



DEPARTMENT OF DEFENSE
DEPENDENTS SCHOOLS
TRI-BORDER STUDENT TRANSPORTATION OFFICE (TSTO)
C/O JAMES VAN DIERENDONCK ELEMENTARY SCHOOL
UNIT 8045
APO AE 09104

11 October, 2009

MEMORANDUM FOR Geilenkirchen, Kleine Brogel, Glons, JHQ-Rheindahlen, Volkel, Kalkar and
JFC-Brunssum/USAG Schinnen (AFNORTH) Community Parents*

SUBJECT: Bus Transportation

(*Names have been edited/removed to comply with DoD Web Guidelines. For an unmodified version, please contact the school office.)

1. Welcome to a new and exciting school year. Enclosed in this package are several items to prepare your student for riding the school bus this year.
2. The first item is a bus information package that we hope will answer any questions you have regarding student transportation. Please read this information carefully and call us if you have any additional questions. Please pay special attention to the discipline policy and return the endorsement page to the schools officer.
3. Next are your student's bus pass, and route schedule. Students must carry the bus pass with them at all times while traveling on the school bus. There is no specified way that your child should carry their pass, they just need to have it available to show the bus driver and gate guard. The route schedule indicated the AM departure time and PM arrival time. Please instruct your child to be at the bus stop NLT 5 minutes prior to the AM departure time indicated on the route schedule. This is to insure that your child will be ready to board when the bus arrives. In addition, being at the bus stop 5 minutes prior will alleviate any questions or doubt whether your child is on time or not. The driver is required to depart the stop at the time on the route schedule. There is no waiting period. Parents and students are responsible to be at the bus stop on time. The route schedule identifies your student's bus route number and route the bus will be following. The stop is based on the address listed on your child (ren)'s registration form. The bus number and stop location is also identified on your student's bus pass. It is very important that the information that was given to the bus office remains correct and kept up to date. Think of your home address, phone numbers, emergency contacts etc.
4. Safe transportation to and from school for your student is our primary concern and we look forward to working with you to have a safe school year. Please contact us if we can be of assistance to you. Our office numbers are Civ. Ph. (0049)(0) 2451-632213/71422/69744, Fax (0049)(0) 2451-71429.

(Original Signed)

Transportation Operations Specialist
COR/QAE



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SCHOOL BUS INFORMATION

The Department of Defense Dependent Schools (DoDDS) District Superintendent's Office (DSO) manages all DoDDS school bus services in the Isles (UK) District. Students requiring transportation must be registered with the Tri-Border Student Transportation Office located in Building 89 on Geilenkirchen NATO Air Base, Teveren, Germany. **Customer Service hours: 0830-1200 and 1300-1630, Monday through Friday.** The following are commonly used phone numbers you may find useful throughout the school year.

TRI-BORDER STUDENT TRANSPORTATION OFFICE (TSTO):

Isles District Transportation Supervisor
Transportation Operations Specialist/COR
Transportation Assistant/QAE

Tri-Border STO Civ.: (0049)(0) 2451-632213* / 71422 / 69744
FAX Civ.: (0049)(0) 2451-71429

***If there is no answer, please leave a message on the answering machine.**

Transportation Operations Specialist/COR Cell Phone: (0049)(0) 162-234-1786**
Transportation Assistant/QAE Cell Phone: (0049)(0) 162-234-1828**

**** Cell phone numbers are for after-hours emergencies only.**

SCHOOLS:

AFNORTH ES	Civ.: (0031)(0) 45-5278251	Fax: (0031)(0) 45-5278246
AFNORTH HS	Civ.: (0031)(0) 45-5278260/61	Fax: (0031)(0) 45-5278236
James Van Dierendonck ES	Civ.: (0049)(0) 2451-903080	Fax: (0049)(0) 2451-9030844
Kleine Brogel ES	Civ.: (0032)(0) 11-792527	Fax: (0032)(0) 11-793091
RIS Eindhoven	Civ.: (0031)(0) 40-2519437	Fax: (0031)(0) 40-2527675
Arnhem International School (Goch)	Civ.: (0049)(0) 2823-97400	
Eindhoven International School	Civ.: (0031)(0) 40-2426835	Fax: (0031)(0) 40-2424973
Dusseldorf International School	Civ.: (0049)(0) 211-9406722	Fax: (0049)(0) 211-4080774

SCHOOL LIAISON OFFICERS:

JFC/USAG Schinnen	Civ.: (0031)(0) 45-5636141
Geilenkirchen Community	Civ.: (0049)(0) 2451-632267
Volkel Community	Civ.: (0031)(0) 413-335910
Kalkar Community	Civ.: (0049)(0) 2824-9787518
Kleine Brogel Community	Civ.: (0032)(0) 11-349421
Glons Community	Civ.: (0032)(0) 42-899269
JHQ Community	Civ.: (0049)(0) 2161-5655715



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BUS SERVICE

The Tri-Border Student Transportation Office (STO) manages DoDDS and NATO contracts with private bus companies to provide bus service to seven communities. All services provided are specifically outlined in the contract and are within DoDDS standards. The contracts specify the duties and responsibilities of the contract employees and are located in the STO.

