs are completed timely and efficiently.

6.0 PROCEDURES

6.1 Standard Preventive Maintenance (PM) – A standard PM shall be performed every 5,000 miles. As a minimum, the standard PM shall consist of the following:

6.1.1 Oil and oil filter change

6.1.2 Fuel filter(s) change

6.1.3 Grease chassis

6.1.4 Check and fill fluid levels

6.1.5 Inspection of the bus

6.2 Class "A" School Bus Inspection – This is an annual inspection required by the MVA. The MVA provides a form which delineates the minimum requirements of the Class "A" inspection. The requirements for this inspection include pulling all wheels to inspect and measure the brake system components. A form to certify the inspection was performed must be completed and signed by the mechanic, supervisor, and director. The records are audited annually by the State and the MVA may conduct unannounced audits.

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Maintenance	Maintenance of School Buses	August 1, 2013	5.4

Contractor buses involved in City Schools transportation operations are required to undergo Class "A" Inspections as required by the MVA and the contract between City Schools and its school bus contractors.

- 6.3 Class "B" School Bus Inspection** – This inspection, which must be conducted three times annually, is required by the MVA. The MVA provides a form which delineates the minimum requirements of the Class "B" inspection.

Contractor buses involved in City Schools transportation operations are required to undergo Class "B" Inspections as required by the MVA and the contract between City Schools and its school bus contractors.

7.0 EXCEPTIONS

There shall be no exceptions to this SOP.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Customer Care	Complaint Investigation and Resolution	August 1, 2013	8.0

1.0 OVERVIEW

Transportation service is a key function associated with providing a quality education for students eligible for transportation services. The mission of the Office of Pupil Transportation is to transport eligible students in a safe, timely, efficient, and dependable manner in order to ensure customer satisfaction. Our customers are our students, their parents/guardians, City Schools administrators, and our community.

2.0 PURPOSE

This standard operating procedure (SOP) delineates the process to facilitate and expedite the intake, investigation, and resolution of complaints related to transportation service operated by City Schools or its contractors.

3.0 SCOPE

This SOP pertains to all City Schools-operated or contracted transportation service.

4.0 DEFINITIONS

N/A.

5.0 RESPONSIBILITY

The Director, Office of Pupil Transportation or his/her designee is responsible for the development of program guidelines to ensure compliance with this SOP. The Staff Specialist in the Office of Pupil Transportation is responsible to provide program oversight and to manage the customer care function and to ensure that all complaints are investigated fully and that customer care specialists document, process, resolve, and respond to customer complaints in accordance with established City Schools policies and procedures or this SOP, as appropriate.

6.0 PROCEDURES

- 6.1 Requests/Concerns Received Through City Schools Connect.
Requests/concerns received through City Schools Connect shall be handled in accordance with established Command Center policies and procedures. A service request number is automatically assigned to each request/concern.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Customer Care	Complaint Investigation and Resolution	August 1, 2013	8.0

- 6.1.1** Following the receipt/notification of a complaint, customer care specialists shall contact the customer within one (1) business day to resolve the request/concern or, if unable to resolve a given request/concern in one (1) business day, provide the expected date of resolution.
- 6.1.2** Customer care specialists must confirm that customers were contacted within 1 business day by entering the dates of contact in the HEAT database. Failure to contact a customer within 1 business day and to enter the confirmation into the Heat database is a violation of City Schools policy.
- 6.1.3** Customer care specialists are responsible to record and track all requests/concerns until they are resolved.
- 6.1.4** Customer care specialists shall update the service request with any action taken. This includes entering the updates directly into the HEAT Web Portal.
- 6.1.5** Upon resolution of the request/concern, the service request must be updated with the details of the resolution and the status of the service request is changed to "closed."

6.2 **Intake, Coordination, Investigation and Resolution of Complaints or Requests/Concerns Received Directly by the Office of Pupil Transportation.**
All complaints or requests/concerns received directly by the Office of Transportation shall be recorded and processed timely for resolution.

