

Instead of reporting the incident and asking the school to call, **Ronnie Hayward** went above and beyond his duties as a bus driver by requesting the telephone number of a student who was very rude to a parent. We really appreciated his tenacity. Our thought at Arlington Elementary was that he did not have to intervene at all. But he used his own time to call the student's parent and explain the problem. We appreciate the extra step he took.

– Submitted by Dana Messner, reading coach, Arlington Elementary