Standard Operating Procedure (SOP): Student Pick-up & Drop-off Scheduling and Routing

This SOP details the process for **student pick-up and drop-off scheduling and routing**, covering efficient route planning, designated pick-up and drop-off points, communication protocols with parents and drivers, safety measures during boarding and alighting, and contingency plans for delays or emergencies. The goal is to ensure timely, safe, and organized transportation for all students while minimizing travel time and optimizing resource utilization.

1. Purpose

To establish a standardized procedure for planning, communicating, and executing student pick-up and drop-off schedules and routes in a safe, efficient, and organized manner.

2. Scope

This SOP applies to all school transportation coordinators, bus drivers, school staff, and parents involved in the student transportation process.

3. Responsibilities

- **Transportation Coordinator:** Develops routes, schedules, and communicates information.
- **Drivers:** Follow scheduled routes, adhere to safety protocols, and report incidents.
- **Parents:** Ensure student readiness for pick-up/drop-off and inform the school of absences or changes.
- **Monitors/Attendants (if applicable):** Assist with safe boarding and alighting.

4. Procedure

4.1 Route Planning and Scheduling

- Collect and update student addresses and contact details each term.
- Utilize routing software to optimize routes, considering:
    - Shortest total travel time
    - Bus capacity and load limits
    - Hazardous road avoidance
    - Special student requirements (e.g., accessibility needs)
- Assign pick-up and drop-off times and circulating schedule to drivers and parents at least 1 week in advance of the start date.

4.2 Designated Pick-up and Drop-off Points

- Only use school-approved, safe, and accessible points.
- Post clear signage at all pick-up/drop-off locations.
- Prohibit unscheduled stops except during emergencies.

4.3 Communication Protocol

- Email or app-based route assignments, schedules, and any changes to parents and drivers.
- Establish a hotline or point of contact for urgent communication.
- Prompt notification of delays (over 10 minutes) to all affected parties.

4.4 Safety Measures

- Drivers to conduct pre-trip safety checks daily.
- Monitors (if present) oversee safe boarding/alighting and proper seating.
- Ensure students only board or alight when the bus is fully stopped and brake is engaged.
- Enforce crossing procedures as per safety guidelines.

4.5 Contingency Plans

- Alternate drivers and vehicles available for breakdowns.
- Immediate parent/school notification for any incident or more than 15-minute delay.

- Emergency contact details must be available with the driver at all times.
- Conduct annual drills for emergency procedures (evacuation, medical emergency, etc.).

5. Documentation

- Maintain updated route maps, schedules, and student rosters.
- Record and archive all communications regarding schedule changes.
- Incident logs to be completed for all delays, breakdowns, or emergencies.

6. Review and Continuous Improvement

- Quarterly review of routes for efficiency improvements.
- Collect feedback from parents, drivers, and staff for process enhancements.
- Annual training for all transportation staff on current SOPs.

7. Example Schedule Table

Route	Pick-up Point	Pick-up Time	Drop-off Point	Drop-off Time	Driver
Route A	Main St & Oak Ave	7:10 AM	School Main Entrance	7:45 AM	John Doe
Route B	2nd Ave & Pine St	7:25 AM	School Main Entrance	7:55 AM	Jane Smith

Note: All changes to pick-up or drop-off points or times must be reported to the transportation office and not made by drivers or parents without prior approval.

8. Attachments

- Route Maps
- Emergency Contact List Template
- Daily Vehicle Inspection Checklist
- Incident Report Form