Records shall be maintained to document the disposition of complaints and requests/concerns. The Staff Specialist shall make random and periodic contact with complainants to verify that their respective complaints were resolved.

- 6.2.1** **Magnitude of a Complaint/Request/Concern.** The magnitude of a given complaint shall be used to determine the appropriate handling of the complaint. However, the customer care specialists must be

- 6.2.1.1** **Complaints/Requests/Concerns That Require Immediate Attention and Expedited Handling.** These types of complaints/requests/concerns must be immediately brought to the direct attention of the appropriate supervisor and customer care specialist.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Customer Care	Complaint Investigation and Resolution	August 1, 2013	8.0

6.2.1.2 Complaints/Requests/Concerns Involving an Unsafe or Emergency Situation or Criminal or Illegal Activity. Where a complaint involves an unsafe or emergency situation or criminal or illegal activity that requires immediate attention, the person receiving the complaint should contact the Baltimore City School System Police Department at **(410) 396-8588**. However, in some instances, it may be more appropriate and practical to **dial 911** to obtain the emergency services provided by the Baltimore City Police Department or the Baltimore City Fire Department (fire and ambulance).

These types of complaints/requests/concerns must be brought immediately to the direct attention of the appropriate supervisor and customer care specialist.

6.2.1.3 General Complaints/Requests/Concerns. These types of complaints/requests/concerns are to be directed to a customer care specialist. Customer care specialists are responsible to record and track all requests/concerns until they are resolved.

6.3 Review of Complaints/Requests/Concerns. The Office of Pupil Transportation Staff Specialist responsible to manage the customer care function shall meet at least weekly with the customer care specialists to review the complaint log entries and determine if all complaints/requests/concerns have been resolved or require intervention.

7.0 EXCEPTIONS

There shall be no exceptions to this SOP.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Customer Care	School-Based Transportation Coordinators	August 1, 2013	8.1

1.0 OVERVIEW

School-based transportation coordinators are 12-month employees, generally assistant principals or principals' designees, who perform myriad, vital functions that contribute significantly toward ensuring the provision of reliable transportation to eligible City Schools students. Their collective efforts facilitate the attainment of transportation-related goals and objectives; thereby, better enabling City Schools to accomplish its core mission.

2.0 PURPOSE

To establish a standard operating procedure (SOP) that delineates the responsibilities of school-based transportation coordinators.

3.0 SCOPE

The SOP serves as an informational and guidance document for Office of Pupil Transportation staff.

4.0 DEFINITIONS

N/A.

5.0 RESPONSIBILITY. School-based transportation coordinators are assigned by the principals of their respective schools. Listed below are the recommended duties and responsibilities of school-based transportation coordinators.

5.1 Serve as the liaison between the Office of Pupil Transportation and the school.

5.1.1 Verify that students are eligible for transportation services.

5.1.1.1. Can walk to school:

5.1.1.1.1 Lives less than one mile from school for elementary school students.

5.1.1.1.2 Lives less than one and one-half miles from school for secondary school students.

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Customer Care	School-Based Transportation Coordinators	August 1, 2013	8.1

- 5.3.3** Maintain sign-in logs for yellow bus arrivals when students with IEP services are involved.
- 5.3.4** Coordinate scheduling of meetings regarding issues related to student transportation.
- 5.4** Verify on-time performance.
 - 5.4.1** Identify any bus that arrives late based on the published opening time of the school or that fails to arrive at all.
 - 5.4.1.1** A bus serving special education students with an IEP must be referred for a potential interruption of service if it arrives 15 minutes or more beyond the published opening time of the school.
 - 5.4.1.2.** A bus that arrives less than 15 minutes beyond the published opening time of the school may need to be reported to Office of Pupil Transportation if corrective action is deem necessary.
 - 5.4.2** Identify:
 - 5.4.2.1** Students with disabilities who are not on-board the buses.
 - 5.4.2.2** Students with disabilities who are on-board but may be missing IEP services.
 - 5.4.3** Ensure that information about any student who is late or not on the bus is evaluated to determine:
 - 5.4.3.1** If an interruption in IEP services has occurred and needs to be made up.
 - 5.4.3.2** If the interruption needs to be reported to the Office of Compensatory Services.

