

West Contra Costa Unified School District

**Special Education
Transportation Handbook**



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Special Education Department

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INTRODUCTION:

Special Education transportation is determined by the IEP team and involves the cooperative efforts of the West Contra Costa Unified School District, First Student, Inc. and you, the parent.

West Contra Costa Unified School District determines the transportation requirements and policies for special education, and contracts with First Student, Inc. to fulfill these needs. First Student, Inc. is governed by this contract. Our goal is to provide the best transportation service possible for your child.

Please read this handbook to familiarize yourself with the guidelines and procedures for transportation. Cooperation between the family and the district is necessary to ensure a reliable, safe, and efficient school bus service.



CONTACTS/COMMUNICATION

**Call West Contra Costa Unified School District Transportation
at: (510) 307-4645 between 8:00 AM - 4:00 PM, Monday through Friday
for the following:**

- Permanent cancellations
- Permanent change of address
- General questions, concerns or complaints

**Call First Student Bus Company at: (510) 237-6677, 24 hours a day
for the following:**

- To ask about a late bus
- To request short term address changes
- To restart bus service
- For Lost and Found
- For absences
- To inquire about a pick up or drop off time

Your school bus driver is: _____

Your approximate pick up time is: _____

PARENT HANDBOOK: TRANSPORTATION OF SPECIAL NEEDS STUDENTS (WCCUSD)

BUS ROUTES:

Each student is assigned to a specific route by the bus company. Pick up times, routes, buses, and drivers may be changed during the school year due to students being added or dropped from the route. The bus company will notify you when your pick-up time changes.

BE READY ON TIME:

Please have your child ready fifteen (15) minutes before the scheduled pick-up time. Due to variations in traffic, weather, and student boarding practices, our bus may arrive fifteen (15) minutes before or after the scheduled time thirty (30) minute window.

BUS ARRIVAL & WAIT TIME:

The driver will wait a maximum of three (3) minutes at your stop. Please do not ask the driver to wait longer as this delays all students on the route.

IF YOUR CHILD WON'T RIDE:

Call Dispatch at 510 237-6677 Ext.1 before pick up time if your child will not ride that day. This helps keep the route efficient and on time.

AFTERNOON TRANSPORTATION:

No student may leave the bus at any stop other than their regular one.

Parents desiring any change in bus stop must notify the West Contra Costa Unified School District Special Education Transportation Office, telephone (510) 307-4645, five days prior to the day the change is to begin. Last minute stop change requests may not be honored except in the case of emergency.

For safety reasons, First Student may not drop off your child unless a responsible adult (18 years or older) is present to receive them. The driver must be able to clearly see and identify the adult before allowing your child to disembark. If you feel your child does not need an adult at home to receive them, you may complete a transportation waiver.

If no one is home and no waiver is on file, the district office will be

contacted. Law enforcement or Child Protective Services may be involved in determining your child's safety and location.

WAIVER:

Because some parents may wish to have their students dropped off without parental supervision waiting at home, and because many older students with special needs may be capable of staying at home on their own, the District allows parents to opt out of the Undeliverable Student Policy. Your student must be at least 11 years of age. To request an "Undeliverable Student Policy Waiver" contact the Special Education Transportation Specialist at (510)307-4645

ILLNESS:

Pupils showing symptoms of having communicable disease should not ride the bus. In fairness to your child and other children, keep a sick child home. Please notify the school bus company if you are not going to send your child to school and give the specific reason, e.g., cold, doctor's appointment, etc. The bus company must be notified prior to 6:30 a.m. on the day your child will miss school. If at all possible, notify the bus company prior to the day your child will miss school. You may contact First Student at (510) 237-6677 EXT 1.

EMERGENCY AND MEDICAL INFORMATION:

First Student and WCCUSD require parents to complete an Emergency/Medical Information form for each student being transported. If your child has a specific medical issue (epilepsy, diabetes, incontinence, medication needs), it is required that this information be given to your bus driver on the form available from the bus company. Such information that is given to your bus driver remains strictly confidential.

BUS RULES FOR STUDENTS

The Board of Education has adopted rules and regulations for Special Needs Children and their parents/guardians. It is very important that students and parents/guardians fully understand their responsibilities regarding the District's Transportation policies. These policies and rules assure safe and proper travel to and from school and are to be observed at all times while riding the bus.

