



WASHOE COUNTY
SCHOOL DISTRICT
TRANSPORTATION
DISPATCH
PROCEDURE
MANUAL

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Telephone/Radio Greetings that Parents, Administrators and Employees Love –

Three Easy Steps to Success

Talk about first impressions: telephone/radio greetings are critical. Irrate parents, administrators and employees are deciding how helpful and competent you are. Many companies twist the telephone greeting to the point that employees hate saying it and those calling dread listening to it. There is power in simplicity. For best results, incorporate three easy elements: **PLEASANTRY, SINCERITY, and BREVITY.**

Pleasantry

A pleasant greeting is essential to a successful call because it sets the stage emotionally. In general, **listeners tend to mirror or “catch” the emotional states of speakers.** This is a principle of communication that holds true whether one is speaking to a group of 1000, a small meeting of 10, or a single customer over the telephone/radio. In other words, people respond in kind. If we answer the phone/radio gruffly, chances are the caller will become gruff. If we answer the phone/radio pleasantly, chances are the caller will be pleasant, and we all know which caller is easier to work with.

Imagine you are a parent calling in regards to their child. The professional on the other end of the phone sounds tired and irritated. What is your response to a greeting like that? When you are at the receiving end of irritation your response tends to be irritation. You tend to think to yourself “Well, you think you’re irritated now? Wait until you get finished with me, then you’ll know what irritation is!” You may not have even been irritated when you first placed the call. **You simply get caught in the professional’s irritation.**

You may experience the opposite also. You are irritated, highly irritated and you really want to let somebody have it. But the person who answers the phone is so nice and professional you can’t bring yourself to yell at them. This time you have caught their professionalism.

One of the easiest ways to attain an emotional state quickly, like being pleasant, is to use body language. Research conducted by John Grinder and Richard Bandler suggests that body language helps create emotional states. If we carry ourselves with slumped shoulders, frowning face, bowed head, averted eyes and shallow breathing, we will probably feel depressed. If we smile, breathe deeply, pull, our shoulders back, and look straight ahead, we will probably feel good. How do you carry yourself all day at work?

It is recommended that professionals establish a ritual before answering the phone. **In order to sound pleasant, we need to be carrying ourselves accordingly.** One ritual would be to sit up on the edge of your seat, pull your shoulders back, take a deep breath, smile, let the phone ring twice, and then answer. You should never answer your phone without going thru your ritual. (Whatever **your** ritual may be.) Remember your **PROFESSIONALISM** is important. Do whatever is necessary to attain a pleasant state before answering the phone/radio. (Within limits of course.)

Sincerity

You want the greeting to be natural, which also makes it easier to sound pleasant consistently. The key elements of a telephone greeting are: department, your name, the call is being recorded and an offer of

assistance. **Example: “Good Morning Transportation, this is Joe, your call is being recorded. How may I help you?”**

Stating the **department** informs the caller that they are in the right place. How many times have you been five minutes into a call only to realize the caller would be better served in another department? Always state your name because it is a sign of authority. Stating your **name** implies that you are accountable. It also creates a personal touch. Lastly, end with a question that expresses your **desire to serve** the caller (we are in the service business).

Brevity (time/duration)

Keep it short. Excessively long greetings are unprofessional for many reasons. They don't sound pleasant or sincere because technically they are impossible to execute. Employees hate them and those feelings come through. Callers hate them because they waste their time. Fortunately, by following the guidelines above brevity is assured.

Summary

Telephone greetings are a powerful part of doing business. To be successful, keep greetings simple. **Practice** a ritual to be pleasant. Remain unscripted. **Be brief.**

PLEASANTRY

- SETS THE STAGE EMOTIONALLY
- LISTENERS WILL MIRROR YOUR EMOTIONAL STATE
- MAKE LISTENERS GET CAUGHT IN YOUR PROFESSIONALISM
- USE YOUR BODY LANGUAGE IN YOUR PROFESSIONALISM

SINCERITY

- BE NATURAL
- STATE DEPARTMENT
- STATE YOUR NAME
- EXPRESS YOUR DESIRE TO SERVE THEM

BREVITY (time/ duration)

- KEEP IT SHORT

SUMMARY

KEEP IT SIMPLE, REMAIN UNSCRIPTED, BE BRIEF AND PRACTICE TO BE PLEASANT.

EXAMPLE: Good morning (afternoon), Transportation Dispatch, this is (your name). How may I help you?



