



December 15, 2023

Dear Parents, Guardians and Caregivers,

As the first few snowflakes hit the ground this week, we wanted to reach out and provide an update on winter transportation service. Although the driver shortage situation is better this year than it was last year, there will be times when buses are running late due to driver availability and/or winter weather. As a reminder, it is important that students are dressed for the cold weather while they wait at the bus stop and travel on school buses. Carriers will continue to update the [transportation portal](#) as best as possible to keep families updated of delays to specific bus routes. Students that are not required to be accompanied by an adult to the bus stop should have directions as to what to do if the bus is late or missed.

When the forecast calls for significant snow (or possibly extreme cold temperatures), the consortium will release an alert, via social media and on our [website](#), the evening before to advise families of the potential of cancelled transportation. Should a cancellation or closure be necessary, information will be posted on the school board and TSTG websites and social media by 6 a.m. In the event transportation is not cancelled but you are still concerned about your child's well being, you always have the right to keep your child home that day to avoid excessive travel times on the school bus.

Over the course of the past three months, we have noticed an increase in student behaviour issues on school buses. We ask that you review the [code of conduct](#), found in our transportation brochure, with your child. Drivers must remain focused on the road and traffic ahead to ensure a safe ride for all students. As the school bus is considered an extension of the classroom, the school principal will address any misbehaviour with students. A student's failure to follow the rules may result in a student losing their transportation privileges for several days. If a student is removed from the bus, the parent is responsible for ensuring the student gets to and from school each day.

As always, if you have any questions or concerns, please reach out to the TSTG at any time:

- Transportation Office (416-394-4287)
- General Inquiries – [transportation@torontoschoolbus.org](mailto:transportation@torontoschoolbus.org)
- Safety Concerns – [safety@torontoschoolbus.org](mailto:safety@torontoschoolbus.org)
- Technology Issue with the Portal – [support@torontoschoolbus.org](mailto:support@torontoschoolbus.org)
- Transportation Portal - <https://busplannerweb.torontoschoolbus.org/>

Sincerely,

Kevin Hodgkinson

General Manager  
Toronto Student Transportation Group