STUDENT SAFETY & BEHAVIOR EXPECTATIONS

- Parents are not allowed on the bus.
- Students are to follow the drivers instructions at all times.
- Seatbelts are to be worn at all times.
- Students could have assigned seating if the driver deems it necessary.
- The use of profanity will not be tolerated.
- Please keep hands and arms inside the bus at all times.
- There will be no eating or drinking on the bus.
- Students will only be allowed to get off the bus at authorized locations.
- Students will not be left at their residence without a responsible adult unless we have written authorization signed by the parent.
- No items may be brought onto the bus that have been deemed unsafe by the driver.
- Spitting, pinching, hitting or biting will not be allowed on the bus.
- Smoking is not permitted on or near the bus.
- Doors and wheelchair ramps are to be operated by First Student employees only.

Thank you for helping us provide safe and on-time transportation for all students!

CAR SEATS:

Each bus driver shall arrange for properly equipped car seats as needed. It is the drivers responsibility to see that seat belts, car seats and harnesses are properly fastened as soon as the pupil occupies their seat and for the duration of the trip (including pupils using wheelchairs.)

TRAVEL TIME:

First Student will deliver pupils to school not more than fifteen(15) minutes before, and arrive at each school no more than ten(10) minutes after classes are dismissed. The travel time a child is enroute should not exceed one (1) hour one way unless the child lives in excess of fifteen (15) miles from the school and except for abnormal weather, traffic or other unusual conditions. First Student will notify the parent/guardian if the time to pick-up time or drop off time will be more than twenty (20) minutes later than the regularly scheduled time.

BUS CITATIONS:

When a student's behavior represents a threat to the safe operation of the vehicle, or bodily harm to self or others, the bus driver will fill out a citation. It is at the discretion of the principal to implement the proper discipline for the offense. A copy of the citation will be sent home for parent signature. The parent is to sign the citation and return it to the student's teacher or principal.

COMPLAINTS:

Transportation of special education students is very complicated. Should any problem arise in the transportation of your child, please contact the West Contra Costa Unified School District Special Education Transportation Office, (510)307-4645. All complaints are reviewed by the transportation staff, SELPA Director, and the bus company, for the resolution.

NO-SHOW POLICY:

If the bus stops at your home for three (3) consecutive school days and your child does not board: the bus will not return until the following week. To resume service you must contact Dispatch at (510)237-6677 ext 1.

ACCIDENTS:

All accidents or incidents involving equipment, personnel or students being transported while operating shall be reported in writing to the district within five (5) working days. A preliminary oral report shall be made to the district within thirty (30) minutes following an accident. Parents and school of attendance of any student affected shall be notified by First Student as soon as possible and the location of the student disclosed.

UNDELIVERABLE STUDENT POLICY:

The parent or some responsible person designated by the parent, in writing, must be at home to receive the student. The person receiving the child shall make his/her presence visible to the bus driver promptly. Should your child be taken to an unoccupied address and a legitimate emergency (car accident, sudden death in family, injury, or illness requiring hospitalization) has not previously been recorded with the district, the Transportation Office, and First Student will invoke the following procedure:

The driver will return to the drop-off address only once after the initial attempt. If after the second attempt, there is still no one home, the child will be taken to First Student: 436 Parr Boulevard, in Richmond.

At that time, First Student Dispatch will then contact the Social Service Department's Child Protective Services Office (telephone number 866-901-3212). After this contact, the child will be delivered to a home designated by the Child Protective Services Office.

The child will be housed there until the parent or other responsible person claims the student. If the child is in a wheelchair, Child Protective Services Offices will direct First Student to deliver the child to a suitable home designated by Child Protective Services.

After a child has been undeliverable twice, transportation may be temporarily suspended: After the child has been undeliverable three times, transportation will be suspended. Service will be resumed only after the District's Transportation Department is satisfied that the parent/guardian has taken the appropriate corrective action to ensure that someone will be home to receive the child.

DRIVER QUALIFICATIONS:

State law requires each bus driver to have a valid School Bus Driver Certificate issued by the California Highway Patrol and the Department of Motor Vehicles.

Drivers must pass health-screenings, background checks, and receive training in the transportation of school children in accordance with Education Code 40081 and 40082.

Drivers are evaluated at least once each semester for the purpose of observing their driving practices with respect to safety, mechanical operation, conformance with laws, policies and regulations, adherence to established routes and schedules, and handling of students.

