



When it comes to the safety of students, it's imperative that the school district, parents, and caregivers feel confident in those they trust with their student transportation. With First Alt®, a division of First Student, as your student transportation provider of choice, you can rest assured the safety of your students is our main priority.

- When a student takes that first step into the vehicle, they should feel safe and secure.
- When a parent waves goodbye to their child, they should feel confident that their most precious cargo will arrive to school safe and ready to learn.
- When a teacher or principal meet at the end of each school day, there should be no doubt that their students will have a safe journey back to their home.

We provide service for

**Students with Special Needs
McKinney Vento Students
Out-of-District Students
Hard-to-Serve Trips**

It is our goal that everyone – students, parents, and district staff – feel comfortable and confident that we will provide the best start and finish to each student's school day.

How We Build a Strong Safety Culture

School districts that partner with First Alt® gain the support of an entire safety organization.

We built student-centered safety programs that establish and uphold an effective safety culture all can trust—one where we are continuously learning and proactively applying best practices.

We know that the safety of students is the number one priority. We foster a commitment to safety and accountability by:

- Training our drivers to improve their decision-making skills when driving and maneuvering in different environments and responding to challenging situations outside and inside the vehicle.
- Making sure all transportation providers and their drivers meet all First Alt®, state, local, and district requirements before they can service trips.
- Preparing our drivers to handle special needs equipment and other specific accommodations for students with special needs.

First Alt® Student Transportation Driver Training Program

The First Alt® Student Transportation Driver Training is about more than just preparing a new driver for the road. We invest in each new driver's success and help them develop essential customer service and safe decision-making skills.

Our training modules prepare the driver for success by creating awareness on specific areas of safety when driving, such as Smith System for defensive driving, student sensitivity, and professionalism.

New Driver Training Program

Module 1 – Introduction

- About First Student/Mission/Values
- Customer Care / Safety as a Core Value
- Driver Professionalism and Responsibilities



Module 2 – The Professional Student Transportation Driver

- Fundamentals: Maneuvering & Skills
- Driving in Different Environments
- Advanced Driving Techniques
- Railroad Crossing Procedures



Module 3 – Critical Tasks, Emergency, and Security

- Passenger Loading and Unloading
- Vehicle Security
- Vehicle Emergencies



Module 4 – Working with and Understanding Students

- Influencing Behavior Techniques
- Understanding Students
- Effective Student Communication



Module 5 – Working with Students with Special Needs

- Understanding Types of Disabilities
- Best Practices for Communicating and Interacting with Students with Special Needs
- Functions of Behavior / Rage Cycle
- Evacuating in Case of Emergency



Transporting Students with Special Needs Training

We understand that every child with physical and developmental disabilities and other concerns is an individual with unique characteristics, a unique personality, and unique abilities. First Alt® is dedicated to educating our transportation providers on the characteristics of disabilities and how to address challenges, ensuring a safe and enjoyable ride for every student.



Drivers and monitors are required to complete a multi-module training that includes material developed by behavioral experts. The training also includes guidelines, best practices, and tools for manipulating and operating specialized equipment.

Applying Consistent Rules and Expectations

- Participants learn how to adapt and provide for individual needs relating to verbal and nonverbal communication styles.
- Special education and laws involved in transporting children with physical, developmental, and other concerns.
- Inclusion, sensitivity, confidentiality, and etiquette.
- Positive strategies for addressing behavior challenges, managing crises and reporting procedure.
- Vehicle operation, including wheelchair lift operation and other mobility devices.

Additional training modules are outlined below.

Transporting Students with Disabilities/Special Needs

Module 5, Part 2 – Transporting Students Who Utilize Mobility Devices

- Proper inspection of equipment
- Loading/unloading student who utilizes special equipment
- Proper student securement
- Loading and securing wheelchairs and scooters



Module 5, Part 3 – Transporting Students Who Utilize CSRS or Non-Conforming Vehicles (Child Restraint System)

- Inspection procedures/approved equipment
- Proper securement of CSRS to seat
- Proper securement of student to CSRS



Positively Influencing Student Behavior

Our driver and monitor trainings cover age and ability-based methods for interacting and communicating with Pre-K to Grade 12 students. We educate our transportation providers on how to set age-appropriate behavior expectations and offer sincere praise for exemplary behavior.

With our *I Care + We Care* initiative, students in the vehicle are given meaningful and proactive feedback when they are “getting it right”. Positive feedback like this helps to develop trusting relationships based on mutual respect and establishes a foundation on which to resolve issues together when they occur.

I Care + We Care training curriculum includes the following topics:

- Serving as a positive role model.
- Recognizing and rewarding positive behavior.
- Resolving conflicts and mediating disagreements.
- Being fair and consistent with all students.

Using the beliefs of our special education training program, First Serves™, our training focuses on understanding that children’s behavior is a form of communication. Instead of a traditional “behavior management” approach, our program emphasizes understanding and influencing students’ actions in order to respond in the most beneficial manner.

Student Behavior Reporting

While our driver training emphasizes positive reinforcement, there may be times to consider behavior intervention to maintain safety and order in the vehicle. When deemed necessary, drivers and monitors will report conduct improvements and infractions to First Alt® management, who will then notify the district according to district policies. When our staff, drivers and school personnel work as a team, the result is a cohesive and effective student behavior program.