WCSD TRANSPORTATION
DISPATCH PROCEDURE MANUAL

CONTACTS

School Police 348-0285

Field Supervisors:

 Field 1- Willie-----745-0279

 Field 2- Liz -----690-1546

 Field 3- Bob -----690-1544

 Field 4- Kathy -----745-0290

Directors:

 Director 1-

 Director 2- Todd -----690-3101

 Director 3- Margo -----691-0413

 Fleet 1 -

Site Supervisors:

 South 1- Teresa -----843-2117

 North 1- Janet -----830-9419

 Central- Steve -----691-0191

Radio Channel 1 – Central Yard

Radio Channel 2 – North Yard

Radio Channel 3 – South Yard

Radio WS SP ED – Special Ed

Radio WS BUS 4 – Special Events

Reference 1

CODE 1 – YELLOW – CAUTION – WAIT FOR DISPATCH DIRECTION
CODE 2 – BLUE – MEDICAL EMERGENCY – THOSE WHICH ARE URGENT
CODE 3 – RED – EXTREME EMERGENCY – THOSE WHICH MUST BE HANDLED IMMEDIATELY

- 10-2 COPY (RADIO CHECK)
- 10-4 O.K. – or – MESSAGE RECEIVED
- 10-5 RELAY MESSAGE
- 10-7 UNIT IS NOT IS SERVICE
- 10-8 UNIT IS IN SERVICE
- 10-9 REPEAT YOUR MESSAGE
- 10-12 STANDBY (WAIT)
- 10-20 WHAT IS YOUR LOCATION?
- 10-21 CALL ____ BY PHONE AT _____
- 10-25 REPORT IN PERSON TO _____
- 10-30 STOP UNNECESSARY USE OF RADIO
- 10-36 WHAT IS THE CORRECT TIME?
- 10-38 _____ IS NOT RIDING TODAY
- 10-39 _____ IS NOT RIDING UNTIL FURTHER NOTICE
- 10-40 _____ IS RIDING TODAY
- 10-46 MECHANICAL BREAKDOWN – STATE REASON

- 10-50A ACCIDENT – MAJOR INJURY/ DAMAGE
- 10-50B ACCIDENT – MINOR INJURY / DAMAGE
- 10-50C ACCIDENT – NO INJURY / MINOR INJURY OR LESS
- 10-71 NEED SCHOOL POLICE – STATE REASON
- 10-76 ENROUTE – TO ASSIGNMENT
- 10-100 REST STOP

Reference 2

DESCRIPTIONS (for accidents, emergencies, etc)

Vehicles

*Descriptions of vehicles should follow the following format:

- year
- color
- make
- model
- license
- unusual, damage

People

*Race, gender, height, weight, hair, eyes, shaven, clothing (top to bottom)

*Generally, descriptions of clothing work from top to bottom--red hat, green shirt, blue pants and black shoes--again, to aid officers/Field Supervisors to visualize person/s.

Reference 3

DISPATCH OFFICE PROCEDURES

OPENING DISPATCH:

Turn on the dispatch lights.

Go to the fax machine, a faxed bus request from Kids Kottage, with date, should have been faxed. Post the fax.

Turn on the scanner.

Turn on the hand held radios.

Turn on the computer, log onto CAD/ARMS.

Listen to the voice mail and enter messages into CAD if appropriate (IE-Student is not riding, etc). On phone display, Dispatch and Sp Ed Dispatch are displayed. Press button next to Dispatch, hit messages button on phone, and the password is 5900. Press button next to Sp Ed Dispatch, hit messages button on phone, and the password is 5979.

Write down messages to enter into CAD. Delete the message after writing down/entering information into CAD.

As the drivers 10-8 (Unit is in service) mark off on the special education bus list that they are on duty.

Log on Field Supervisors as they 10-8 (Unit is in service). See CAD procedures.

As the drivers radio dispatch radio code 10-8 (Unit is in service), look on the CAD screen for the bus number. If the bus number is on the screen, right click on area next to "Nbr". A red dot will appear, making that entry active. Give the driver the needed information by radio. Clear the entry/Incident.

CLOSING DISPATCH:

Log off the Field Supervisors as they 10-7 (Unit is not in service). See CAD procedures.

Make sure the headsets are charging.

Make sure all the handheld radios are charging.

Make sure all the scanners and computers are turned off .

Make sure that the coffee pot is turned off.

Close the window curtains.

Turn off the lights.

Make sure the door is locked from outside.

Lock the gates.

OTHER DISPATCH PROCEDURES:

REGULAR ED AND SPECIAL ED:

2-3 MINUTE WAIT THEN ROLL (AM)

The Drivers are allowed to roll after going to a stop and there are no students after waiting 2-3 minutes.