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5.4.4 Tracking buses that arrive late to school or do not arrive at all.

5.4.4.1 Maintain a daily log of potential interruptions for buses that arrive late 15 minutes or more, or not at all, for five (5) consecutive days or 10 cumulative days.

5.4.4.2 This information must be reported to the ITA on a daily basis.

5.5 Use the Office of Pupil Transportation Incident Log to report transportation-related concerns to the Customer Care Specialists.

5.6 Coordinate the receipt, safeguarding, and handling of monthly MTA bus ticket book allocations to include:

5.6.1 Distribution of MTA books to students identified by City Schools ITD as being eligible for MTA service.

5.6.2 Return of unused MTA ticket books to the Office of Transportation.

6.0 **PROCEDURES**

N/A.

7.0 **EXCEPTIONS**

There shall be no exceptions to this SOP.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Customer Care	Incident Reporting, Investigation and Resolution	August 1, 2013	8.2

1.0 OVERVIEW

City Schools' Transportation, in accordance providing safe, timely, efficient and dependable transportation to eligible students, must facilitate resolution to incidents reported by bus and cab personnel. The process is essential to attaining or mission.

2.0 PURPOSE

To ensure the timely process to facilitate and expedite the reporting, investigation and resolution of incidents reported by bus personnel of City Schools or it's contractors.

3.0 SCOPE

This SOP pertains to all City Schools-operated or contracted transportation service.

4.0 DEFINITION

N/A

5.0 RESPONSIBILITY

The Director, Office of Pupil Transportation or his/her designee is responsible for the development of program guidelines to ensure compliance with this SOP. The Manager in the Office of Pupil Transportation is responsible to provide process oversight and to manage the incident reporting function and to ensure that all incidents are reported and investigated fully and that customer care specialists document, process, resolve and/or if necessary refer to Manager for investigation incidents in accordance with established City Schools policies and procedures or this SOP, as appropriate.

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Classification	Subject	Date	SOP Number
Customer Care	Incident Reporting, Investigation and Resolution	August 1, 2013	8.2

6.0 PROCEDURES

6.1 BUS / CAB PERSONNEL PROCEDURES

6.1.1 If an incident occurs during boarding, transport, or unloading of a student bus personnel must complete and submit a detailed description of the incident on the four part Incident Reporting form used by the Office of Pupil Transportation (OPT).

6.1.2 If incident occurs in the morning, bus personnel should verbally inform school staff upon arrival in the morning, followed up by the written incident report to the school by the afternoon of that day.

6.4.1.1 If the incident is serious infraction such as fighting and/or weapons or student elopes from bus, bus personnel should call into their dispatch office to report the nature of the incident. Their dispatch office will then call required emergency personnel and notify OPT. Bus personnel should provide as much detailed information as possible, i.e., complete description of student(s) including clothing, direction they may have gone as well as any other pertinent information. Bus personnel should complete an incident report upon returning to bus yard and fax to OPT immediately and submit to school.

6.1.3 If the incident happens in the afternoon, the bus personnel will contact their dispatch office who in turn will contact OPT and management will make the determination, based on the infraction, for morning pick up arrangements for student(s) involved in the incident. Bus personnel does not have the authority to suspend/refuse transportation of a student or per section 4 (page 8, number 1) of the School Bus Personnel Procedures Manual.

6.1.4 Bus personnel should complete the incident report and fax to the OPT.

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6.1.5 Under no circumstances should the driver or bus attendant give the parent or guardian copies of the incident report. That is the responsibility of the school administration.

