

TORONTO STUDENT TRANSPORTATION GROUP SPRING/SUMMER PARENT NEWSLETTER

Providing access to education services for the Toronto Catholic and Toronto District School Board

June 2020

Transportation 101

Transportation services are currently not provided as a result of the province-wide school closures due to COVID-19. Resources are always available for families on our website to navigate information and services by the TSTG. Included in the resources, is the [New Parent Guide to Transportation](#), which provides key information to help parents/guardians and students prepare to take the bus to school.

Transportation during COVID-19

The TSTG prioritizes the safety of student transportation. Prior to the school closures, the TSTG frequently connected with our carriers and addressed measures ensuring there was ongoing cleaning/disinfecting of vehicles. Operators were requested to provide good documentation on when buses were cleaned and disinfected. Our commitment to student safety continues, even when schools are closed, to become better prepared for when schools re-open. Our carriers continue to provide us weekly reports on their current driver availability, and will meet with us to provide documentation regarding their cleaning and disinfecting practices.



Our transportation staff are currently working remotely, and we continue to connect with school staff to prepare for any transportation changes required when schools re-open.

Currently, we are analyzing different models for return to service and we will keep everyone updated, as best as we can, on what this will look like. We are committed to meeting public health and provincial requirements to ensure student transportation runs safely once schools re-open.



Transportation Portal: Parents can now sign-up online to access transportation information via the Transportation portal. Go to the main TSTG [webpage](#) and select “**parents**” from the top right corner to create an account. You will need your child’s 9 digit OEN number (found on their report card) to create a profile*.

Creating a profile online allows you to:

- ⇒ Receive up to date transportation information regarding your child’s transportation
- ⇒ Provide real time location of your child’s bus during school bus operational hours
- ⇒ School bus delays/cancellations delivered to your inbox (via email) on an internet enabled device.

*Please note: Students who do NOT have an OEN (e.g. Junior Kindergarten students or students who are new to the TCDSB or TDSB) should contact the school or our transportation office prior to September to confirm transportation information.

Calling your Carrier!

- You can find carrier contact information on the Toronto School Bus website. Click [here](#) to take you to a list of contact numbers.

Bell Times

In February 2020, the TDSB announced that some of its schools would face a bell time change. The movement to modify bell times at these schools would benefit our students by saving an estimated \$2.5 million throughout the academic year; furthermore, it will significantly reduce the number of school bus vehicles on the road which will reduce our environmental footprint. It is anticipated, the TCDSB will review bell time changes to be implemented for the 2021 school calendar year.

The TSTG connected, in-person, with some of the communities directly impacted by this bell time change. We continue to gather feedback from school staff and school administrative staff to implement this modification. Enrolling in the online portal would be beneficial to see if bell time changes have modified your child's pick up or drop off time.

Where's my bus?

When signing up on the online portal, parents will now have accessibility to view where the bus is located during bus operating hours. You must log in to the Bus Portal and click "Where's my bus?" which will provide an image (similar to below), identifying where your child's bus is located.

In addition to the location of the bus, our carriers provide timely updates regarding any delays. These notifications will arrive in your inbox identifying the route number, run number and length of delay.

If you face any issues with accessing the Where's My Bus feature, or in receiving any notifications from our Bus Portal please reach out to our support team at "support@torontoschoolbus.org."



Wash hands often!

Everyone has a role to play in reducing the spread of COVID. Toronto Public Health recommends washing your hands with soap for at least 20 seconds to prevent the spread of COVID-19 and viruses.

Reminders!

- If changes have to be made to your child's information, parents must contact the school; school bus drivers are not authorized to accept changes from parents.
- the bus schedule for the first few weeks of school may be slower than normal as schools and drivers settle into a routine.
- Please arrive at your bus stop 5-10 minutes before your scheduled pick-up time .

School Bus Drivers Wanted!

Interested in driving a school bus or know someone who is? Please visit our provider page for contact information as all our companies are looking for drivers.

Have Questions?

- Check out our website at www.torontoschoolbus.org where you will find helpful information regarding Transportation policies and procedures, bus company contact information, and answers to most of your transportation questions or contact our office directly at 416-394-4287 .

Complaints

If the service does not meet expectations or something is wrong please e-mail us at complaint@torontoschoolbus.org so that we can look into the issue and make things right.