

**BY ORDER OF COMMANDER
HEADQUARTERS, 11TH WING**



**BOLLING AIR FORCE BASE
INSTRUCTION 24-1**

3 SEPTEMBER 2003

Transportation

**BOLLING AIR FORCE BASE SCHOOL BUS
PROGRAM**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This instruction implements AFI 24-301, para 9.9, 1 Nov 2001, Vehicle Operation. It describes the Bolling Air Force Base school bus program and it is managed by the Community Programs Office (CPO), 11th Mission Support Group, Services Division. This program provides school bus support for, and information about, certain local area schools for military dependent school children who reside in government quarters in the District of Columbia (DC). It assigns responsibilities for administration of the program and outlines basic criteria under which support will be provided. It is applicable to military sponsors who reside in government quarters in the District of Columbia.

SUMMARY OF REVISIONS

This document is substantially revised and must be completely reviewed.

1. General: Providing school bus transportation for military dependent children is conducted under the provisions AFI 24-301, Section 9.9.; this instruction; the Bolling AFB School Bus Program Information brochure; the "Parent Monitor Program"; policies established by the 11th Mission Support Group Commander and the 11 MSG/SV; and procedures established by the Family Member Programs Chief and the Director of Community Programs Office (CPO). The program will maintain compliance with applicable directives and guidance at all times.

1.1. The transportation of children may require busing through areas of heavy traffic, blighted urban or residential districts, potentially dangerous construction or industrial areas. Under these circumstances, the installation commander may make exceptions to AFI 24-301, Sec. 9.9. All other requests for exceptions must be presented to HQ USAF/ILT with justification from the installation commander and approved by the Secretary of the Air Force.

2. Assignment of Responsibilities:

2.1. 11 MSG/SV: Overall responsibility for managing this program is delegated to the Director of the 11th Services Division.

2.1.1. 11 MSG/SV will serve as the Advisor and provide oversight management to the program. 11 MSG/SVD will serve as alternate Functional Director of the school bus contract during temporary absences of the Director.

2.1.2. 11 MSG/SV will serve as immediate supervisor for the Community Programs Office and will be responsible for the duties listed below:

2.1.2.1. Provide guidance and assistance on sensitive issues as necessary.

2.1.2.2. Review requests/appeals that are pursued beyond the authority of the Director, CPO.

2.1.2.3. Provide all necessary personnel, financial and physical resources needed to administer and manage the school bus program.

2.1.2.4. Serve as official command representative to the local District of Columbia school board concerning military families interests and concerns with the area schools.

2.2. 11 MSG/SVC (Director, CPO) will serve as the Functional Director (FD).

2.2.1. Coordinate and direct all aspects of the school bus program, conduct statistical analysis and determine program requirements.

2.2.2. Evaluate and respond to all requests for information regarding and/or waiver of provisions in this instruction and the program's guides, policies and procedures.

2.2.3. Coordinate with Navy leadership and other representatives to provide services to Naval District Washington (NDW) and certain other military families as outlined in the current Interservice Support Agreement (ISA) with NDW.

2.2.4. Review, provide input and provide for the preparation of all correspondence required for the annual award/renewal of a busing contract including Contract Modifications, Command Letters, School District Agreement, Designation/Nomination Letters, Quality Assurance Surveillance Plan (QASP) and Statement of Work (SOW), and other tasks as defined by the Advisor.

2.2.5. Maintain liaison with public and private school administrators and other school system officials, agencies, and/or organizations on matters associated with busing, school registration processes, etc. that may affect military families.

2.2.6. Maintain and update the School Bus Program informational brochure and all other policy and informational materials covering program and school information pertinent to the customer base; provide referrals as appropriate to on and off base agencies.

2.2.7. Nominate a primary and alternate Quality Assurance Evaluator (QAE) ensuring these individuals are properly trained in accomplishing required tasks. Serve as advisor for the primary and alternate QAEs. Coordinate with and provide guidance to the QAEs with regard to contract requirements identifying areas of concern and proposing solutions for issues.

2.2.8. Identify, research, develop and implement programs to further assist the customer base.

2.3. The Quality Assurance Evaluator (QAE) will:

2.3.1. Function as overall program manager for the school bus transportation program.

2.3.2. Provide a continuous program of advertisement and registration for the school bus program to include the following resources: DoD's Standard Installation Topic Exchange Service (SITES) database, Family Services base brochures, Bolling/Bellevue Town Hall and Community Mayor's meetings, the "Community Connection" information flyer, an annual school fair and school bus pass registration sessions.

2.3.3. Establish and maintain an accurate filing system and database of student, sponsor, bus stop/route and school information.

