



U.S. Embassy Tokyo EWA Fleet

School Bus Service Information Booklet

2025-2026

Welcome to the U.S. Embassy Tokyo 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 to 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 may require a parent or guardian to drop off the student at the front entrance. Please confirm drop-off and pick-up requirements directly with your child's school.

If your child's school is not listed, please contact us. We will assess the possibility of providing service based on availability and demand.

Contact:

EWA Main Office: (03) 3224-6787

Fleet Manager: (03) 3224-6428

Email: FleetManager@ewatokyo.org

School Bus Rules and Safety Precautions

- Seat belts must be fastened at all times while the bus is moving.
- Students must remain seated until the driver gives permission to stand.
- Certain windows will remain open for proper airflow.
- No part of the body or any object may be extended outside the windows.
- No food or drinks are allowed on the bus.
- Students may talk quietly using inside voices.
- Physical contact between students is not allowed. This includes touching, punching, kicking, pinching, biting, or roughhousing.
- Sick children (fever, cough, malaise, etc.) should not board the bus.

Disciplinary Action:

- Misbehavior will result in a written notice to parents.
- After three written notices, the student will be suspended for one week.
- Further misbehavior may result in longer suspensions or expulsion.
- Bullying will result in immediate removal from bus service for the school year.
- No refunds will be issued for disciplinary removals.

Zero Tolerance:

- No obscene language.
- No verbal abuse or bullying.

Fleet Guidelines

- Bus schedules are based on school start times.
- Riders must be at the designated stop before departure time. The bus will not wait.
- Parents/guardians may ride the bus with their children on a space-available basis.

For children 6 and under:

A parent/guardian must hand the child directly to the driver.

Children will not be released without a parent present or prior written consent.

If no one is available to receive the child at drop-off and no consent is on file, the child will remain on the bus until the route is finished then return to the EWA Office. The emergency contact will be notified.

Parent Involvement

- EWA does not have bus monitors.
- Parents may ride the bus with prior notification to the Fleet Manager if there is available seat.
- Please review bus rules with your child. Persistent issues may require a parent or guardian to accompany the child.

Security Cameras

- All buses are equipped with video cameras.
- Footage helps ensure safety and monitor conduct.
- Videos will be reviewed only by Fleet or Senior Management.
- Non-incident footage will be deleted after review.

Guest Rider Policy

- Only one guest per request if there is available seat.
- Requests must be submitted in writing at least three business days in advance.(No same-day requests via drivers will be accepted.)
- Guests must have parent/guardian consent and adhere to all bus rules.
- Submit Guest Rider Request Forms to FleetManager@ewatokyo.org
- This service is for occasional use and should not replace registration.

Emergency Contact Numbers

- **EWA Main Office:** (03) 3224-6787
- **Fleet Manager (Yoko Mashiyama):** (03) 3224-6428 / 090-2936-8060
- **Admin Ops Manager (Tyler Roth):** 070-7460-7778
- **Accounting Manager (Hiromi Wada):** 080-5189-8200
- **U.S. Embassy:** (03) 3224-5000
- **Regional Security Office:** (03) 3224-5760
- **Health Unit:** (03) 3224-5634

Emergency Procedures:

- During natural disasters, schools will only release children to registered parents/guardians.
- EWA cannot pick up or receive children from school in emergencies.

LINE Group Communication

EWA uses LINE groups for each school to communicate delays or emergencies. Parents must join their respective groups.

Please add Yoko Mashiyama via the QR code below.

You will then be invited to your school's LINE group.

If you need help downloading or using LINE, contact the EWA Office.



Final Reminders

- **When riders get on the bus in the morning:**
Please indicate whether your child will take the afternoon bus by moving their name magnet to **YES** or **NO** on the attendance board.
- **If your child did not take the morning bus:**
Please inform us if they plan to take the afternoon bus by sending a message to your school's LINE group.
- **If the bus hasn't arrived:**
Remain at the designated pick-up point. If the bus has not arrived **five minutes after the scheduled time**, please contact the EWA Office.
Delays may occur due to weather, road conditions, or accidents. However, the bus will complete its route to all scheduled stops unless parents are notified otherwise.
- **Important Notes:**
The bus follows a strict schedule and will **depart on time**.
All riders must be **seated with seatbelts fastened** by the scheduled departure.
Parents are encouraged to assist younger children.
- **The bus fee is not refundable.**



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: FleetManager@ewatokyo.org