



## New Parent Guide to Transportation

Note: School bus transportation is free to all residents of Toronto with school age children who qualify for transportation based on the School Board's transportation policy.

1. Check if you're eligible - <https://www.torontoschoolbus.org/bus/routes-and-maps/bus-stop-lookup/> or via the policy statements: <https://www.torontoschoolbus.org/bus/school-bus-policies/>
2. If not eligible for school bus service please visit our website for other helpful hints on travelling to and from school by other travel means. - <https://www.torontoschoolbus.org/>
3. If you are eligible please visit the school to register for the transportation service ( this may be school bus or TTC tickets depending on age and school of attendance)
4. The school will forward your application and the TSTG will assign students to the most appropriate bus stop in your area. (please be sure to identify any medical condition that severely limits walking or other disabilities so that the correct transportation services are set up for your child)
5. You will need to follow up with the school a few days after your application has been submitted to confirm your transportation details. You can also log into the TSTG 'parent portal' to confirm your transportation information and sign up for email alerts of school bus delays. (you will need your child's 'OEN' number to complete the process on-line.)  
<https://www.torontoschoolbus.org/parent-portal/>
6. You should know your child's bus stop location, route number (you may have different route numbers, drivers and even bus companies for the morning and afterschool portion of service), and school. Keep this handy so you if you need to contact the bus company, school, or the TSTG you have the information to make inquires or bring forward concerns about the service.
7. If your child must be met at the bus stop after school please ensure that your child gets a 'purple tag' from the school to be put on their backpack so the driver knows that the student is only to be let off if an adult or older sibling is there to receive them. –  
<https://www.torontoschoolbus.org/bus/school-bus-safety/purple-equals-parent-program/>
8. Please review the school bus rules with your child along with understanding the roles and responsibilities of all parties involved before starting your school bus service. Schools may have a school bus introduction program offered at their kindergarten registration night; please check with the school – <https://www.torontoschoolbus.org/bus/school-bus-safety/safety-videos/>.



9. On the first day of service please proceed to your designated bus stop and be 5 minutes early. The bus will not wait for late arrivals and you will be responsible to get them to school yourself.
10. Please wait in a location that is a safe distance away from the road and so as not to impede local walking traffic or trespass on private property.
11. Once the bus arrives, you can certainly confirm with the bus driver which school they are going to and advise that it is your child's first day of school and introduce them to the bus driver. (the route number should be posted on the window near the door)
12. The student should proceed up the stairs and find a seat as soon as possible putting their backpack on their lap or on the floor in front of them.
13. Once the bus arrives at the school the students will be released off the bus to the school staff member who will direct the students where to go.
14. At the end of the day the school will organize all students and have them board their designated buses.
15. Once the school confirms that all students are accounted for the bus will proceed on its route following the route set out in their schedule.
16. At the bus stop the older students who do not require supervision will be let off the bus first followed by those students who need to be met.
17. As you see your child is getting off the bus they should let the driver know that they see their guardian waiting for them outside. (If the child does not see the person to pick them up they should tell the driver and they will return the student to the school where they can be picked up)
18. The guardian should approach the doors when their child is coming off the bus to meet the student and quickly move away so other parents/guardians/older siblings can pick up their children or siblings at the door.
19. If the bus is late a notice should be posted on the TSTG website and you can always subscribe to the e-mail alert of delays through the TSTG parent portal.
20. In the event of inclement weather, notification of any cancellation of service will be posted by 6:00AM. You can check our website or listen to Toronto radio stations for confirmation if service is cancelled. If service is not cancelled parents still have the right to keep their children home if they are not comfortable sending them to school in the current weather conditions.  
<https://www.torontoschoolbus.org/school-bus-delays/>