

SCHOOL BUS



**U.S. Embassy Tokyo
EWA Fleet**

School Bus Service

**Information
Booklet**

2024-2025

Welcome to the Tokyo American Embassy EWA Fleet Services



School Bus Service



We provide transportation for registered riders between the Mitsui Embassy Housing Compound, the Homat Viscount, and your child's school during the school year.

Below is the list of schools we currently plan provide services to:

ASIJ-ELC (American School In Japan-Early Learning Center)

BST-Azabudai (The British School In Tokyo Azabudai Campus **ONLY**)

ISSH (International School of the Sacred Heart)

KAIS (KAIS Elementary & Middle School)

KAIS-High School (KAIS International School)

MST-Forest (The Montessori School of Tokyo-Forest Campus)

MST-Grove (The Montessori School of Tokyo-Grove Campus)

NIS (Nishimachi International School)

Some schools require drop-off at the school's front door by a parent or guardian. Please be sure to check your school's individual drop-off and pick-up requirements.

If you do not see your child's school in the list above, please contact us by phone or email and we will work with you to assess whether we might be able to provide service for your family. Until we fully understand the requirements for incoming families over the summer it is difficult to finalize the list of schools to be serviced.

We look forward to helping your child enjoy their school life while here in Tokyo.

EWA Main office: (03) 3224 6787

EWA Fleet Manager: (03) 3224 6428

Email: ewabusinfo@gmail.com

School Bus Rules and Safety Precautions

1. All students must fasten their seat belts firmly. Once the bus is in motion, students are responsible to keep their seatbelts fastened.
2. Students must remain in their seats at all times. No standing up at any time until the bus driver has given the OK to stand up and depart the bus.
3. Certain windows will be kept open at all times to allow for proper airflow. Students must not stick any of their body parts or any objects outside the windows.
4. Food and drink are not allowed to be consumed on the bus.
5. Students can talk with each other quietly. Use your inside voices at all times.
6. Physical contact between students is not allowed, such as touching, punching, kicking, pinching, biting, or wrestling around.

If your child is exhibiting any symptoms of illness (malaise, fever, coughing, etc.) **do not** send them to the bus.

Zero Tolerance Policy Obscene language is not allowed. Verbal abuse/Bullying is not tolerated.

1. Parents will receive a written notice if their child misbehaves. A Parent/Guardian may be required to ride with the child for continued misbehavior.
2. In the event that three notices are issued, the student will be suspended for one week.
3. Continued misbehavior may result in additional suspension or being expelled from the bus. Action will be determined on a case-by-case basis
4. Bullying will result in the removal of the offending child from the bus for the remainder of the school year.



No refunds will be given if a child is removed or expelled from the bus service.

Your child's safety is our first priority.

Fleet Guidelines

- Departure and pick-up times are carefully scheduled to ensure that all riders along any particular route reach their respective schools on time. These schedules are determined by the start times of the schools on each route. Children are required to be at the pick-up spot before the departure/pick-up time to ride the bus, the bus **will not wait**. Please make sure to have your children at the designated spot before the departure/pick-up time.
- Parents and/or guardians may board the bus anytime on a space available basis and ride together with your child to school.



- For children 6 and under:
 - A parent and/or guardian must be present to hand children over directly to the driver's care.
 - At drop-off, children of this age will not be allowed to get off the bus without a parent being present or prior parental consent.
 - If there is no one available to receive your child when the bus arrives at the drop-off location and no prior consent has been received by the EWA Fleet Manager, the child must remain on the bus, which will return to the EWA Compound. EWA staff will notify the emergency contact for the child and hold the child at the MAIN OFFICE until a parent and/or guardian can come.

There is no bus monitor.

EWA Fleet Service currently does not have the staffing resources to acquire bus monitors.

What Can the Parents Do?

Parents are welcome to ride the bus with their children with prior notification to the Fleet Manager and can also be arranged in the case that a school requires a parent or guardian present for drop-off to, and pick-up from school.

The rules, seat assignments (if needed), and a three-strike system was designed to ensure the children's safety. **Please discuss these rules with your child.**

Please note, we may require you or a designated guardian to ride the bus with your child if a problem persists.



Security cameras are in use at all Times



All the buses are equipped with video cameras to assist with maintaining children safety and in monitoring conduct.

Monitoring conduct is in an effort to deter inappropriate behavior and prevent distractions which may hinder the safety of passengers and vehicle operations.

