

WORK INSTRUCTIONS

Transportation Department Message Protocol

1. *Bus Delay less than 10 minutes:* No contact is made
2. *Bus Delay greater than 10 minutes due to driver issue, traffic problem, or breakdown:* Transportation sends message to parents/principals
3. *Bus Delay greater than 10 minutes due to non-injury incident/accident:* Transportation sends message to parents/principals
4. *Bus Delay due to (minor injuries) a minor accident:* Principal or Communications Department sends message to parents (If unavailable, Transportation Department sends message)
5. *Bus Delay due to major injury accident:* Principal or Communications Department makes personal contact with parents

Work Instructions

COM-W001 SchoolMessenger How to Send a Broadcast

Messages

1. No message.
2. If your child was scheduled to be a passenger on Bus _____ this (morning/afternoon), this bus has been delayed by (traffic hindrance/breakdown/etc.). Please expect a (___) minute delay. Your child is safe and will arrive at (school/home) as soon as possible. We apologize for any inconvenience this may cause.
3. If your child was scheduled to be a passenger on Bus _____ this (morning/afternoon), there will be a delay in your child's (pick up/drop off) time due to this bus being involved in a minor traffic accident. No injuries have been reported. As soon as the police department completes a report, (the bus will continue along its route/a sub bus has been dispatched) and students will be

dropped off at their (school/normal bus stop). Please do not go to the scene. Doing so will only add to the delay. If the principal or nurse determines it appropriate or necessary, (he/she) will contact you personally. We apologize for any inconvenience this may cause.

4. If your child was scheduled to be a passenger on Bus _____this (morning/afternoon), there will be a delay in your child's (pick up/drop off) time due to the bus being involved in a minor traffic accident. Some minor injuries have been reported and EMS is on the scene. If your child is one of those who received minor injuries, you will be notified with a personal phone call. Otherwise, your child is safe and will be (picked up/dropped off) at (school/normal bus stop) as soon as possible. Please do not go to the scene. Doing so will only add to the delay. We apologize for any inconvenience this may cause.

5. If your child was scheduled to be a passenger on Bus _____this (morning/afternoon), there will be a delay in your child's (pick up/drop off) time due to the bus being in a traffic accident. Some injuries have been reported. If your child is one of those who received an injury, you will be notified with a personal phone call. Otherwise, your child is safe and will be (picked up/dropped off) at (school/normal bus stop) as soon as possible. Please do not go to the scene. Doing so will only add to the delay. We apologize for any inconvenience this may cause.

***** End of Work Instructions *****