SECTION 5

Incident Reports

Watch the Video

What You'll Learn

- What types of incidents should be reported
- The step-by-step flow of how incident reports are handled
- How to view, respond to, and manage reports

Resources & Tips

- **Tip**: *Complete incident follow-ups as soon as possible so families and staff get timely updates.*
- **Tip**: *You can save incident reports as PDFs*

Common Incident Types

Drivers or staff should report incidents involving:

- Bad language
- Throwing objects
- Refusing to sit
- Eating or drinking on the bus
- Fighting, pushing, or tripping
- Harassment or bullying
- Property damage

Driver Reports an incident

Dispatch sends Incident Report to School

School reviews and sends to family if needed.

Family addresses issue with student

This guide will walk you through the process of viewing and managing student incident reports in Beacon connect. Here, you can view all incident reports in one place—filter, sort, and export data easily, and get timely updates on new reports.

1. Notifications

When dispatch receives a Student Incident Report from a driver, you'll see a push notification in the top-right corner of Beacon Connect. Click the **Bell** icon to open your notifications and review the report.
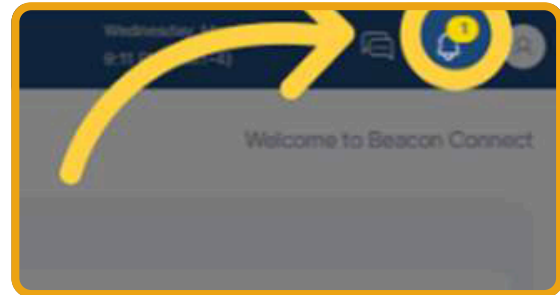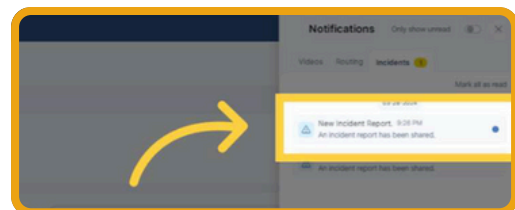

2. Incidents Tab

Navigate to the **Incidents** tab on our notification menu to bring up all notifications pertaining to Student Incident Reports.
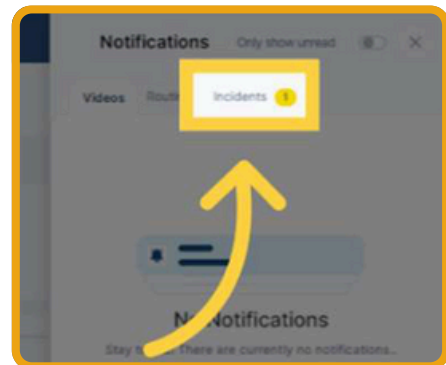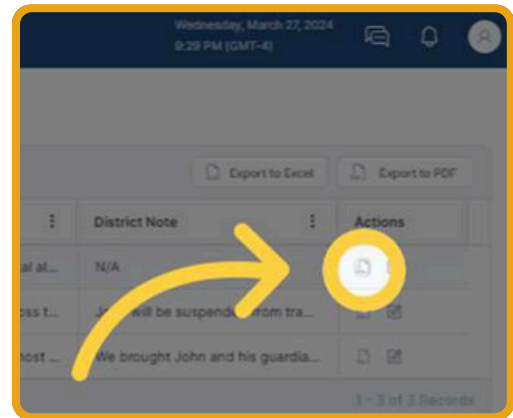

3. Select the Alert

Click the **New Incident Report** alert to open the Student Incident Report page.

4. Incident Report Page

From the **Incident Reports** page, you can view all submitted reports in one sortable, exportable table for easy record keeping. If you need a paper copy, click the **PDF icon** to download and print a Beacon Connect-generated report.

Example Student Incident Report.

5. District Notes

To add district notes, click the **Edit** icon. Then select **District Note** and enter your update about the outcome of the incident.

6. Save

After completing your District Note, click **Save**. This lets our dispatch office know you've reviewed and acknowledged the student's behavior.