COMMUTING AND WALKING AREA FOR STUDENT TRANSPORTATION

School commuting areas exist to define towns and villages from which transportation of DoDDS students will be provided. Commuting areas are determined and established through a cooperative effort of the Military Community and the District Superintendent's Office (DSO). The criteria used are housing availability and route planning. DoD Transportation Directives establish walking area criteria. Walking distance standards are one mile for Kindergarten – 6th grade and 1.5 miles for 7th - 12th grades. However, our goal, when possible, is to not have any students walk over 1 kilometer or 0.6 miles to or from a bus stop.

While in-processing with the housing office, sponsors will receive a copy of the transportation commuting area's list of towns. If a sponsor obtains housing outside the commuting area, the sponsor becomes responsible for transporting their students to school or to an established school bus stop within the commuting area. In accordance with DoD 4500.36R, every sponsor must certify in writing that they have been advised of the commuting area and understand the consequences of accepting housing outside the commuting area. The certification will be maintained in the sponsor's file at the housing office.

SURE START AND KP BUS SERVICE

Curb to curb service will be provided to all sure start and KP students that have a transportation requirement in their Individual Education Plan (IEP). If a student resides outside of the commuting area service will be provided to the nearest utilized bus stop within the commuting area. Students will be transported in a vehicle with seat belts and child safety seats will be used. The contractor will provide the child seats and the students will be secured in their seats by the driver or safety aid. Parents are reminded that they are responsible for bringing their child to and picking them up from the stop (curb). Driver's are not required and will not go to the front door to retrieve or drop off children. For pick-up service, the driver is instructed to wait until the scheduled departure time. If the child is not present, the driver will continue on their scheduled route. There is no required waiting time past the scheduled departure time. For drop-off service, the driver is to wait until the scheduled arrival time. If a parent or designee is not present to pick-up the child, the driver is instructed to contact our office for assistance. In most cases, the student is taken to the STO where parents will be required to pick their child up from here.

SURE START AND KP CANCELLATION OF SERVICE

If your child will not need service for one day or over an extended period of time we ask that you contact our office so that we may adjust the schedule and inform the driver's not to stop at your stop. This only applies to Sure Start and KP students with an IEP. Regular Daily Commuting students are not required to cancel on a daily basis. We also ask that when you no longer need service to contact our office so we can adjust the schedule.



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CENTRALIZED BUS STOPS

The use of centralized stops is mandated by DoD Transportation Regulations to minimize commute times and provide fair and equitable transportation service. Stop locations are based on the size of the town or housing area and the location of student residencies within the town. Under no circumstances will stops be created solely as a convenience. Host nation bus stops are easily identified and used as DoDDS bus stops wherever possible. Our drivers are authorized to stop only at stops listed on the route schedule and are in violation of the contract to make stops anywhere else.

ALTERNATE BUS STOPS

Daily commute transportation is provided to and from a centralized bus stop within walking distance of your primary residence. There may be cause for a sponsor to request an alternate location. For example, a parent may request to have their child transported to or picked up from a child care provider. These request must be in writing and taken to the Tri-Border STO where the request will be reviewed. If the request is approved a new or additional bus pass will be issued for the student. However, the alternate stop location must be an existing stop and within the commuting area. Frequent requests, or changes to a student's assigned bus stop on a day-to-day basis are not authorized.

GETTING FAMILIAR WITH YOUR BUS STOP

The Tri-Border STO would like to remind sponsors that it is important for your child to be familiar with his or her school bus stop. We ask that sponsors discuss and familiarize their children with their bus stop. Besides pointing out familiar objects to your child to look for, sponsors should ensure that children understand what to do when they are at a stop that they are not familiar with. Sponsors should educate their children to remain on the school bus when no one is present to accept the child or when the bus stop seems unfamiliar. The bus company and the TSTO have procedures in place that will ensure that the student gets to their bus stop in a safe and timely manner when a student remains on the school bus. The bus is the safest place for your child.