2.3.4. Accomplish all required contractor surveillance reports and process associated documentation. Review, provide input and prepare correspondence required for the annual award/renewal of the busing contract including the Quality Assurance Surveillance Plan (QASP), Service Description Summary (SDS), the Statement of Work (SOW) and technical exhibits, etc.

2.3.5. Receive and take appropriate action on customer complaints regarding the contractor's service. Function as liaison between customers (command personnel/parents/school representatives) and the contracted bus service company and its employees.

2.3.6. Establish and administer behavior incentive, modification and discipline programs to include the "Parent Monitor Program," within established program policies, procedures and guidance. This will include a process for suspension of bus riding privileges and avenues of re-dress for suspension appeals.

2.3.7. Provide front line customer service support and identify, research, develop and implement programs to further assist the customer base.

2.4. 11 CONS/LGCO will:

2.4.1. Provide technical guidance, assistance and training to the FD and QAE(s) with regard to preparing the SOW, QASP, SDS and any other documents or processes regarding acquisition, maintenance and surveillance of the school bus contract. The Contracting Squadron will oversee all contractual responsibilities to include but not limited to obligating the Government and modify the terms and conditions of the contract. This office will ensure that the QAE is monitoring the contractor's performance within the scope of the contract. The Contracting Squadron has the authority to terminate any contract for convenience or default.

2.4.2. Administer the school bus contract.

2.5. 11 LRS/LGT will:

2.5.1. Provide the QAE a vehicle to facilitate verifying mileage, monitoring drivers while enroute and visiting the various schools.

2.5.2. Provide space in the transportation compound for contracted school buses and maintenance stall facilities in Building 362 for contractor use.

2.5.3. Provide office space in Building 361 for the contractor's on-site manager and staff (room #4).

2.6. 11 CES/CEH will:

2.6.1. Provide a current, correct and complete list of all Bolling residents annually, by the last Friday in April, and at other times as requested by the school bus program manager.

2.6.2. Provide a list of new housing assignments and vacancies on the first and third Monday of each month.

2.6.3. Ensure that the Community Programs Office is included in the formal housing clearance procedures, to include providing the required verification that residents have cleared the school bus program prior to clearing their final housing inspections.

2.6.4. Provide written verification for Bolling residents regarding their residency status in government quarters. This written verification must be readily understood by and acceptable to civilian school system employees.

2.7. 11 MSG/SVYY will:

2.7.1. Ensure that families inquiring about or registering for before and/or after school care at the Youth Center are informed that they must be eligible and properly registered for school bus program support prior to boarding any bus from the designated Youth Center bus stop.

2.7.2. Ensure that Youth Center staff visually identify each student's bus pass and the military member's copy of a current and fully processed "Application for Dependent School Transportation" (BAFB Form 2). Inform the QAE if any discrepancies exist with the bus pass, address/phone number provided or any other information provided to them by the military family.

2.7.3. Refer all requests for information or assistance regarding the school bus program to the Community Programs Office.

2.8. 11 MSG/SVYD will:

2.8.1. Ensure that all registered home care providers are informed that they are not allowed to have their government quarters used as a resident address for any child(ren) using the bus program except their own. Ensure that home care providers do not assist in the unauthorized use of the bus service. Home care providers are to be directed to contact the CPO if they suspect any attempt at unauthorized use of the school bus service.

2.8.2. Ensure that home care providers inform their prospective customers with school age children of the residency and dependency requirements to use the bus service, and direct any further inquiries to the CPO.

3. SCHOOL BUS PROGRAM STANDARDS:

3.1. All school bus routes will be established and/or dropped in accordance with current program and contractual provisions and policy, guidance from AFI 24-301, Sec. 9.9., and DoD 4500.36R. All students will be transported to and from the twenty (20) bus stops located on Bolling AFB. Buses may be provided for public schools in the District of Columbia (DC) and private schools that are en-route to public schools that already have routes established. There is a short-term exception to provide buses for currently established routes to private schools in Virginia and Maryland. Requests for additional buses for schools outside of DC will be denied upon receipt.

3.1.1. Designation of a new route must stay within the scope of the current school bus contract or be incorporated within a new contract award or option period as feasible. Any request to establish bus service to a public or private school in DC must be made in writing to the FD by an active duty military sponsor. Requests will be considered for public/private schools located in DC. Requests will be approved provided a new route can be economically and logistically combined with an

existing bus route that is already transporting 20 or more students. No new routes will be established outside of the above guidelines.

