


STATE OF HAWAII
DEPARTMENT OF EDUCATION
KA 'OIHANA HO'ONA'AUAO
P.O. BOX 2360
HONOLULU, HAWAII 96804

OFFICE OF FACILITIES AND OPERATIONS

July 5, 2023

TO: Complex Area Superintendents
Principals (All)
Vice Principals
Student Services Coordinators
School Administrative Services Assistants

FROM: Randall M. Tanaka
Assistant Superintendent 

SUBJECT: **Student Transportation Services Branch School Year 2023-2024
Regular School Bus Service Information**

The purpose of this memo is to provide guidance for the regular school bus pass application process and procedures, identify sources for information, and outline important transportation deadlines for the academic year.

1) Regular Education School Bus Applications

The 2023-2024 school year (SY) application is available on the Hawaii State Department of Education's "Riding the Bus" webpage, as well as the School Bus Transportation (SBT) Support resource page.

Applications can also be accessed and submitted online by families via eTriton— (<https://hi.etrition.com/busapplication>) starting on **July 17, 2023**.

2) Quarterly Bus Pass Application Periods

All school bus applications must be submitted, reviewed, and approved on a **quarterly basis** per the schedule provided below:

Quarter 1: July 17, 2023 – August 31, 2023

Quarter 2: September 18, 2023 – October 31, 2023

Quarter 3: November 27, 2023 – January 31, 2024

Quarter 4: February 19, 2024 – April 30, 2024

This applies to both paid and free-qualified student riders.

- Any applications that have not been paid or are pending approval after the end date will automatically be denied and cleared from the application queue.

- Any applications submitted before the new period opens or after the period has closed will also automatically be denied.

3) **Quarterly Pass and Payment Information**

Only quarterly bus passes (roundtrip or one-way) will be available for purchase.

- \$72 roundtrip (AM and PM)
- \$36 one-way (AM only or PM only)

All students are required to pay \$5 for a replacement hard pass to the school office (cash only).

Coupons and annual passes are suspended.

- Please turn in all unused coupon sheets to the Student Transportation Services Branch Administrative Office.

Payment Options

For school bus applications submitted online via eTriton, parents/guardians will be prompted via email to submit payments online using EZSchoolPay once the application is approved in SBT by school office personnel.

The payment receipt acts as the temporary bus pass. It has the child's name, school, and assigned route number that can be printed at home. Payments must be made **prior** to the start of bus service or the application will be cancelled in SBT.

For families who filled out paper applications, payments are only accepted upon application approval.

- Once payment is processed, the receipt acts as the temporary bus pass.
- Instructions for entering payment information into SBT can be found here (requires employeeid@k12.hi.us login) - <https://sites.google.com/k12.hi.us/sbthelp/sbt-website-guidance/payment-information>

Refunds

The Student Transportation Services Branch will continue to provide refunds to families whose active routes are suspended due to driver shortages during the current academic year.

Refunds can be requested online [here](#).

However, if rider privileges are revoked by the school or the STSB for failure to comply with the Student Behavior Code or Bus Pass Procedures, refunds will not be approved.

All refund requests are finalized in AFMS by the school SASA or approved office staff. Instructions are outlined in the memo dated October 27, 2021, "Processing Student Bus Pass Refunds in Aukahi Financial Management System" found [here](#).

4) ****IMPORTANT UPDATE – BUS PASS PROCEDURES****

All students are expected to display their bus pass to the bus driver upon entering the bus and on demand.

For both AM and PM services, if a student is unable to display their valid pass because it was lost/misplaced/forgotten, the bus driver is expected to check the rider manifest to confirm the student's eligibility status (Hawaii Administrative Rules §8-28-3).

If the student is found to be riding in the AM with only a one-way PM pass, they will be reported by the driver to the school and Student Transportation Administrative Office.

If the student does not have their pass for the PM trip and is not on the rider manifest, they may be denied service.

If any student attempts to ride without a valid pass, no matter the grade level, up to three (3) times consecutively, the Department reserves the right to revoke rider privileges up to a semester or for the rest of the year if applicable.

Further bus pass procedure updates are listed below:

Elementary and Middle School Students

- If a student fails to display a valid bus pass in the morning, the driver will notify the Student Transportation Administrative office and the school. Although services will be provided to school in the AM, proper measures must be taken depending on the situation.
- If a replacement pass is required, the school is responsible to instruct student/family/guardian that this must be taken care of before the end of day or they will be responsible for picking up their student at school for PM service.
- If student needs to upgrade their current PM one-way pass to a round-trip pass, this will need to be taken care of before the end of the day or the family/guardian will be responsible for taking their student to school the next day.

High School Students

- If a student fails to display a valid bus pass in the morning, the driver may refuse bus service.
- If a replacement pass is required, the student must provide proper identification for name verification on the rider manifest and will be required to purchase a replacement pass at school.
- The receipt will act as the temporary pass until the hard pass is made available at the school.
- If the student is not on the rider manifest, they will be denied service.
- If the student needs to upgrade their current PM one-way pass to a round-trip pass, this will need to be taken care of before the end of the school day or the parent/guardian will be responsible for taking their student to school the next day.

Discontinuation of Discretionary Passes

To prevent the misuse and creation of fraudulent passes, STSB has discontinued the use of discretionary passes. The only time a temporary pass will be created is when a replacement card is processed and paid for by the student. The receipt generated is the temporary pass and will be used until the permanent card is sent to the school office.

All unused discretionary passes must be sent back to the STSB Administrative office as soon as possible.

No Grace Period

There will be no grace period as all riders will need to show their temporary bus pass (receipt) to the drivers prior to riding the bus at the start of the school year.

5) SCHOOL BUS SAFETY COMPLIANCE

School Bus Evacuation Drills

School bus contractors will be scheduling school bus evacuation drills in Quarters 1 and 3 of the academic year as required by the Hawaii Administrative Rules §19-143-12.

School bus evacuation drills and safety videos are also available online.

- Refer to memo dated January 31, 2022, for access instructions, found [here](#) (requires employeeid@k12.hi.us login).

Principals, please find attached:

- Please reference the School Bus Evacuation Drill Standard Operating Procedure (STSB7), found [here](#) (requires employeeid@k12.hi.us login)

Please be available (or assign a replacement) for scheduling to supervise the drills and completion of the certification form provided by the bus contractor. Copies should be distributed as follows:

- **Original:** District Transportation Officer (DTO) copy
- **Canary (copy):** School copy
- **Pink (copy):** Bus contractor copy

If your school is found to be non-compliant with these evacuation drills, regular school bus services may be suspended until this is complete.

6) SCHOOL BUS TRANSPORTATION (SBT) SUPPORT SITE

Please bookmark the link provided <https://sites.google.com/k12.hi.us/sbthelp/announcements> (requires employeeid@k12.hi.us login) to access site.

7) STSB CALL CENTER

To provide additional support when school starts, STSB will have a call center in place to assist with general inquiries from schools and families. This will be available as of August 1, 2023, and will remain in place for the entirety of Quarter 1.

- Main Line – (808) 784-6870

For any questions regarding this memo, please email stsb@k12.hi.us

RMT:mo

c: Deputy Superintendents
Student Transportation Services Branch