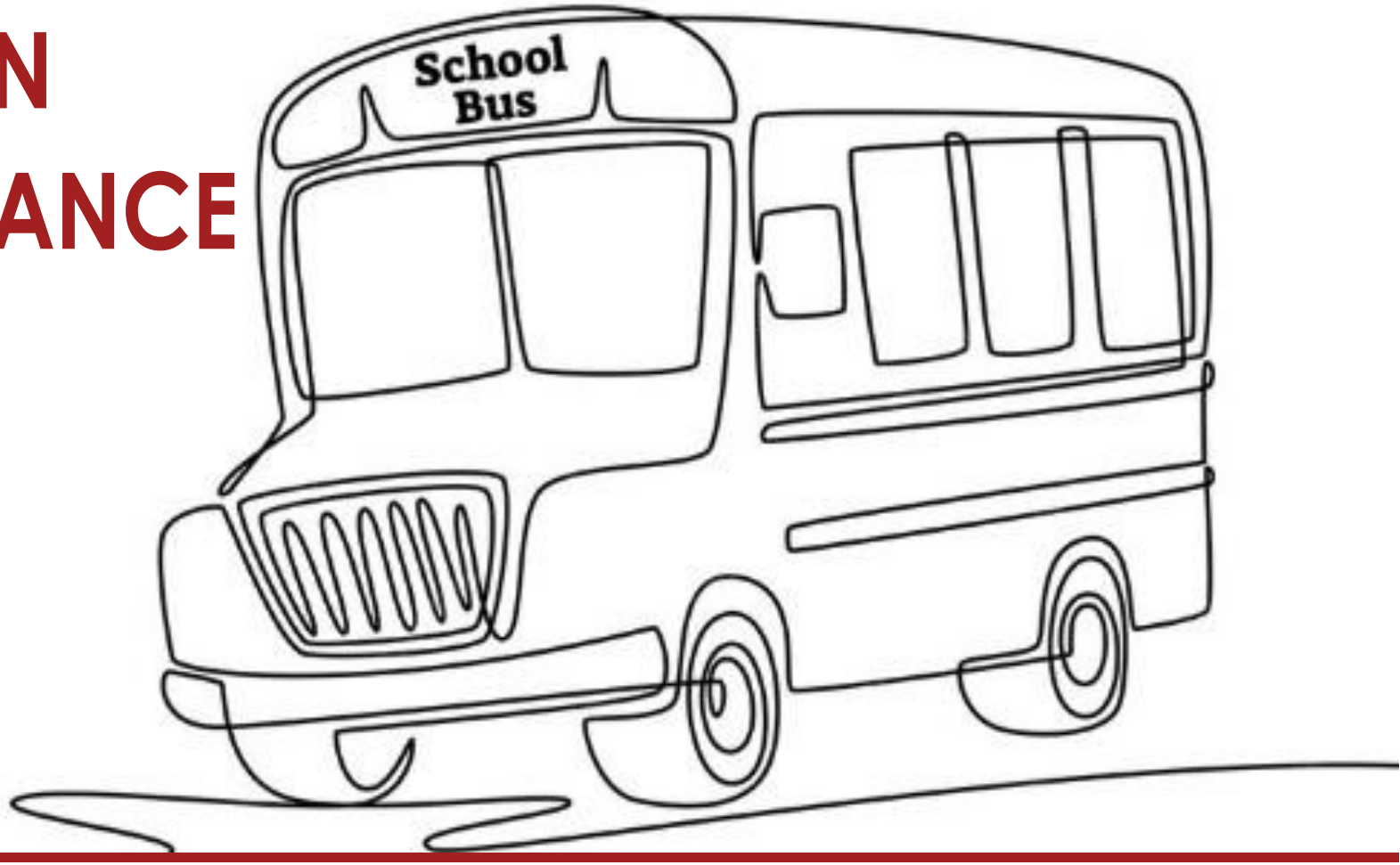
CITTA' DI RECANATI

MUNICIPALITY OF RECANATI SERVICE CHARTER

SCHOOL BUS SUPERVISION AND ASSISTANCE



CITIZEN SERVICES AND GENERAL AFFAIRS

INTRODUCTION AND PURPOSE

This Service Charter is the instrument through which the Municipality of Recanati ensures transparency, participation, and quality in the delivery of the School Bus Supervision and Assistance Service, in accordance with the principles established by Legislative Decree No. 36/2023, Legislative Decree No. 33/2013, and the Directive of the President of the Council of Ministers of 27 January 1994 on the Public Services Charter.
This document describes how the service is delivered, the rights of service users, the quality standards guaranteed, and the mechanisms in place to safeguard users and encourage participation.

The service contributes to the effective functioning of the school community by ensuring the safety and protection of children throughout their journey to and from school, while also supporting accessibility and maintaining order in the areas surrounding school premises.

EQUALITY AND IMPARTIALITY

The School Bus Supervision and Assistance Service is delivered in accordance with the principles of Equality, Impartiality and Neutrality, ensuring equal access and high-quality provision for all users without discrimination based on gender, ethnicity, language, religion, political beliefs, or personal and social circumstances, in compliance with Article 3 of the Italian Constitution.

The service is provided to all pupils enrolled in nursery school, primary school, and lower secondary school who use the municipal school transport service, exclusively for the journey between the designated pick-up points and the school, and vice versa.
Every pupil has the right to receive the same standard of care, safety and respect from the staff responsible for supervision and assistance.