Confirm stop time. If driver is early, driver cannot roll until 2-3 minutes after scheduled pick up time.

BUS DRIVER REPORTING THE BUS IS RUNNING LATE

Enter information into CAD if bus is riding late 20 minutes or more. Do not clear the entry/Incident until end of morning/afternoon so that dispatchers can see that bus is late if receiving phone calls.

If bus is going to be late reporting to a school, indicate this information on CAD and notify school that bus # is running x number of minutes late.

CALLING SCHOOL POLICE/NOTIFY TRANSPORTATION DIRECTORS

When a call is made to 911, a call to school police will also be made. Also notify the Transportation Directors

PROCEDURES FOR EMERGENCY/URGENT TEN CODES:

10-50 A – ACCIDENT MAJOR INJURY/DAMAGE

10-50 B – ACCIDENT MINOR INJURY/DAMAGE

10-50 C – ACCIDENT NO INJURY /MINOR DAMAGE OR LESS

(**STAY CALM!** If possible, make notes while responding for later reference; try to express the radio words exactly.)

*Ask if everyone is Okay?

*Obtain the precise location where the incident occurred or is occurring—

- What's the exact street address or intersection?
- South bound, north bound, left lane, right lane?
- In all cases, repeat the locations for the driver to verify. "You're at 1444 Smith St, #3?"
- Do you have students on board? Need to set out reflectors?
- **If 10-50 A with injuries – Call 911, ANNOUNCE CODE 3 OVER RADIO (Emergency calls only-all others must be silent or refer them to another channel)**

*Call the Field Supervisor and notify them of the 10-50. They will respond/coordinate the response on their end.

*Call school police to verify if they will be responding.

*Inform the Field Supervisor whether school police are responding.

*Call the Transportation Director, all Transportation Assistant Directors, the Site Supervisor and Shop for the appropriate Site.

*Enter the initial information into CAD. This allows other Dispatchers to answer questions/help with ACCIDENT LOG phone calls.

*See ACCIDENT LOG and follow worksheet procedures.

*If students are on board, check with the Field Supervisor to ask if dispatch will need to have other buses sent to help complete the routes. If assistance is needed, make an "All Call" on the radio and ask for assistance. Dispatch will coordinate the assistance. Inform driver to get the seating chart filled out for the police.

*Continually add information into CAD as needed. (IE-who is responding, if other buses are going to help with students that might be on board, if shop is bringing another bus, etc.)

*The same Dispatcher will stay on the radio and handle the entire incident until the Field Supervisor clears the scene.

Clear the CAD entry only upon the Field Supervisor indicating that the accident has been resolved.

NO CODE - FIRE ON BUS

Determine the NATURE of fire, so that the proper equipment may be sent directly to the scene.

- **Nature:**
 - Determine the *nature* of a fire incident by asking the driver, "What do you see?"

- If they are reporting smoke, ask them the color, how long they have seen it, and if they see flames with it. (This information indicates how serious the fire is and will help the fire department determine what equipment to send.)
- Where is it coming from (engine, back seat of bus, etc)?
- Do you need to evacuate?
- Where is bus? (Remember, exact location!)
- Do you have students with you?

*Call 911.

*Call the Field Supervisor and notify them of the fire.

*Call school police. Verify if they will also be responding.

*Enter the initial information into CAD , this allows other Dispatchers to answer any questions/help with ACCIDENT LOG phone calls.

*See ACCIDENT LOG and follow worksheet procedures.

*Continually add information into CAD as needed. (IE-who is responding, if other buses are going to help with students that might be on board, if shop is bringing another bus, etc.)

*Clear CAD entry when Field Supervisor indicates that the fire has been resolved.

10-71 - NEED SCHOOL POLICE – KNIFE or GUN ON BUS

*(**STAY CALM!** Make notes while responding if possible for later reference, try to express the radio words exactly.)

*Obtain the precise location where the incident occurred or is occurring—

- What's the exact street address or intersection?
- South bound, north bound, left lane, right lane?
- In all cases, repeat the locations for the driver to verify. "You're at 1444 Smith St, #3?"
- Rely only upon what the driver sees. If they say a gun or a knife is involved, ask them "Do you **see** the 10-71?"
- Determine who has the weapons, where they are placed (in belt, pocket, under seat) and what they are doing with them (waving it, holding it, shooting it).

***CALL SCHOOL POLICE FIRST!!**

***THEN CALL THE FIELD SUPERVISOR** to notify them of the knife or gun.

*Let the Field Supervisor know if school police is responding.

*Begin entry into CAD, this allows other Dispatchers to answer any questions/help with ACCIDENT LOG phone calls.