We recommend a student stay on the bus and not get off when:

- The bus arrives at the stop and the sponsor is not there to meet the student.
- The bus stop seems unfamiliar.
- The student has any doubt about being at the correct bus stop.
- The bus passes the bus stop or the student has missed his or her stop. (We recommend that the student not attempt to get off at the following stop.)

This list is not all inclusive and other examples should be discussed with your children. Procedures are in place to take care of your student when they remain on the bus. When a student is misplaced but is no longer on the bus it makes finding the student much more difficult and stressful for the sponsor, child and STO.



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BUS PASSES

All students have been issued a bus pass at the beginning of the school year. They are required to have it with them at all times while traveling on the bus and must present their pass when boarding the bus. These passes are critical to quickly identify the student is on the correct bus, to identify the sponsor in case of an accident or incident as well as providing proof of rider eligibility. If your child should lose their pass, please contact the Tri-Border Student Transportation Office immediately to obtain a new one. If you are part of the Glons, Kleine Brogel, JHQ, Volkel or Kalkar community, you will not receive a bus pass for your child. Due to the size of the community and pick-up/drop-off locations, a bus pass is not necessary.

No child authorized to ride the bus will ever be refused to enter the bus to school; however, they may be denied transportation home in which case the sponsor will be contacted to pick up their child. The drivers have been instructed to report to our office any child without a bus pass. For the outlying before mentioned communities, there is no requirement for bus passes. Boarding a DoDDS school bus without an approved and current bus pass is a violation of discipline policy and will be treated as such.

TEMPORARY BUS PASSES

If a parent has the need for their child to ride a different bus, the parent is required to provide a written and signed note to the STO requesting a temporary bus pass. If you are not part of the Geilenkirchen community, please inform your Schools Liaison Officer and he/she will handle it from there. Request by fax will also be accepted. Requests for Temporary Bus Passes will only be approved if there is sufficient room on the bus. Students requesting transportation on a different bus may ride on a Space-Available basis only.

When sufficient room is available, the STO will issue a temporary bus pass. **If there is insufficient room on the bus to allow your child to ride, the request to ride that bus will be denied.** Request over the phone will be the exception and not the norm and will be denied under normal circumstances. So to be safe, write your child a note or visit your STO. If a student who normally does not ride and wishes to ride a bus, it is also necessary for that student to obtain a temporary bus pass. The same rules would apply for that student.

LATE BUS PROCEDURE

Delays or closures that are directed by the AFNORTH Director, Community Commander or Schools Principal will take precedent over Tri-Border STO procedure and all busses will be rescheduled or cancelled accordingly. In the absence of a Command directed delay or closure, the following procedure will apply:

- Children should never wait longer than 30 minutes beyond their scheduled pick-up time at their bus stops. When delays exceed 30 minutes the following criteria will be used to determine rescheduling.
- During periods of bad weather (snow or ice) routes that are delayed for more than 30 minutes, students and parents are advised to call the Student Transportation Office for information.
- In other delay situations such as bus break downs or accidents that effect individual routes, the route will continue after a replacement vehicle has arrived. The STO will try to inform students and parents of any delays beyond 15 minutes as they occur. When buses are delayed, students should not wait more than 30 minutes at the stop.



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SAFETY ATTENDANTS AND SECURITY ATTENDANTS

Safety attendants are contractor employees assigned to busses where students are Sure Start or KP with and IEP. Their role is to render assistance to the students in order to maintain a safe environment on the bus. Security Attendants are contracted employees assigned to busses to monitor security issues regarding student transportation. They will also assist the driver in reporting violations of the discipline policy.

SCHOOL LOADING AND UNLOADING

Each school has its own procedures for the safe arrival and departure of students. Our office also assists in morning unloading and afternoon loading when possible. After school the teacher or monitor escorts elementary students to their buses. The drivers do not depart the loading zone until released by the school official. Should your child miss the bus and get left at school in the afternoon for whatever reason, you will be contacted by a school official. The school and the bus office have listings of student and sponsor information for this purpose. Students should remain seated until the bus comes to a complete stop and the driver opens the door.

SCHOOL PARKING

For the safety of the students, the following parking lots in the AFNORTH and Geilenkirchen areas are blocked and/or restricted to parking and traffic:

- **Geilenkirchen Elementary School:** The Bldg. 90 parking lot's across from the Dresdner Bank are restricted to POV traffic from 08:00-15:00, Monday through Friday when school is in session.
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- **AFNORTH International School:** The main parking lot in front of AFNORTH School will be closed for POV traffic from 08:30 to 09:00 in the AM, from 14:15-14:45 and again from 15:00 until busses depart at 15:40. POV's that are parked in the parking lot during these times will be restricted from leaving. No traffic is authorized with the exception of school busses, taxis, and emergency vehicles.