**Recorded video will be viewed periodically
by Fleet Management or Senior
Management only. Parents may request
permission from the EWA Board of Directors
to view footage in the case of an incident.**



**All non-incident video
will be deleted after review.**

**Your child's privacy is
our utmost priority.**

Guest Rider Rules

1. Requests are limited to no more than one guest at a time and must be in written form. Requests will be granted on a space-available basis.
2. Requests must be coordinated at least Three business days in advance with the Fleet Manager. Requests passed to drivers for same-day service will not be allowed. Communication is a key factor to reduce confusion among staff and ensure your child's safety.
3. The requesting parent is required to obtain the guest rider's parent's signature on the guest rider request form. Guests will not be allowed to ride without their parent's signature.
4. Requests must be from the registered bus rider's parent using the Guest Rider Request Form and submitted to the Fleet Manager in advance. Once approved by the Fleet Manager, this form will be provided to the bus driver on the day of the play date to allow for the visitor to board the bus. If there is no corresponding form, the visitor will not be allowed to ride the bus.
5. Any action required by the Embassy's Regional Security Office for visitor access must be taken care of in advance by the requesting parent.
6. The requesting parent is fully responsible for actions of their guest rider. Guest riders must adhere to the bus rules, including no eating or drinking on the bus and wearing their seatbelts at all times.
7. EWA drivers should not be added to any school pick up lists.
8. Please send the form to ewabusinfo@gmail.com.

This service is intended for our customer's convenience and should only be used periodically for guest visitors. This should not become a method of regular transportation for others to attend scheduled classes or events in or near the compound or serve as a means to avoid becoming a registered paying customer.

Any interested riders of fleet services to attend classes or events at the compound should contact ewabusinfo@gmail.com.



GUEST RIDER REQUEST FORM

I request permission for _____ to ride
(Full Name of Visitor)

the EWA bus and come into the Compound on _____.
(Date: MM/DD/YY)

In case the driver has a question, my emergency contact information on the day
of the visit is _____.
(Phone Number)

I agree to abide by the Guest Rider rules, submit all necessary access
request forms to the Embassy Regional Security Office, and ensure my guest will
adhere to all bus rules.

Registered Bus Rider's Name: _____

Parent's Name (Please print): _____

Parent's Signature: _____ Date: _____

Guest Parent's Name: _____

Guest Parent's Signature: _____ Date: _____

FOR EWA OFFICE USE ONLY

Fleet Manager Approval Date: _____ Initials: _____

EWA Fleet Manager Office: (03) 3224 6428, Email: ewabusinfo@gmail.com

EMERGENCY PHONE LIST

EWA Office Main Number	(03) 3224-6787
Yoko Mashiyama , Fleet Manager	(03) 3224-6428
Cell Phone	: 090-2936-8060
Tyler Roth , Administrative Operations Manager	: 070-7460-7778
Hiromi Wada , Accounting Manager	: 080-5189-8200

In case of any emergencies, such as a natural disaster, please call the EWA Office first at the above numbers. Do not contact the driver(s), as he/she will most likely be driving the bus and will not be available to answer your call.



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U.S. Embassy	(03) 3224-5000
Regional Security Office	(03) 3224-5760
Health Unit	(03) 3224-5634



Emergency Procedures

In the event of any emergencies, such as a natural disaster, that happen while school is in session, schools will not release your children to any person other than a registered parent or guardian. Please consult your child's school to review their emergency procedures and receive guidance on retrieval of your children. Schools **will not** release your children to EWA.

Communicate via Line Group

EWA has created LINE groups for each of the schools we service that our drivers will be using to update parents on any delays. Parents are required to join their respective LINE groups as drivers will not respond to direct messages or calls.

Please add me (Yoko Mashiyama) from the QR code below;
I will invite you to the school line group.



LINE is similar to Facebook Messenger and can be downloaded from any app store (Apple Store, Google Play, etc.). If you have any trouble finding LINE, the EWA office can assist you.

Final Reminders

When riders get on the bus in the morning

Please indicate whether the rider plans to use the afternoon bus. Move your name magnet to YES or NO on the attending board.

If the rider didn't use the morning bus?

Please let us know if a rider plans to use the afternoon bus that day by sending a message to your LINE group.

The bus adheres to a strict schedule and will depart **ON TIME.**

All riders must be seated and have their seatbelts fastened by the departure time.
Parents can help small riders.

What if the bus has not arrived to pick up the rider?

Don't leave from the pick-up point. Five minutes after the scheduled pick-up time, please contact the EWA Office to inquire on the status of the bus. Due to factors such as inclement weather, road conditions and accidents, the driver may be delayed. However, the bus will always drive the route to all stops unless parents of riders are otherwise notified.

The bus fee is not refundable

EWA Fleet Manager Office: (03) 3224 6428, Email: ewabusinfo@gmail.com



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