*See ACCIDENT/INCIDENT LOG and follow worksheet procedures.

*Continually add information into CAD as needed.

*Clear CAD entry when Field Supervisor indicates that incident has been resolved.

NO CODE – NEED SCHOOL POLICE – DISCIPLINE PROBLEM

*Obtain the precise location where the incident occurred or is occurring—

- What is your 10-20 (location)? (Remember, exact location).
- If School Police is responding, remind the driver to remain where they are or agree to a meeting place.

*If the bus is still at the school, call school and ask that an administrator go out to bus.

*Call school police if discipline problem warrants school police response.

*If school police called, call Field Supervisor to notify them of the problem.

*If discipline problem does not warrant calling school police, ask driver to report issue to appropriate supervisor/SMI once they return to yard and to fill out an incident report.

* Continually add information into CAD as needed.

NO CODE – BOMB THREAT

*School or School police will notify dispatch of bomb threat.

*ANNOUNCE CODE 3, DO NOT APPROACH LOCATION, (Do not use radio).

*If radio is still being used, ANNOUNCE CODE 3 again.

* Continually add information into CAD as needed.

NO CODE - PHONE BOMB THREAT:

* If you receive a call from someone who warns of a planted bomb, you should attempt to obtain details on the bomb from the caller, as follows:

- Write down phone number displayed on phone caller id.
- Where is the bomb?
- What does the bomb look like?

- When will the bomb go off?
- Why did you place the bomb?

*In some cases, the caller will immediately hang up after calling. Other times the caller may answer your questions. If the caller stays on the line, ask questions about their motivation and *specifically about the bomb's appearance and structure*. Make short notes about the caller's race, sex, any accents or speech peculiarities. Note any background noises or identifiable sounds.

*Call School Police.

*Call the Transportation Directors.

* Continually add information into CAD as needed.

NO CODE-STUDENT SEIZURE

*For seizures lasting more than 1 minute long or repeated seizures-

- Find out the exact location of the bus.
- Ask the driver to describe the seizure (IE-Length of seizure, repeated, etc)
- Call 911 for medical assistance.
- Call the Field Supervisor.
- Call school police (courtesy call).
- Call the parent to notify them of the seizure.
- Call the school. The school can then determine if student can attend.
- Call the parent again and let them know if the student can attend school (unless 911 is transporting due to medical necessity). Or if parent needs to meet bus and 911.
- If the student cannot attend school, they can meet bus at the school site or pick them up from the bus. It is the Parent's choice.
- Notify the Special Ed Department.
- Continually add information into CAD as needed.

NO CODE-INJURY TO DRIVER

- Find out the exact location that the injury has occurred.
- Call 911 for medical assistance.
- Call the Field Supervisor and notify them of injury.
- Call school police (courtesy call).
- Call the Transportation Directors and notify them of the injury.
- Dispatch another bus to the location to assist & call school to notify if bus will be late.
- Call the Site Supervisor and notify them of injury.
- Keep in communication with the driver or PTA until assistance arrives.
- Continually add information into CAD as needed.

NO CODE-DRIVER/STUDENT ASSAULT

- Find out the exact location that the incident is occurring or has occurred.
- Call school police.
- Call 911 for medical assistance.
- Call the Field Supervisor and notify them of assault.
- Call the Transportation Directors and notify them of assault.
- Dispatch another bus to the location to assist.
- Keep communication with the driver or PTA until assistance arrives.
- Continually add information into CAD as needed.

NO CODE-STUDENT INJURY

- Find out the exact location that the incident is occurring or has occurred.
- Complete STUDENT INJURY WORK SHEET. Advise driver to fill out Student Injury Sheet.
- Continually add information into CAD as needed.

*If 911 has been notified, call school police (courtesy call).

MISC/OTHER RADIO CODE PROCEDURES:

NO CODE – STUDENT HAS GOTTEN SICK ON BUS

- If it occurs in the AM and is close to a school, take the child to the school nurse. They will call the parent if necessary.
- If it occurs on a Special Ed bus in the PM – take the child home first (before the other students). Call the parent to verify that someone is there. If not, call the emergency contact.

NO CODE – INTOXICATED DRIVER IN SIGHT

*Obtain the precise location where the incident occurred or is occurring—

- What's the exact street address or intersection?
- South bound, north bound, left lane, right lane?
- In all cases, repeat the locations for the driver to verify. "You're at 1444 Smith St, #3?"
- Description of the vehicle, license number, model, etc.
- What is the driver of the vehicle doing that makes you feel they are intoxicated?

