

## North Shore School District 112 FirstAlt FAQ

FirstAlt Informational Documents - access [here](#)

Transportation Concern Form - access [here](#)

- How do families contact FirstAlt?
  - **Answer: Parents should call FirstAlt Dispatch at 833-200-6808.**
- What background checks are required for drivers?
  - **Answer: There will be an initial and then continuous criminal and sexual background checks run on all drivers and monitors.**
- Will drivers be using personal vehicles?
  - **Answer: Yes, drivers use their own vehicles.**
- Will families be notified if the route is running late?
  - **Yes, families will be notified via text message if the route is running 15 or more minutes late.**
- What is the protocol to ensure vehicles are in a safe condition?
  - **Answer: Each vehicle goes through the IDOT vehicle inspection, which is the same expectation for school buses. This inspection is completed every 6 months.**
- Are the vehicles checked daily to ensure they are in acceptable condition and that there is nothing unsafe in the vehicle?
  - **Answer: Initial visual inspection of vehicles. Then, random checks are done periodically throughout the year. If there is a question about the vehicle being acceptable, this should be reported to the North Shore 112 Transportation Manager, Susana Rabin, or on the Transportation Concern Form ([here](#)).**
- How are parents/families notified about a substitute driver?
  - **Answer: Families are notified via a phone call and a text that there will be a sub driver, along with vehicle information.**

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- How do you ensure the booster seat with a sub will fit the child? Especially, children with disabilities?
  - **Answer: When deploying a sub driver, dispatch references the student notes to ensure proper equipment.**
- Are vehicles marked to indicate they are a transportation service?
  - **Answer: Vehicles have a FirstAlt sticker in the window and a placard on the dashboard.**
- When a sub is needed, is it possible to get a similar vehicle for students to struggle with transitions?
  - **Answer: Unfortunately, this cannot be guaranteed as drivers have a variety of vehicles.**
- Are there cameras in the vehicles? If so, can you share what the recording system records (only inside the vehicle, outside the vehicle, etc)?
  - **Answer: Yes, there are cameras in the vehicles. Interior and exterior cameras on the vehicles. Video but no audio recording.**
- Is it the driver's responsibility to ensure the camera is turned on daily?
  - **Answer: No, the camera starts running when the vehicle is driving.**