



INFORMATION FOR GUARDIANS OF PUPILS WHO USE SCHOOL TRANSPORT

This bulletin is for the guardians of pupils who have been granted a school transport benefit.

Your child's pick-up time and place

The transport company will pick up your child from the address that is registered as the child's home address in the Finnish Population Information System. The transport company will send you a text message, usually by the previous Friday night, to let you know the morning pick-up times. Your child will be picked up from school 10 minutes after the school day ends. The transport company will send you a new text message if the morning pick-up times change.

The transport company will determine a safe spot for picking up your child. This may for example be your front yard, a bus stop or a cul-de-sac. You need to make sure that the school taxi is able to safely enter your private yard or road even in the winter.

Your child must be at the pick-up spot 5 minutes before the scheduled departure time. The ride may arrive early but will not leave before the set departure time. **The driver will not wait beyond the scheduled departure time**, as this would make the other children in the same taxi late for school.

- **If your child is not at the pick-up spot on time and misses their ride to school, you must take the child to school yourself.**
- Unexpected traffic situations may cause delays. If the school taxi arrives late and your child is not at the pick-up spot, it will leave immediately.

Notifications of absences and permanent changes

Absences you know about in advance:

- Notify **the school before 12:00 noon on the Wednesday of the previous week** if your child will not need school transport due to a holiday or for any other reason you know about in advance.

Unexpected absences:

- If you need to cancel a school ride, for example if your child has fallen ill, **contact the transport company directly.**

Permanent changes:

- The only way to change your child's school transport arrangements is to make a permanent change to them. Examples of permanent changes:
 - Your child starts or stops attending afternoon activities.
 - Your child has a disability and needs the pick-up time changed permanently.
 - Your child's address changes.



Notify the City of Espoo Logistics unit of such permanent changes by sending an email to koulukuljetukset@espoo.fi or calling tel. 09 816 24000. Changes of address must always be sent by email.

Transport times and responsibilities

The same school taxi takes many children to school at the same time, just like a bus would. Your child's pick-up times depend on the start and end times of the school day, decided by the school, and the route of the school taxi. One driver picks up several pupils from different addresses. This means that the driver cannot take each child to school by the shortest route. The maximum duration of your child's one-way ride is 60 minutes. The school taxi cannot take on extra passengers who are not entitled to school transport.

If the school taxi is more than 15 minutes late, the transport company will notify the school or the guardians of the delay.

You are responsible for your child until they have entered the vehicle. This is also the case if the school taxi is late.

The driver may drop the children off at school no earlier than 20 minutes before the school day begins according to the timetable provided by the school. This time is included in the 60-minute ride to school. If your child starts school at 8:00, the earliest possible pick-up time is 7:00 and the driver may drop your child off at school at 7:40.

A pupil with a disability may be dropped off at school 10 minutes before school starts at the earliest, if the pupil does not receive morning care.

If your child may only be handed over to a responsible adult, please state this on the supplementary transport information form. The transport company will call this person a few minutes before dropping off the child. **In this case, the responsible person must be ready at home or at the school to receive the child at the agreed time.** The drivers only call guardians whose children must be handed over to someone. If the responsible adult receiving the child is not available and cannot be reached, the driver will take your child to Western Uusimaa Social and Crisis Emergency Services.

Safety during school rides

To ensure safety, everyone must always behave well during the school ride:

- The passengers may not disturb the driver or other children when the vehicle is moving.
- Stones or sharp objects are not allowed in the vehicle.
- The passengers may not unbuckle their seat belts while the vehicle is moving.

Please discuss proper behaviour with your child. When the passengers stay calm, the driver can focus on the traffic and drive safely. If your child causes damage to the school taxi or another child's personal belongings, you will be liable for compensation.



How to give feedback on school rides

If you would like to give feedback, please contact the City of Espoo directly by email at info@espoo.fi or by calling tel. 09 816 34300.

Let us know if:

- a school ride does not arrive at all
- the driver misses the pick-up or the drop-off time by more than 15 minutes
- your child's school ride takes more than 60 minutes
- the school taxi is not equipped with a school transport sign or the seat belts do not work
- your child is dropped off at the wrong place

Contact information

Feedback

City of Espoo

info@espoo.fi

Tel. 09 816 34300 (Mon–Fri at 8:30–16)

Permanent changes

Logistics, City of Espoo

koulukuljetukset@espoo.fi

Tel. 09 816 24000 (Mon–Fri at 9–15)

We use a call-back system.