First Student’s proprietary program, is a web-based communication tool that helps to streamline student behavior reporting and tracking.

Emergency and Security Preparedness

While each emergency is unique, our training is designed to bring structure to incident management and appropriate response to emergency and security situations.

Ongoing Driver Training

Continuous Improvement Materials

In addition to meeting all district, local, state, and federal driver training requirements, First Alt® Student Transportation Drivers participate in annual refresher and remedial training sessions and meetings.

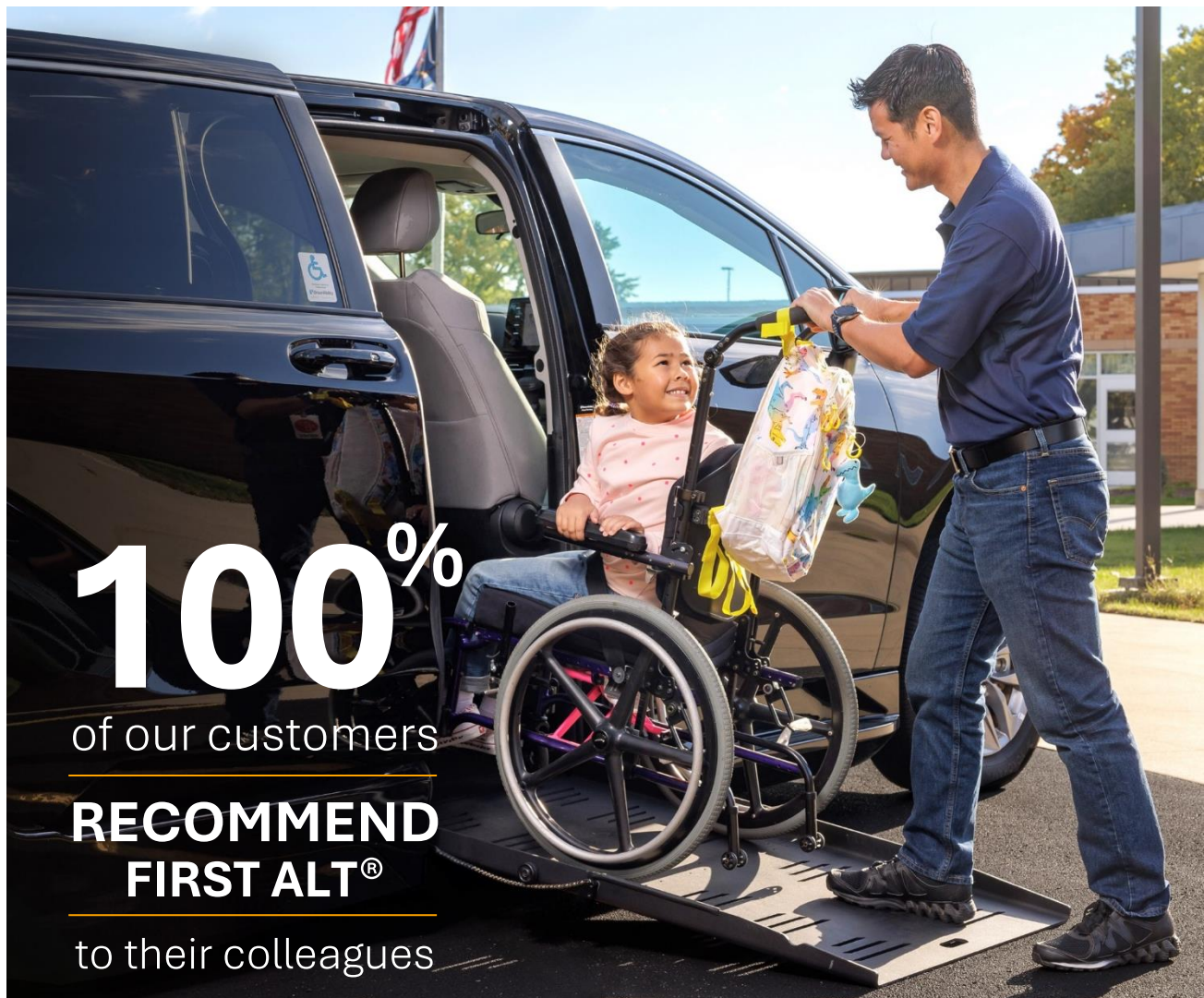


Recognitions and Awards

In addition to being a trusted partner to our districts, we're also celebrated by our peers. In 2023, the National School Transportation Association (NSTA) named First Student its Contractor of the Year for our leadership in innovation, safety, and operational excellence. We have developed several programs to improve the student transportation experience, including our one-of-a-kind First Serves® special education program and First Alt®, our alternative transportation program. We are also leaders in sustainability efforts, with a robust school bus electrification division and several initiatives to lower our emissions.



First Student has also received numerous other awards, including School Transportation's News' Green Bus Fleet award for our electrification milestones. We are the only student transportation provider to receive the National Safety Council's Green Cross for Safety. We are also members of the Campbell Institute, a recognized leader in environmental, health, and safety (EHS) initiatives. These awards demonstrate our obsession with driving the industry forward into a safer, cleaner future.



100%

of our customers

**RECOMMEND
FIRST ALT®**

to their colleagues