WHEELCHAIRS:

Batteries—Electric Wheelchairs Batteries used to propel electric wheelchairs transported on school buses shall be both leak resistant and spill resistant or shall be placed in a leak resistant container. Batteries shall be secured to the wheel- chair frame in such a manner as to prevent separation in the event of an accident. [*California Administrative Code—Title 13*] Wheelchairs shall have no source of power while being transported on the school bus.

PERSONAL PROPERTY:

The bus company assumes no responsibility for lost items, but every effort will be made to locate such items and return them to their rightful owner.

VANDALISM:

[*Section 48909-California Education Code*] The parent or guardian having custody or control of any minor whose willful misconduct results in defacing or damaging any property real or personal, belonging to First Student, the school, individual or the district, shall be liable for all such damages so caused by the minor [*Section 1714.1- California Civil Code*].

FIRST ALT TRANSPORTATION

Your student may be assigned to FirstAlt Transportation. FirstAlt uses small capacity vehicles, sedans, SUVs, minivans to transport your student as an alternative to school bus transportation.

CONTACTS/COMMUNICATION

**Call West Contra Costa Unified School District at: 1(510) 307-4645
between 8:00 AM—4:00 PM, Monday—Friday for:**

- Permanent cancellations
- Change of address
- General questions, concerns or complaints

Call First Alt At: 1(800) 837-1165:

- To ask about a late car
- To restart car service
- For Lost and Found
- For absences
- To inquire about a pick up or drop off time

Your driver is:_____

Your approximate pick up time is:_____

INITIAL CONTACT FROM FIRST ALT:

FirstAlt transportation will start approximately five (5) days after the request for routing is made.

You will receive a call, email, or text from FirstAlt to confirm your student's details, and pickup/drop-off times.

You will be asked to share your contact preferences, release method, gate/entry info, and any other necessary details.

ONGOING NOTIFICATIONS:

Delays: When the driver is delayed by more than ten (10) minutes, FirstAlt Dispatch will call or text the parent/guardian.

Substitute Drivers: When a substitute driver is assigned, FirstAlt Dispatch will call or text the parent/guardian with information about the substitute driver.

Absences: Parents should notify FirstAlt dispatch by calling 1(800) 837-1165

FIRST ALT DRIVER CERTIFICATION:

Certification for all drivers includes:

- Background checks
- Health screenings
- Motor vehicle record review
- Vehicle inspection
- Required training in first aid/CPR
- Student-needs/securement
- Defensive driving
- Disability awareness
- Mandated reporting and
- Ongoing compliance checks

FIRST ALT CAMERAS:

Effective October 2025, FirstAlt began implementing in-vehicle video cameras in all vehicles used to transport students within WCCUSD. This measure provides an added layer of safety and aligns with the standard level of service that FirstAlt provides to other California school districts. The recordings are video only (no audio) and apply solely to individual and small-group services operated by FirstAlt. This does not apply to bus services provided by First Student.

The vehicle cameras are installed and maintained by FirstAlt, and all footage is securely stored and inaccessible to drivers. Data is protected under strict privacy and security standards and will only be accessed if needed for safety or service review purposes.

FIRST VIEW APP:

Launch of FirstAlt's FirstView® — Real-Time Vehicle Tracking Application

To complement this safety initiative, we are also introducing FirstView®, a real-time vehicle GPS tracking and student transportation monitoring platform. With FirstView, parents and caregivers can download a secure, easy-to-use mobile app that helps you stay connected to your student's daily trips.

With FirstAlt's FirstView Monitoring System, you can:

- See your student's vehicle location in real-time via GPS and track its progress.
- Easily access driver and vehicle details, along with any trip updates or changes.
- Set up family members and caregivers to receive trip alerts.

Getting Started with FirstView:

1. Step 1: Download the free, easy-to-use mobile app available on both iOS and Android devices. Search for FirstView 1.0 in your app store (Google Play or Apple).

2. Step 2: Set up your FirstView 1.0 profile using the following information:

- District Code: B7P2J
- Your student's date of birth
- Phone number of the primary guardian on file
- Confirm your student(s) name to be added

3. Step 3: Once added, set up and receive distance notifications in the app, via push notification, or email.

- Go to Settings > Notifications > Manage Distance Notifications.

4. Step 4: Add family members and caregivers to receive daily trip email alerts.

- Go to Settings > Notifications > Manage Recipients.

5. Step 5: Begin tracking your student's daily trips!

The parent app is available on both iOS and Android phones and can also be set up by contacting FirstAlt directly at (800) 837-1165.