*Call the appropriate agency to report vehicle accident. See 'Phone Numbers' list for agency numbers. (HWY Patrol, Reno Police Department, Sparks Police Department, etc).

* Continually add information into CAD as needed.

NO CODE – ILLEGAL SUBSTANCE/ITEM ON BUS

- Call school police.
- Call the Field Supervisor.
- Call the Transportation Directors.
- Continually add information into CAD as needed.

NO CODE – BRAKES NOT WORKING PROPERLY

*Obtain the precise location where the incident occurred or is occurring—

- What's the exact location of bus? What is the street address or intersection?
- South bound, north bound, left lane, right lane?
- In all cases, repeat the locations for the driver to verify. "You're at 1444 Smith St, #3?"
- Are students on board?

*Call the appropriate Shop and give them the information.

*If there are students on board, you will need to dispatch available buses to assist and/or finish the route.

*Coordinate assistance by verifying who is closest, who will take the least amount of time, etc.

- Continually add information into CAD as needed.

10-46 – BUS BROKEN DOWN AT _____ (or bus has mechanical issues)

*Obtain the precise location where the incident occurred or is occurring—

- What's the exact street address or intersection?
- South bound, north bound, left lane, right lane?
- In all cases, repeat the locations for the driver to verify. "You're at 1444 Smith St, #3?"
- What is broken down/not working on bus?
- Are there students on board?

*Call the appropriate Shop and give them the information.

*If there are students on board, you will need to dispatch available drivers to assist and/or finish the route.

*Coordinate assistance by verifying who is closest, who will take the least amount of time, etc.

- Continually add information into CAD as needed.

NO CODE – BUS STUCK AT _____

*Obtain the precise location where the incident occurred or is occurring—

- What's the exact street address or intersection?
- South bound, north bound, left lane, right lane?
- In all cases, repeat the locations for the driver to verify. "You're at 1444 Smith St, #3?"
- How is bus stuck? (In snow, mud, etc)
- Are there students on board?

*Call the appropriate Shop and give them the information.

*If there are students on board, you will need to dispatch available buses to assist and/or finish the route.

*Coordinate assistance by verifying who is closest, who will take the least amount of time, etc.

- Continually add information into CAD as needed.

MISC/OTHER RADIO PROCEDURES:

SUSPICIOUS CIRCUMSTANCES

- What's the exact location? What street address or intersection?
- South bound, north bound, left lane, right lane?
- Close to what buildings? Businesses?
- Why it is suspicious?
- Description of the person, car, house, event considered suspicious, etc.

*Call the appropriate agency. See 'Phone Numbers' list for agency numbers. (HWY Patrol, Reno Police Department, Sparks Police Department, etc).

- Continually add information into CAD as needed.

VEHICLE ACCIDENTS (NOT BUS) REPORTED BY DRIVERS/FIELD SUPERVISORS:

- Location? (Remember exact locations!).
- Confirm that a school bus is NOT involved.
- Does it look like anyone is injured?
- Description of the vehicles?
- Are they still at the scene? If not, what are the descriptions of the vehicles that left, which direction were they heading?

*Call the appropriate agency to report vehicle accident. See 'Phone Numbers' list for agency numbers. (HWY Patrol, Reno Police Department, Sparks Police Department, etc).

- Continually add information into CAD as needed.

ROAD WORK AS REPORTED BY DRIVERS/FIELD SUPERVISORS

- What's the exact street address or intersection?
- South bound, north bound, left lane, right lane?
- In all cases, repeat the locations for the driver to verify. "You're at 1444 Smith St, #3?"

**If the above might interfere with bus routes/slow down bus routes, etc, make an all call over effected radio channels.*

DELAYED STARTS

In response to the area receiving heavy amounts of snow, and approval by the Transportation Directors has been made, a "Delayed Start for School" will be used when it appears an extra amount of time will allow road crews to clear roads and highways.

A "Delayed Start" will be announced on local radio and TV stations beginning at 6 a.m. and will be featured at the top of the WCSD website's main page.

The public will be advised by Connect ED that schools will open and classes will begin later than usual. All students who ride a school bus will be picked up designated hour/s later than usual at their regular stop.

All morning latch-key programs are cancelled when there is a "Delayed Start." Morning kindergarten starts later like the other grades. If the delay is two hours or more, morning kindergarten will be cancelled.

FIELD SUPERVISORS TRANSPORTING STUDENTS

If a field supervisor transports a student, they will notify Dispatch. They will give their beginning mileage. Then they will notify Dispatch of ending their mileage.

- Enter information and mileage into CAD.

