

# TORONTO STUDENT TRANSPORTATION GROUP SPRING/SUMMER PARENT NEWSLETTER

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

May 2019

## Transportation 101

Many families are new to transportation and are unclear about the process to secure student transportation services. A short 'new parent guide to transportation' has been created that will assist with that process. This is located on our main website in the bottom left corner under [Information](#).

### The Information We Need

Students attending local schools who are eligible for transportation will be assigned to a designated bus stop and bus route as determined by the TSTG. This means your child's name will be on the bus list that the school will use to load the students on the correct bus at the end of the day. It is important for your child's safety that we have the correct information. Please see below

**A: If your child is eligible and will not be riding the bus, parents must:**

Inform the school administration team so they can remove your child's name from the bus list and your child will not be placed on the bus at the end of the day. The school will contact the TSTG and we will update those records.

**B: If your child will be using the bus (to and/or from school) remember to:**

Inform the school administration if the transportation information is not correct. Supply the school with the correct information including address and contact information so this information can be forwarded to the TSTG and the bus lists updated with the correct information.



**C: Please note that school bus routes and bus stop times are subject to change prior to the school year and throughout the school year. Please visit the transportation portal before school starts to confirm your information.**



**Transportation Portal:** Parents can now sign-up online to access Transportation information via our new BusPlanner portal. Go to the main TSTG [Webpage](#) and select "Parents" from the top right corner to set up an account and get access to the following information:

Your child's transportation information and where available the real time location of your child's bus.

School bus delays and cancellations delivered to your inbox on internet enabled devices after signing up.

You will need your child's 9 digit OEN (found on their report card) to access this information.

Students who do not have an OEN (junior kindergarten or new to the District) should contact the school or our transportation office prior to September to confirm your transportation information.

### Parents / Guardians

- Are responsible for finding out their child's service provider and transportation schedule before the start of the school year.

# School Bus Safety

**Purple Equals Parent or PEP** is a program that places a purple tag on backpacks for students that must be met at the end of the day. A purple tag indicates to the driver that the student is not to get off the bus without an older sibling or caregiver present to receive the student. Students will be returned to the school if there is no one there to receive them.

**Parents; please ensure your child knows who will be at the bus stop to receive them.** Please have alternatives ready as many times things may come up and the primary person responsible is not available. Your child needs to know and needs to see these individuals at the stop before they get off the bus. Please ask them to inform the driver if they don't see who is supposed to pick them up.

Safety Resources are available on our website. Please review with your children so they understand the rules and the consequences of unsafe actions on the school bus.



## Important Timelines

**April—June:** Ensure the school has your correct transportation information. They will forward us the material to process and set-up.

**July:** Confirmation of transportation requirements for students with special needs are mailed home.

**August:** Transportation schedules for students using neighbourhood bus stops for the upcoming school year will be available on-line the third week in August and at your local school the week before school starts.

**September:** Applications not received by the end of June may not be routed for the first day of school. Parents will need to make alternate arrangements until service is set up for your child.

**October:** Schools will start to accept applications for 'empty seats'. Students will be assigned where time and space is available.

## 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](http://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](mailto:complaint@torontoschoolbus.org) so that we can look into the issue and make things right.