

FIRSTSERVES: A NEW WAY OF CARING FOR STUDENTS WITH SPECIAL NEEDS

Special Education student populations are growing, and individual student needs vary. First Student developed FirstServes to respond to these trends.

FirstServes utilizes nationally recognized experts from Research 1 universities and top children's hospitals. These professionals have expertise in developmental and behavioral psychology, special education, effective organizational change, and human resource development.

The foundation of the program is built on partnership between First Student staff, the advisory board, district leaders, and the families of students with special needs. All of us connected and working together provides the best possible transportation experience for all students.



What is FirstServes?



System of Support

First Student is committed to providing the best student services. We have a dedicated team of professionals who work with locations and customers to implement best practices in special needs transportation. Our continuum of services is designed to help students succeed.



Special Education Leadership Training

Intensive training for location staff and bus teams includes understanding the special education school system, bringing interventions from the classroom onto the bus, and how to positively influence student behavior and prevent escalation.



Collaboration

Partner with customer to identify common goals and create annual plans to achieve those goals. This partnership fosters shared information and techniques that provides necessary consistency for student growth.



Improved Student Experience

Our comprehensive student services program uses research-based interventions with data driven decisions to provide unmatched care and the safest ride to school, so when students arrive, they've started their day with an exceptional experience and are ready to achieve their full potential.



YOUR ROAD TO SUPPORTING STUDENTS

First Student is committed to supporting and embracing the unique needs of all students, regardless of transportation arrangements. That's why we now offer FirstServes as a standalone option whether you contract with a provider or handle transportation in house. The program will prepare your entire team to effectively support students in their journey to and from school.

FirstServes Competencies

	LEADERSHIP TEAM	TRANSPORTATION TEAM
Leadership	Successfully facilitate a collaborative, proactive operation that enhances the transportation experience for students with special needs.	Provide meaningful supports for students on the bus, which may include: teamwork with the attendant, implementing useful interventions and accommodations for students.
Training & Development	Empower transportation personnel and district leaders with knowledge of special education, disabilities, and research-based behavioral interventions to best meet the needs of students.	Respond to student needs and develop skills related to implementing interventions and accommodations.
Communication	Establish transparent and effective communication channels between district personnel, transportation personnel and families that support students with special needs.	
Operational Excellence	Implement industry-leading operational procedures to create a safe, predictable environment for ALL.	Ensure that all compliance and best practices related to transportation are mastered, like special education equipment, IEP requirements, and social emotional learning.

The three service tiers provide flexibility to tailor the program to your unique needs and budget. Our expanded offering provides the option to choose the tier of service that aligns with their objectives and student population. Whether you're seeking comprehensive solutions or specialized services, FirstServes can help your students arrive at school with the confidence and readiness to achieve their academic and personal goals.

	GOLD	SILVER	BRONZE
Leadership Training & Development <ul style="list-style-type: none"> Online Learning (Better name) Strategic Planning 8 Hour On-Site Support (2 Half Days) 	<ul style="list-style-type: none"> Instructor-Lead Training 10 Hours Leadership Support 		
Driver and Attendant Training <ul style="list-style-type: none"> Online Training Rage Cycle and De-Escalation Responding to Student Needs 	<ul style="list-style-type: none"> Functions of Behavior Influencing Positive Behavior 		
Online Resources <ul style="list-style-type: none"> Interventions Accommodations Suggestions 	<ul style="list-style-type: none"> Online Behavior Referral System Parent Resources 		

A La Carte

- Driver and Attendant Training
- Program Manager Support
- PBIS/SEL

