

DURHAM SCHOOL SERVICES

Student Transportation Partner – Contra Costa Families

Welcome to Durham School Services

A note for Contra Costa families

Dear Parents and Guardians,

We're pleased to introduce Durham School Services as the new student transportation contractor for your child's school district. Our team is committed to making the transition as smooth as possible for your family, and we look forward to safely getting your students to and from school every day.

Who We Are

Durham School Services operates as part of the Summit School Services family of local transportation brands, combining the resources and safety standards of a national network with hands-on, community-based service. Our Concord team manages the day-to-day work that keeps students moving safely – route planning, dispatch, driver training, and vehicle maintenance – with the goal of being a transportation partner your family can count on every single school day.

Our Local Office

Our Concord office serves as the local hub for your school district's transportation program, led by General Manager Julieta Cortez along with our dispatch team, Carol Brock and Sylvia Davis.

Location Address	1025 Shary Cir, Concord, CA 94518
General Manager	Julieta Cortez
Dispatcher	Sylvia Davis
Office Line	(925) 348-9331 – for general questions and information
General Info Email	cccoe@durhamschoolservices.com (cc: jcortez@durhamschoolservices.com)
Dispatch Line	(925) 490-8207 – for student absences, routing information, or concerns

Setting Up Your Student's Route

Your school district submits a Student Transportation Request Form to us on your behalf. That form must be filled out completely – an incomplete form can delay routing for your student.

Once we receive a complete request, it takes up to 5 days from the submission date for us to build your students' route. We will call your family directly to share your students' pickup and drop-off details once the route is ready.

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Reporting a Student Absence

If your student will not be riding the bus, please call our Dispatch Line at **(925) 490-8207** at least **one hour before** the scheduled pickup time. This allows us to adjust the route and helps the driver stay on schedule for the other students on board.

Routing Questions or Concerns

For questions about pickup or drop-off times, stop locations, or any other routing concerns, please contact our Dispatch Line at (925) 490-8207. For general questions about our services, you may also reach our office at (925) 348-9331. Please allow at least 2 business days for a response to email inquiries.

Bus Safety Rules

For everyone's safety, please review these expectations with your student before the school year begins:

- Have your student ready 5 minutes before the scheduled pickup time; the bus will wait 3 minutes past the scheduled time before continuing on route.
- A parent or authorized adult should supervise the student at the stop and be present to receive them at drop-off.
- Hitting and fighting are not allowed. This includes teasing, harassing, or inciting a fight to continue.
- Enter and exit the bus in an orderly manner. Sit in your assigned seat and remain seated, facing forward, while the bus is moving. Observe the same conduct as you do in the classroom.
- Keep noise level down so the driver can safely operate the bus. Absolute silence is required at railroad crossings.
- No eating, drinking, chewing, or smoking/vaping on the bus.
- No live animals or insects are allowed on the bus, except service animals.
- When entering or exiting the bus, go directly from/to the curb or sidewalk and the bus door. Stay out of the danger zone within 10 feet of the bus. If you must cross the street, always cross 10 feet in front of the bus and wait for the driver to signal before crossing.
- Keep all body parts inside the bus. No littering or throwing anything inside or out of the bus.
- Do not tamper with or vandalize the bus or bus equipment. The emergency door is to be used only in an emergency.
- Swearing, obscene gestures, and foul language are not allowed. The driver and other students are to be shown courtesy, cooperation, and respect at all times.
- Students will only be dropped off at their regularly scheduled stop, unless an authorization form is filed with both Durham School Services and Contra Costa County Office of Education.

Additional rules may be made by the driver if necessary to maintain the safety of the bus.

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Items Inappropriate for the School Bus

Items may include but are not limited to:

- Perfume sprays, deodorant, and/or any item that could cause an allergic reaction.
- Sports balls and bats (unless they are completely contained within a zippered bag).
- Skateboards, scooters, and rollerblades. These items are NOT allowed on the bus unless they are totally contained in a zippered bag.

PROHIBITED OBJECTS ON SCHOOL BUS:

Items may include but are not limited to:

- **Weapons, Laser Pens, Drugs & Alcohol, Cigarettes or other Tobacco products such as Vapor Cigarettes, Flammable Objects (including lighters), Explosive Devices, Hoverboards, and Animals (see district policy for service animal exceptions).**

As you get ready for the new school year, please keep this letter on hand as a quick reference: your school district submits routing requests on your behalf, our Dispatch Line is your fastest contact for absences or day-of routing questions, and our full safety rules above are worth reviewing with your student before their first ride. If anything changes with your student's pickup, drop-off, or contact information, please reach out to your school district so they can update your transportation request with us.

We're honored to serve your family and your school community, and we look forward to a safe and successful school year together.

Sincerely,

Julieta Cortez

General Manager, Durham School Services