6.2 TRANSPORTATION PROCEDURES

6.2.1 Once incident reports are received in OPT:

6.2.1.1 They are date stamped by Customer Care Specialists.

6.2.1.2 Reviewed and coded for priority, using priority chart, and logged.

6.2.1.3 Emailed to the school and bus personnel informing them of next steps.

6.2.2 Next steps:

6.2.2.1 Once a response is received it is logged, filed and action is taken, if necessary.

6.2.2.2 If reports require follow-up and no response is received from school, Customer Care Specialist or Management will follow-up with the school and or bus staff.

6.2.2.3 If reports are informational there is no follow-up.

7.0 EXCEPTIONS

There shall be no exceptions to this SOP.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Maryland Transit Administration (MTA)	Distribution, Receipt, and Accounting of S-Passes	August 1, 2013	13.0

1.0 OVERVIEW

In accordance with established City Schools policy and the contract between City Schools and the Maryland Transit Administration (MTA), City Schools Office of Pupil Transportation coordinates the provision of MTA transportation services to eligible students. MTA service is provided to elementary and secondary school students who meet established criteria as delineated in the Baltimore City Public Schools Transportation Services Handbook for Parents and Guardians.

Students who are eligible for MTA transportation receive an S-Pass each month. Generally, S-Passes are distributed by schools to students by the third week of the month. Students receive a card that can be used on school days between 6 a.m. and 8 p.m. Students who are assigned the S-Pass can only use it to get to and from school and approved school activities.

Students are not permitted to lend, give or sell their S-Pass to others. Each S-Pass has a unique MTA ID number that corresponds to the student.

2.0 PURPOSE

To establish and delineate a standard operating procedure (SOP) to ensure that proper segregation of duties are established regarding the receipt, custody, recordkeeping, and accountability of S-Passes to ensure that no one individual controls all aspects of the process.

3.0 SCOPE

This SOP provides for the establishment, implementation, and administration of a program intended to account for the receipt, distribution, safeguarding, and documentation of monthly S-Passes.

4.0 DEFINITIONS

N/A

5.0 RESPONSIBILITY

The Director, Office of Pupil Transportation or his/her designee is responsible for the development of program procedures and guidelines to ensure compliance with this SOP. The Manager, Scheduling and Routing and the Supervisor of School Bus Operations are responsible to provide ongoing, frontline supervision of the S-Pass distribution function.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Maryland Transit Administration (MTA)	Distribution, Receipt, and Accounting of S-Passes	August 1, 2013	13.0

6.0 PROCEDURES

The Department of Student Transportation will be responsible for the distribution and delivery of S-Passes to schools every month, collection of unused S-Passes, support schools to supply accurate quantities of S-Passes, technical support for the S-Pass Management System and the provision of monthly usage reports to schools

6.1 Receiving and safely storing S-Passes:

- 6.1.1 S-Passes shall be issued to eligible students on a monthly basis. Students are responsible for storing their S-Pass in a safe and secure place.
- 6.1.2 At the start of the school year, students are to be issued an MTA identification card (ID card), which should be filled out with the student's information immediately. Students are responsible for storing their S-Pass in a safe and secure place – S-Passes are invalid without a student ID card.
- 6.1.3 By the 3rd week of each month, schools will receive the next month's allocation of S-Passes and a packing list. S-Passes, when received, should be checked for accuracy and stored in a secured storage room. The individual at the school who receives the package should sign the packing list, photocopy it and return the original to the delivery agent.
- 6.1.4 Any discrepancies should be emailed by scanning a copy to SPass@bcps.K12.md.us. Retain the copy of the packing list for school records.

6.2 Assignment using the S-Pass Management System:

S-Pass Management System will automatically assign serial numbers to students eligible for transportation (students who live farther than 1.5 miles from their school) and create a distribution list. Only one serial number can be assigned to a student at a time.