3.1.2. To be eligible for bus program support, students must be identified as legal dependents in the military personnel record of an active duty sponsor who has been assigned government quarters in Washington, DC. Students must be of mandatory school age, which is 5 years old prior to 31 December of the school year, and enrolled in grades K – 12. Pre-K children are not eligible for transportation through this program. Additionally, the students must be enrolled in one of the schools listed in the most current revision of the 11 MSG/SVYP School Bus Program information brochure. Current copies of the brochure are available at the Community Programs Office.

3.1.3. There is no provision of school bus support for students who are participating in extra-curricular activities, special programs (including summer school) or fulfilling their volunteer service requirements for high school graduation. Parents must make their own appropriate transportation arrangements to support activities and events that fall outside the normal school day and/or year. Hours and dates for the normal school day and year will be identified by and verified with official school representatives.

3.2. The FD may waive residence requirements for military families who meet the following conditions: a) they are verifiably residing in Bolling Temporary Lodging facilities, the Bellevue Navy Lodge, or other temporary living accommodations on a DoD installation in DC, and b) they have children enrolled in a qualified school as identified in the current program memorandum. There is no waiver available regarding the requirement for a student to be a military dependent. Military dependency must be verified by presenting appropriate documentation such as a valid military ID card or a certified copy of the dependent information from the sponsor's personnel record. Civilian agreements and/or custody arrangements are insufficient to meet the military dependency requirement.

3.3. Currently established school bus routes with a minimum of 20 authorized students registered for service by the end of June in any given year will be eligible for on-going bus transportation support from school year to school year. Routes will be dropped and/or combined during the course of a school year should the number of authorized students fall and stay below 20 for three consecutive months during the school year.

3.4. The listing of schools that bus transportation will be provided for is finalized by the second Friday in July prior to each school year. This listing is published in the School Bus Program information brochure that is designed to aid parents in making a choice from school options available to them through the program. The listing is based on prior year's enrollment numbers and continuing bus service will be based on the number of students enrolled in a school and registered for bus service by the end of June in any given year. Once established, transportation will not be terminated for that school year except under prescribed or necessary circumstances. Families will be provided a minimum of 60 days written notice if transportation support must be terminated for their school. In most cases the CPO will provide families with a notice of termination six months prior to dropping bus service from a given school.

3.5. Of special note is that military families may seek any public or private school they can gain placement in, recognizing that they must provide their child(ren)'s transportation if the school is not listed in the School Bus Program information brochure. There are approximately 150 DC public schools and nearly 400 private schools in the immediate metropolitan area that families may consider

if they choose to provide their own means of transportation. The CPO has limited referral information regarding these other educational options.

3.6. School bus pass registration is held prior to the start of each school year and is a mandatory requirement for students to obtain transportation. The active duty military sponsor, their spouse, or other legal representative (possessing a power of attorney for the sponsor), must annually request bus transportation for a qualifying child and obtain the required photo ID bus pass. The bus pass must be shown daily by students and is required for them to board the buses. The sponsor maintains ultimate responsibility for their dependents at all times regardless of who signs the application form. This process must be re-accomplished if the bus stop and/or route number changes for any reason, and in cases where the bus pass has been lost or damaged. Valid proof of residency in appropriate government quarters and proof of the child's dependency to the sponsor must be shown at each registration and upon request from the CPO staff.

3.7. All bus passes must be surrendered to the CPO prior to a family's departure from government quarters. The military sponsor, their spouse or other legal representative must report to the CPO to have their dependents' names removed from the authorized bus rider's listing and database. Military Family Housing's final clearance/inspection will not be authorized until this is accomplished.

3.8. Student misconduct while on the bus will result in any or all of the following: assigned seating, disciplinary action for the student, loss of transportation privileges (permanently if warranted), required parental monitoring or action taken against the sponsor in response to their child's conduct, actions, behavior. Guidance on the code of conduct for bus passengers is published on the reverse side of the sponsor's copy of BAFB Form 2, and is available at the CPO. Additional information on the "Parent Monitor Program" (PMP) is contained in the PMP memorandum which is also available at the CPO.

3.9. Parents of children with special educational needs must contact the DC Public Schools (DCPS) Division of Special Education and Pupil Services for any special needs support. Personnel in that office will identify how DCPS will provide adequately for those needs. DCPS is required by federal law to provide school bus transportation for certain categories of special needs students. Parents must make testing, placement and transportation arrangements for special needs students with the appropriate agency of DCPS. Assistance with these or related special needs issues should be sought from Bolling's Exceptional Family Member Program within the Family Advocacy Branch of the Medical Clinic.

WILLIAM A. CHAMBERS, Colonel, USAF
Commander