SERVICE DESCRIPTION

The Municipality of Recanati's School Bus Supervision and Assistance Service is designed to ensure the care and supervision of children attending nursery, primary, and lower secondary schools during transport between the designated bus stops and the school, and vice versa.
The service consists exclusively of supervision and assistance provided on board the school buses. A dedicated bus escort is assigned to every school bus to ensure the safety of all passengers.
The service operates every school day, in accordance with the official school calendar, from the first day of the school year until its conclusion. Relationships between staff and pupils are based on respect, responsibility and positive educational values.

ACCESS TO THE SERVICE

The School Bus Supervision and Assistance Service is automatically provided to all pupils using the Municipality's school transport service, with no separate application required from families.
Families wishing to use the municipal school transport service must submit an application in accordance with the procedures and deadlines set out in the annual notice issued by the Municipality of Recanati. School bus supervision and assistance form an integral part of the school transport service.

OPERATIONAL OBJECTIVES

The objectives of the service are to:

- Safeguard pupils throughout the entire journey between home and school.
- Facilitate access to school transport by providing a safe and protected environment.
- Support families in organising their children's daily journeys to and from school.
- Encourage respect for rules and appropriate behaviour during travel.

SERVICE STAFF

Staff delivering the School Bus Supervision and Assistance Service operate in accordance with the present Service Charter and the regulations established by the Municipality. They are required to:

- Assist pupils when boarding and getting off the school bus at designated stops.
- Ensure that pupils are seated correctly and that their seat belts are fastened in accordance with the Italian Highway Code.
- Supervise children throughout the journey, ensuring safe and appropriate behaviour.
- Escort pupils to and from the school bus and the school entrance, at which point responsibility for the children's safety is formally transferred to the authorised school staffdesignated by the Headteacher.
- Before departure for the return journey, confirm that all pupils scheduled for transport are present.

- Manage each stop carefully, ensuring that only the pupils who are due to get off do so.
- Immediately notify the driver of any situation that may pose a safety risk.
- Release pupils only to their parents or to individuals formally authorised in writing.

To ensure they are easily identifiable, all escorts wear an official identification badge together with a high-visibility vest displaying the wording "School Supervision".

SERVICE COORDINATION AND MANAGEMENT

The service provider appoints a Service Coordinator, who acts as the sole point of contact with the Municipal Administration, the school transport contractor, and the participating schools. The Coordinator is responsible for:

- Planning and organising service delivery.
- Ensuring the prompt replacement of absent staff to maintain service continuity.
- Monitoring attendance and verifying the correct delivery of all activities.
- Maintaining regular contact with the Municipal Social Services for service monitoring purposes.
- Submitting an annual report outlining the activities carried out, identifying any issues encountered and proposing service improvements.

QUALITY STANDARDS AND SERVICE LEVELS

QUALITY AREA	GUARANTEED SERVICE STANDARD
Punctuality and continuity of service	Escorts are present on every assigned school bus in accordance with the approved service schedule.
Replacement of absent staff	Prompt replacement of absent staff before the service begins (i.e. before the first scheduled route departs).
Professional conduct and respect for	No substantiated complaints concerning inappropriate conduct or negligence by staff on board.
Operational coordination and service continuity	The service maintains a high standard of quality through a coordinated and collaborative management model involving all relevant stakeholders.
Safety and risk prevention	No incidents on board or during boarding and get off attributable to negligence by the supervision service.
Accessibility for pupils with disabilities	Active support during transport, with particular care provided when boarding and get off for pupils with disabilities or reduced mobility.

ACCESSIBILITY AND INCLUSION FOR PEOPLE WITH DISABILITIES

The School Bus Supervision Service promotes the full inclusion of pupils with disabilities or reduced mobility by safeguarding their right to travel safely. Bus escorts are specifically responsible for providing active support during boarding, get off, and throughout the journey, ensuring that every pupil is treated with dignity and respect, in accordance with the principle of equal opportunity.To remove logistical barriers, the Municipality of Recanati, through its Social Services and Education Department, will assess individual cases requiring specialised vehicles or specific adaptations. These assessments will also take into account the Municipality's responsibilities in managing the Social Transport Service for Older People and Persons with Disabilities, with the aim of ensuring maximum accessibility and equal access to educational and social opportunities.

FEEDBACK, COMMENTS AND COMPLAINTS

Users may submit comments, suggestions or complaints regarding the service through the following channels:

- By Certified Email (PEC) to: comune.recanati@emarche.it
- In person at the Social Services and Education Office, Piazza Leopardi 26, Recanati (3rd Floor)
- By completing the online feedback form available at: https://forms.gle/NKQMstKwH5kx51y76

The Municipality guarantees:

- A response within 30 working days from receiving the report.
- A thorough investigation of any reported service issue.
- Documented corrective action where complaints are found to be justified.

MONITORING AND CONTINUOUS IMPROVEMENT

The service maintains a high standard of quality through a coordinated and collaborative management model involving all relevant stakeholders.
The key participants in this coordination framework are:

- Participating schools.
- The Municipal Service Coordinator.
- The Coordinator appointed by the contractor delivering the school bus supervision service.
- The School Transport Service Provider.

The primary objective of this coordinated approach is to prevent service disruptions wherever possible, and to ensure the prompt resolution of any issues that arise, thereby safeguarding the effectiveness, continuity and safety of the transport service while ensuring compliance with scheduled timetables.

ORGANISATIONAL CONTACT DETAILS

Reference	Details
Service Owner	Municipality of Recanati – Citizen Services and General Affairs Department
Responsible Office	Settore Servizi Sociali e Pubblica Istruzione
Telephone	071/75871 (centralino) – 071/7587224 (ufficio servizi sociali)
Email	servizisociali@comune.recanati.mc.it
Certified Email (PEC)	comune.recanati@emarche.it