6.3 Distribution to students:

The transportation coordinator (or other school based staff) will distribute S-Passes to corresponding students using the distribution list.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Maryland Transit Administration (MTA)	Distribution, Receipt, and Accounting of S-Passes	August 1, 2013	13.0

6.4 Invalidation and replacement of lost or missing S-Passes:

If a student reports a lost S-Pass, the missing serial number needs to be invalidated using the S-Pass Management System “Hot List”. Since only one serial number can be assigned to a student at a time, the student can be assigned a new serial number after the first number has been invalidated. Schools are responsible for monitoring and controlling misuse of S-Passes using usage data supplied by the MTA and the district.

6.5 Returning unused S-Passes:

- 6.5.1** Schools will receive extra passes each month as part of their delivery. Extra passes that do not get assigned to a student must be returned at the end of each month. Schools are responsible for making sure the serial numbers on the returned S-Passes are unassigned in the S-Pass Management System.
- 6.5.2** Unused and unassigned S-Passes shall be counted, packaged, or otherwise secured and returned to the Department of Student Transportation by the tenth (10th) of each month.
- 6.5.3** Under the direction of the Director of Transportation, district staff will return all unused S-Passes to MTA.

7.0 EXCEPTIONS

There shall be no exceptions to this SOP.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Maryland Transit Administration (MTA)	Student Athlete Stamp	August 1, 2013	13.2

1.0 OVERVIEW

Many City Schools student athletes receive monthly Maryland Transit Administration (MTA) student ticket books which enable them to use MTA services between 6:00 a.m. and 8:00 p.m. on regular schooldays. However, because some athletic practices or events may occasionally end after 8:00 p.m., student athletes may encounter difficulty or be denied access when attempting to use their MTA student tickets to ride MTA services after 8:00 p.m. In order to ensure that student athletes are able to use MTA services after 8:00 p.m. following practices or events on regular schooldays, City Schools and the MTA agreed that student athletes authorized to use MTA services after 8:00 p.m. would have the reverse sides of their student tickets impressed (stamped) with an approved City Schools Athletics Stamp. (See 6.4 below for a replicated illustration of the stamp.)

2.0 PURPOSE

To establish and delineate a standard operating procedure (SOP) to ensure that student athletes whose practices or events end after 8:00 p.m. on regular schooldays are able to use their MTA student tickets to ride MTA services.

3.0 SCOPE

This SOP pertains solely to the use of MTA tickets by City Schools student athletes on regular schooldays where their respective athletic practices or events end after 8:00 p.m.

City Schools Athletics Stamps are not to be used to stamp the MTA tickets of nonparticipant City Schools students who attend City Schools athletic events.

4.0 DEFINITIONS

N/A.

5.0 RESPONSIBILITY

The Director, Office of Pupil Transportation or his/her designee is responsible for the development of program procedures and guidelines to ensure compliance with this SOP. The Manager, Scheduling & Routing and the Supervisor of School Bus Operations are responsible to coordinate with and provide appropriate program support to City Schools Interscholastic Athletics Office in complying with this SOP.

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Office of Pupil Transportation Standard Operating Procedure

Classification	Subject	Date	SOP Number
Maryland Transit Administration (MTA)	Student Athlete Stamp	August 1, 2013	13.2

6.0 PROCEDURES

- 6.1 The Office of Pupil Transportation shall supply City Schools Athletics Stamps to City Schools Interscholastic Athletics Office and document the number of stamps provided.
- 6.2. City Schools Interscholastic Athletics Office shall distribute City Schools Athletics Stamps to City Schools Athletic Directors and keep the Office of Pupil Transportation apprised of the names and school assignments of the individuals to whom City Schools Athletics Stamps were issued.
- 6.3 City Schools Athletic Directors who are issued City Schools Athletic Stamps are required to safeguard the stamps at all times and to ensure that the stamps are used solely for their intended purpose.
- 6.4 Replicated illustration of City Schools Athletic Stamp:



**Baltimore City Schools
Athletics
Do Not Duplicate**

7.0 EXCEPTIONS

There shall be no exceptions to this SOP.

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