FIELD TRIPS

A driver may radio Dispatch for information regarding a field trip to verify a school, sport or grade, time, or location the field trip is going to.

Daily trip reports are printed out and posted for Dispatch use.

Sometimes dispatch might need to assist if a field trip has been dropped. Make an "All Call" over the radio asking if any drivers might be available for the field trip, drop off or return, etc. If able, choose driver who is closest, has the least hours on the clock, etc.

- Continually add information into CAD as needed.
- A report from the Dispatch Supervisor will then be sent to the Directors regarding trips.

All other Field Trip/Excursion questions are transferred to the Excursion office (337-7738).

GT'S

Drivers will radio Dispatch and request that the GT school be called to send out the GT student/s.

HEAD LICE

If a driver is told that a child has head lice, the child is not to be transported until after treatment. The school will let driver know when the student is able to be transported again.

If the school has not been notified, Dispatch needs to notify the school and give them the students' name.

LOST/MISSING CHILD (REGULAR ED)

When a parent/school calls Dispatch to report that a child is lost/missing, ask them the bus number, school name, route stop, and the students name. Use Versa Trans to verify stop, time, bus, etc. Radio the bus driver and ask them if the child is on bus.

If the student is on the bus, relay information to parent/school.

If the student is not on the bus, ask the driver if they had been on bus.

If they had not been on bus, relay information to parent/school.

If they were on bus, ask the driver what stop/location did the child got off at.

What time was that?

Do they remember seeing the child get off?

Was the child with other friends?

What direction was the child heading?

Call school police.

Follow the LOST CHILD WORKSHEET and complete worksheet.

- Continually add information into CAD as needed.

LOST ITEMS ON BUS

Identify the bus number, the school, and the stop location.

Get a description of the lost item, and the child's name.

Radio the driver and ask them if they have found the lost item on bus. Relay information to caller.

If the lost item was found, the student can claim the lost item from the driver the next day or, if in AM the student may claim it in the PM.

- Continually add information into CAD as needed.

NDOT/WASHOE VALLEY WIND WARNINGS

NDOT regulations now prohibit high profile vehicles, including school buses, from using HWY 395 (freeway) or State Route 429 (old highway, west side) through Washoe Valley during prohibited wind warnings.

If the prohibited warning is in effect, call Winters Ranch and ask them to bring students to Viola. (Phone number = 671-1346).

See memo regarding NDOT policy and CALL LIST FOR WASHOE VALLEY DAMONTE RANCH HS located in Appendix A if this is instructed to by Field 3.

Field3 will notify the dispatch office of prohibited wind warnings or dispatch can call the WIND/ROAD REPORT – 9-511/push 1-395-3.

- Continually add information into CAD as needed.

PARENT REPORTING THAT A BUS IS LATE

Ask what the bus number is, which school it is, what is the route stop, and the students' name.

Radio the bus – if it is a Special Needs student, ask the driver for the ETA (estimated time of arrival) for the student (first name and last name initial only). Relay information to parent.

If it is a regular education student, ask the driver for the ETA (estimated time of arrival) for the route stop (IE-what is your ETA to Ohio Street and Green Bean Street, for XY school). Relay the information to the parent.

QUESTIONS REGARDING BUS STOPS (MOVING/ADDING/ETC)

Transfer any questions regarding Special Needs stops to the Special Needs office.

Transfer any questions regarding stops, moving stops, adding stops, etc, to the appropriate Field Supervisor.

RAILROAD ARM STUCK

If a driver reports that the RR crossing guard is “stuck” – no train is in sight, etc -

The driver cannot cross the RR tracks while lights are on and arm is down.

Confirm exact location of the RR track (i.e.-the street name that the RR tracks are on/cross).

Call the RAILROAD number 1-800-848-8715 Ext #2 and report that the arm seems to be stuck and the school bus cannot cross.

REGULAR ED STUDENT RIDING BUS –

The student needs to let the driver know that they are a new student. They need to be at stop for pickup 5 minutes earlier than scheduled pick up time. They may be asked for ID. A note indicating that the student is new to the bus, with a parent/guardian signature and phone number is recommended.

REGULAR ED STUDENT STOP INFORMATION –

If it is a regular education student, ask what school they would be zoned for. Enter the home address and find it in Versa Trans. Give the stop and bus information to the parent. If the student is not eligible for transportation because they live in the approved walk zone, tell the parents that they are in the walk zone and are not eligible for bus transportation.

