LIST OF ATTACHMENTS

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ATTACHMENT 3
GENERAL ORDERS

1 General

The Contractor shall perform school bus services in accordance with the school calendar, from Monday through Friday, from the students' residences.

1.1 General Orders to Operators

- Safety: Operators under this contract shall be conscious of the fact that they are chauffeuring children and teenagers. Operators shall drive cautiously within the speed limit and respect safety rules such as coming to a complete stop when picking the students up or dropping them off.
- Operators are absolutely prohibited from transporting unauthorized people together with students on the bus, unless authorized in writing by the Contracting Officer or COR.
- Operators are absolutely prohibited to stop with students on the bus at any place not established in Exhibit A of the contract (for example, gas stations, stores, etc., even if requested by the students).
- When picking up the students, Operators shall wait for a period no longer than five (5) minutes at each address.

1.2 General Orders to Monitors

- Monitors are responsible for reminding and updating the drivers about the routes, providing assistance to the students, and assuring that students arrive safe and on time to their final destination.
- Monitors shall complete and sign a daily log recording when each student gets on and off the bus for each ride of the day. The completed logs shall be provided to either the COR or Contracting Officer at the end of each week and shall be placed in the Contractor's file.
- Monitors shall ensure the bus waits up to, but no longer than five (5) minutes at each address. However, if this turns into a recurring delay at the same address, a School Bus Report shall be completed and forwarded to the COR.
- Monitors shall fill out a Discipline Report whenever a student is disruptive or insists on not following the monitor’s instructions. These reports shall be forwarded to the COR who will be responsible to inform the student's parents about the misbehavior.
- Monitors shall complete a "School Bus Report" every time an outstanding occurrence takes place (such as, vehicle breakdowns, late arrivals to school, problems with the students, etc.).
- Monitors shall explain established bus riding policies to all passengers in order to ensure a pleasant and safe ride for everyone.
- If during the performance of services there is an incident (for example, an incident may be defined as a vehicle breakdown resulting in a late arrival, or if a student is injured), Monitors must immediately communicate to the Contractor all incident details and instruct the Contractor to contact the COR with this information.

- Monitors shall carry a working cell phone with them at all times during the performance of services for the purpose of keeping the Contractor informed of any incidents which may occur. Monitors are responsible to ensure that their cell phone is charged and ready for use. In some cases, the use of a radio may be authorized as an approved method of communication, if approved by the COR or Contracting Officer.
- Monitors shall ensure before the bus departs any designated stop that each student either (1) enters their residence, or (2) is met at their final destination by a responsible party.

1.3 Guidelines for Children

The following guidelines have been developed in order to offer a reliable, safe, and pleasant school bus service to Embassy school-aged children.

RULES:

1. Passengers must follow all instructions from the Operator or monitor or any supervising adult.
2. Passengers must remain seated and wear a safety belt while the vehicle is in operation.
3. Passengers may not touch vehicle controls under any circumstances.
4. Unless the Operator or Monitor directs otherwise, windows should remain closed. Passengers may not stick heads, arms, or articles out of windows.
5. Eating and drinking in the vehicle are not permitted.
6. Passengers are expected to show respect for the Operator, monitors and other passengers. Shouting, profanity and abusive language are not permitted.
7. Conduct that distracts the Operator, risks the safety of passengers, risks damage to the vehicle, conveys a negative image of the United States, or disrupts the atmosphere of the school bus is prohibited and may result in loss of riding privileges.
8. No fighting or hitting is allowed in the vehicle.
9. No throwing of objects in the vehicle or out the window.
10. Passengers are not to deface the vehicle or the seats.
11. No hanging from overhead racks or rails.
12. No running or jumping in the vehicle.
13. Passengers should fill in the vehicle from the back to the front. Passengers must remain seated until the vehicle comes to a complete stop before standing up for unloading. Each passenger must be seated in a regular seat and not on backpacks or the arms of the seat.

14. In the school parking lot and when loading and unloading, passengers must keep a careful watch for buses and other moving vehicles. Bus safety starts in the parking lot. Wait for the bus to come to a complete stop before approaching the bus.

15. Parents are expected to ensure that their children understand and abide by these rules.