

Custom Class — Transportation Offerings

Purpose

Transportation at Custom Class is designed to expand access—especially for underserved learners—so they can reliably reach Family Service Centers, internships, and community programs. Services are selective and right-sized, emphasizing safety, legal compliance, and cost-effectiveness.

Service Model (What We Offer)

- **Selective Routes:** Fixed morning/afternoon routes using vans in full legal compliance. Stops are often set at neighborhood “hubs” (e.g., libraries, parks, community centers) to maximize coverage and predictability.
- **Event Transport:** Additional vans for community and extracurricular events.
- **Access Supports:** Parent mileage reimbursements, public-transit pass subsidies, and opt-in carpool matching where available—so families have multiple pathways to get students to learning.

Eligibility & Prioritization

When demand exceeds capacity, seats are prioritized using transparent criteria:

1. **Educational needs** first for students with IEP/504 supports and then for those needing higher tiers of academic support.
2. **Distance and access barriers** like lack of household vehicle and limited transit options.
3. **Consistency of use** if learners are regular riders, or have program commitments.
4. **Siblings** on the same route/hub.

A **waitlist** is maintained and updated as capacity opens. Families receive notice of decisions and next review dates.

Safety & Compliance

- **Vehicles:** Inspected on a strict schedule; safety equipment on board.
- **Drivers:** Background checks and training in defensive driving and first aid.

Accessibility & Specialized Services

- **ADA/IEP Transportation:** Provided when required by a student's IEP or 504 plan, including specialized vehicles, equipment, or aides.
- **Medical/Behavior Plans:** Staff briefings on essential health or behavioral supports; emergency care plans and communication protocols on file.

Communication & Technology

- **Real-time Updates:** SMS/email for daily ETAs and service changes.
- **Privacy:** Rider lists and route data handled according to student data privacy laws.

Inclement Weather & Emergencies

- **Weather Decisions:** Announced as early as possible with route delays, modified hubs, or cancellations.
- **On-Road Events:** Drivers follow emergency procedures; families are notified once students are safe and relocated if needed.

Cost & Funding

- **No Cost for Priority Riders:** We leverage grants, partner discounts, and operational funds to minimize family expenses where possible.

Accessing Partnerships

- **City & Transit Agencies:** Youth transit passes available.
- **Colleges & Employers:** Shuttles for dual-enrollment blocks and internships.
- **Community Sites:** Libraries, recreation centers, and community facilities.