Some additional restrictions may be in place in other locations. Please contact your schools officer or school principal for additional information on restricted parking. Signs will be posted when possible. Please adhere to all posted signs. Violators will be reported to Military or Civilian Police Forces.

MISPLACED CHILD PROCEDURES

PLEASE SEE THE LOST STUDENT PROCEDURES ATTACHED

If at anytime your child does not arrive home as expected contact our office immediately. Our office staff will take all critical information regarding the child and begin searching for your child. Our full office staff will stay in the office until that time your child is located. If at anytime a child misses their stop and/or remains on the bus the bus driver will report this to the Contract Manager. The Contract Manager will contact our office and we will contact the parent or emergency contact to arrange pick-up/drop-off of the child. If contact cannot be made the driver will be instructed to bring the child to the school where the parent/guardian will be required to pick the child up.



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SCHOOL BUS DISCIPLINE

The safe transportation of DoDDS students is our most important concern. Proper student behavior is critical to the safe operation of school buses. When children disobey the rules, they make the bus unsafe for everyone. Bus drivers must not be distracted from safe driving by children's misbehavior and students must show respect for bus drivers and follow their instructions. Parents share with their children the responsibility for proper behavior on our school busses. Enforcement of the school bus rules is a joint effort among Parents, the Schools Officer, and the STO. The Schools Officer is the authority for all School Bus discipline actions. Please read the attached School Bus Discipline Procedure Letter, review the rules with your child (ren), sign the endorsement page, and return the endorsement page to the Schools Officer or STO. Please remember that riding the school bus is not a right but a privilege. This privilege may be suspended or revoked if the school bus rules are not adhered to.

SAFETY ALERT CONCERNING BUS HANDRAILS

US Safety Authorities warn that loose clothing or dangling strings and/or straps may become entangled in the bus handrail or door. This has caused students to trip and in some cases to be dragged by the bus. Serious injuries and fatalities have occurred because of the hazard.

- Avoid loose clothing.
- Avoid dangling strings or straps.
- Encourage use of backpacks.
- All carry-on items should be held in front of students while boarding or discharging the bus.
- Alert the driver immediately if you become entangled in any part of the bus while exiting.
- Watch for others when exiting the bus and be prepared to warn the driver if you observe another student entangled by the handrail or door.

SAFETY RULES

Do not be the cause of an accident when you meet your child at the bus stop. Where you are and what you do can be the difference between a safe arrival and an accident. Children, especially those aged 5-9, are impulsive. They act without thinking. When they get off the bus and see you, they want to go to you immediately. They do not see or think about danger between you and them. They are reacting to you and they will take the shortest, quickest route to reach you. They have missed you while being away at school for the day. Returning to your love, warmth and security is their only thought. You are their world.

Real-life example: The parent parked near the bus stop, planning to pull up to the stop and pick up the child after the bus had left. Nevertheless, when the child got off the bus and saw the parent, the child ran toward the parent's car and was struck by an on-coming vehicle. Who caused the accident?

Follow these rules. They will prevent YOU from being the cause of an accident to your child:

1. Be on time. Get to the stop before the bus arrives. A waiting child is an endangered child.
2. Stand at the stop. That puts you on the same side of the street as the stop itself.
3. Take a position facing the door where you can see your child exit the bus..
4. Take charge of your child. Take him or her by the hand and then walk away.



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SAFETY “DO’S” AND “DON’T’S”:

- DO wait on the same side of the street as the bus stop.
- DO NOT:
 - ☐ Wait in a parked car.
 - ☐ Wait in a building.
 - ☐ Allow your child to come to you.
- DO go to your child at the bus stop.

Bottom Line: When you meet your child at the bus stop, take charge of the situation. You are the adult. Only you can reduce the risk and control the danger.