The walk zone established by the Board of Trustees is as follows:

3 miles high school

2 miles middle school

1 mile elementary school

Students can walk to a bus stop as follows:

1.5 miles high school

1 mile middle school

.5 mile elementary school

SNOW/BAD WEATHER

Dispatchers are to report to work 30 minutes earlier than their usual reporting time in bad weather/snow.

SPECIAL STOP-NO NAMES

“Special Stop” is used to reference **Kids Kottage**. **Do not use Kids Kottage over radio. Do not use student names over radio.**

STUDENTS REQUESTING TO BE DROPPED OFF AT DIFFERENT STOP THAN THEIR ELIGIBLE STOP FOR THE DAY

If the student is Special Needs, transfer the request to the Special Needs office.

If the student is a regular education student, they must provide the driver with a signed note from the parent/guardian approving the different stop. The note must have a signature verified in the school office before handing it to the driver.

We will not deliver student/s to a different stop if the stop is not part of the bus driver’s regular scheduled route stops.

Sometimes Dispatch might be asked to call a parent to confirm a request if the driver does not have a parent/guardian note. The call may be made, but discourage the practice, this will encourage the parent or guardian to write note the next time.

SPECIAL ED:

3 DAY - NO CALL/ NO SHOW

After three days of NCNS the driver is not required to go to the stop until the parent notifies Dispatch that the student is riding again. At that time services are to be resumed.

- **When a driver notifies dispatch of NCNS, enter the information into CAD as SPNS. (this includes ALL no call no shows)**
- Continually add information into CAD as needed.

COURTESY CALLS

Courtesy calls are made for various agencies, such as CBS, Special Stop, etc. The driver will radio Dispatch and ask a courtesy call be made. Courtesy calls are not made in AM for NCNS (No call no show).

COURTESY RIDER (SIBLING ONLY!)

A courtesy rider (sibling only) can ride with the Special Needs student if there is room on the bus, if they follow the rules of the bus, and if the Special Needs student is riding. If the Special Needs student is not riding due to illness, etc, the courtesy rider is not allowed to ride either.

Courtesy riders must contact the Special Needs office in order to set up transportation.

NO LAST NAMES for SE STUDENTS

Last names are not to be used over the radio if the student is a Special Needs. The first name and last name's initial are used only.

PARENTS CALLING IN TO NOTIFY DRIVER THAT THEIR SE STUDENT IS NOT RIDING FOR DAY/IS RIDING/ETC.

Dispatch will receive telephone calls stating that a student is not attending school, is riding, etc.

Confirm if this is AM only or all day. Make sure to indicate if AM MIDDAY OR PM only in CAD.

Verify the correct spelling of the students name and the bus number before entering it into CAD or before the caller hangs up. Accurate spelling/information and the bus number is a must!

- Continually add information into CAD as needed.
- Do not clear the incident. The Dispatcher who is responsible for Special Channel will notify the driver of the 10-38/10-39/or 10-40 and clear from CAD once the driver is contacted over radio.

PARENT NOT HOME PM/Special Needs

The Driver will radio Dispatch that the parent is not at home when trying to drop off the student.

Ask the driver the student's first name, last initial and school. Call the parent. Use numbers that the driver gives Dispatch or look them up in Versa Trans. If no answer, leave a message.

Ask the driver if he/she can deliver other children first and return to drop off the child afterwards.

Continue to try to notify the parents. If the parent returns a call to Dispatch, relay that the driver is delivering other children first, and will return.

If not able to contact the parent, call the school for emergency contact number.

If not able to resolve, and the school is open, the driver will notify Dispatch that they are going to return the student to the school.

If the school is closed, look up the emergency phone number in Versa Trans. Call the emergency contact and confirm that we are trying to drop off the student and that the parent is not home.

If unable to resolve, contact School Police (this is only as last resort).

- Continually add information into CAD as needed.

PERMISSION FOR ANOTHER PARENT/GUARDIAN TO PICK UP STUDENT

A note authorizing another individual to pick up the student needs to be given to the driver.

The Driver may require picture proof of ID (driver license, etc).

CAD PROCEDURES:

CAD is the ARMS (Automated Records Management System) used by the Washoe County School District Transportation dispatch office.

The ARMS program has a reference manual that is located in the dispatch office.

To log onto the ARMS/CAD system a user name and password must have been created by the dispatch supervisor.

Once logged onto the ARMS program –

Single Click on “Main Menu”

Single Click on “Computer Aided Dispatch”

This will then bring up a screen called C A D WorkArea.

Call #	Add/Change Ofc	Activity	Rec'd	Disp	Enrt	Arvd	Clear	Nbr	Incid	PR	Status	Onscn	Hold	Unit	Beat	Location	11:31
F3																	
F1								12502	SUPE	1	E 07:43			191		OTIS VAUGHN MIDDLE SCHOOL	
F4								12520	10-32	1	E 09:28			8033	10	SMITHRIDGE	
F2								12521	10-31	1	E 09:28			9219		ESTHER BENNETT	
								12523	10-31	1	E 10:42			7008		PROCTER HUG	

CAD PROCEDURES

The Date field is automatically programmed to default upon entering a new Incident.

The Incident # is generated by the program as well. The format is YR-MO-DT and #####. YR represents the calendar year, MO represents calendar month, and DT represents calendar day. ##### is the number assigned to the incident.

The Incident field is used to enter the incident code. If you know the code for the incident you can enter it, if you do not know the correct code, type in any letter and press <tab>. A list will be generated and you can double click on the correct code from the displayed list. Double clicking on the correct code will then enter the code into the Incident field.

Location is used to enter the location code associated with the Incident. Enter the correct code into the Location field. If you do not know the location code, type in any letter and press <tab>. This will open a

location list that you can double click on the correct location code and it will then enter the code into the Location field.

The summary field is used to include information related to the Incident.

Confidential can also be used to include more information related to the Incident.

Call # is the bus number or field supervisor that will be entered into this field. It corresponds to the Incident.

The Rec'd button, Disp button, Enrt button, and Arvd button can be clicked with a single click from the mouse, and the current time is defaulted into the fields.

Clear button is clicked on when clearing the CAD entry. A Disposition List will automatically be generated. From that list you will double click the appropriate disposition choice. Choices include – Cancelled, Handled by Dispatch, Handled By Driver, Handled by Field Supervisor, Other. Once double clicked the Clear field defaults to the current time and is removed from the CAD Work Area screen as it is considered completed/cleared.

The Disposition field defaults to the disposition choice that you selected previously.

The Cancel button can be clicked to Cancel an entry/Incident before being saved.

The OK button is clicked when saving the entry/Incident.

The Priority field, Detail field, R.P. field, Phone field, Adrs field are not typically used by the dispatch office.

Incidents entered into the CAD WorkArea are listed on the screen until they are “Cleared”.

Commands used with CAD Work Area include:

Ctrl key and A – Add a new record/Incident

Ctrl key and M – Modify record/Incident:

In Aux area, single click next to Nbr. A red dot appears to indicate that you have “selected” that record to modify. Then use the command Ctrl key and M to modify. Click on OK button to save.

Ctrl key and P – See previous record/Incident

Ctrl key and N – See next record/Incident

The CAD Functions Menu is used when logging on or off the field supervisor's. Each time a field supervisor begins their daily shift they must be logged into CAD. When they are leaving for the day they must be logged off of CAD.

Field supervisors will radio dispatch each morning when they are 10-8 (Unit is in service) to notify the dispatch that they are beginning their shift, and 10-7 (Unit is not in service) at the end of their shift to notify dispatch that they have finished their shift.

Single click on the Functions Menu on the C A D Work Area screen.

Choose Log On/Off Units option.

Choose Log on People to log the field supervisor into CAD in the AM.

Click the “Begin” button.

Type in the field supervisor Call # (F1, F2, F3, or F4) and press <tab>.

Select OK.

The field supervisor is logged into CAD system.

Choose Log off People to log off the field supervisor from CAD at the end of their shift.

Single click/highlight the field supervisor Call # that you want to log off.

Click on Log Off Selected button.

The current time will default. Select Continue. The field supervisor is then logged off CAD.

SHORTCUT KEYS AND/ OR COMMANDS

TO DO THIS:	KEY THIS:
Copy the highlighted text	Ctrl + Insert
Delete the highlighted text	Ctrl + Delete
Paste contents of clipboard	Shift + Insert
Undo the last action	Alt + Backspace
Go to the next record	Ctrl + N
Go to the previous record	Ctrl + P
Find a record	Ctrl + F
Add a record	Ctrl + A
Modify a record	Ctrl + M
Close a window	Ctrl + Alt + F4
Print a record	Ctrl + R
Get Help	Ctrl + H
Cancel the current action	Esc

Select OK	Enter
Open a CAD window	F1
Open the Case Management Window	F2
Open the Master Name File Window	F3
Open the Property Window	F4
Open the Arrest Log	F5
Open the Moving Citation File	F6
Open the Campus Event Tracker	F7

The information that is contained in ARMS, such as bus numbers, locations, names, etc, are maintained by the Dispatch Supervisor. See the ARMS manual for instruction on how to add/delete/or modify this data.