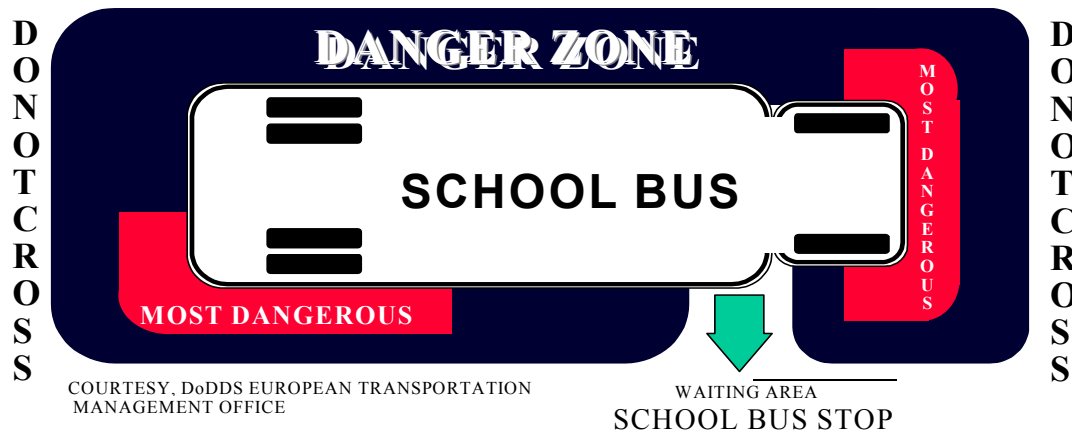
- Be on time - Walk, do not run to the bus stop.
- When waiting for the bus – Take 3 steps away from the curb.
- Take your seat and stay in it while the bus is moving.
- When getting off the bus - Take three steps away, and wait for the bus to leave before crossing.
- NEVER cross in front or behind the bus.

DANGER ZONE

Please educate your child on the danger zones as shown on the picture below. We ask you and your child take extra precautions when near a school bus. Teach them to NEVER cross in front or behind a bus. PLEASE REMEMBER THAT TRAFFIC IN EUROPE DOES NOT STOP FOR LOADING AND UNLOADING OF SCHOOL BUSES.

AREA OF MOST INJURIES

NEVER GO IN FRONT OF OR BEHIND THE BUS





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11 October, 2009

MEMORANDUM FOR Parents and Childcare Providers of DoDDS Students Registered for Daily School
Transportation

SUBJECT: Lost Student Procedures

1. It can happen that a student does not arrive home or at a designated childcare provider within 30 minutes of the normal arrival time after getting off the school bus. Often, the student is with another family member or a neighborhood friend. If you are concerned that your child is late, we suggest that you first contact your spouse or any of your older children, if possible, to check if the child is with them. We also recommend that you check with neighbors and known friends of your child.
2. If you cannot locate your child, please call the Tri-Border Student Transportation Office at:
 - a. During duty hours Civilian (0049)(0) 2451-632213/71422/69744.
 - b. After duty hours at (0049)(0) 162-234-1828 or (0049)(0) 162-234-1786.
 - c. If you are not able to contact STO personnel at the above numbers, contact your local Military Police, School Liaison's Officer, 1st Sergeant or Commander.
3. To save time, please provide the following information when you call:
 - a. Your name and relationship to the child.
 - b. Child's name and any nickname(s)
 - c. Description including age, height, weight, color of hair and eyes, and how the child was dressed.
 - d. Bus route and bus stop (So the STO records can be confirmed).
 - e. Time the child usually arrives.
 - f. If you are a childcare provider, have you contacted the parents yet?
 - g. If you are a parent, please confirm that the STO has your correct duty telephone number, home telephone number, and street address.
 - h. Have you already contacted the Military Police before calling the STO?
 - i. Other information that might help locate your child includes any school or community activities (clubs, sports, youth activity centers, etc.) that your child is interested in, and the names of any friends that may ride the same bus or attend the same school.

The STO will do everything we can to locate your child as quickly as possible. We will update you regularly.

(Original Signed)

Transportation Operations Specialist
COTR/QAE



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Please Note

The AFNORTH School Car Park is closed to ALL POV's for ENTRY and EXIT at the following times:

AM: 08:35-09:00 hrs
Midday: 13:50-14:10 hrs (small car park only – German Sect Buses)
PM: 15:10-15:45 hrs

Early dismissal days: 11:50-12:45 hrs

If you have to plan a dental, medical, car inspection, pass office, job interview appointments please take note of the times or move your car earlier.

Medical emergencies can be directed through the Back gate.

The Geilenkirchen Elementary School's school bus loading zone - Parking Lot between Bldg. 89 and 91 - is closed to all POV's for entry and exit at the following times during the regular school day:

08:00-15:00

For early dismissal days: 08:00-11:40

The Bldg. 89 parking lot will be blocked for entry and exit on regular school days from 14:45-14:55 and on early dismissal days from 11:30-11:40.

Medical emergencies are the only exception.