Toronto Student Transportation Group
Operation Policy
Manual

May 2018
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1 Executive Summary

The Toronto Student Transportation Group was formed to help facilitate the planning, maintenance, operation, and delivery of student transportation services in the City of Toronto. With a diverse and extensive special needs population within the City and a major urban geographical centre, Toronto provides an array of transportation solutions to meet the needs of our stakeholders.

In order to meet the needs of our stakeholders and ensure the consistency of service delivery that we provide it is important that the parameters that we work within are well documented and followed. As transportation services are contracted out, this manual has been established to provide those polices practices, protocols, and guidelines that the consortium expects our contracted carriers to follow.
2 Background

The Toronto Student Transportation Group (TSTG) is a consortium formed to facilitate the delivery of student transportation services for the Toronto District School Board and the Toronto Catholic District School Board. The TSTG transports 49,000 students every day throughout the school year using a fleet of vehicles including, 72 passenger school bus, 19 passenger school bus, minivan, wheelchair vehicles, watercraft, and taxi. We provide service to over 800 schools and centres throughout the City of Toronto and have a large Special Needs population that requires specialized transportation.

The TSTG contracts out student transportation services to seven different transportation providers who provide the actual delivery of service. In order to plan, maintain, and manage the transportation routes a group of 30 transportation staff members are employed in the planning, operations, and safety areas within the TSTG. This transportation consortium operates out of the 2 Trethewey Dr facility. The consortium collects student information from both Boards in order to establish transportation services for these students. The Consortium works with the Schools, Special Education Department, school bus operators, and parents to ensure a safe and secure delivery of transportation that meets the student’s needs.

As the two Boards combined their transportation services there was a need to standardize operations and procedures as much as possible to help minimize any on road issues that may transpire as a result of the discontinuity of practices. Although the Boards maintain separate transportation policies, the procedures for the delivery of services provided are for the most part consistent and outlined in this manual.
3 Policies - Transportation

3.1 TCDSB

3.1.1 TRANSPORTATION - S.T.01

Transportation may be provided to pupils in Special Education Programs or where a substantial number of Catholic pupils have difficulty in availing themselves of a Catholic education.

Regulations:

1. Home to school transportation shall:

   a) be provided for elementary level pupils who are deemed exceptional by an I.P.R.C. and require programs not offered in their home school;

   b) be provided for elementary level pupils who are certified by a medical practitioner to be temporarily or permanently unable to walk to school due to ongoing medical issues and supported through Board approved documentation signed by a physician;

   c) be provided for qualified pupils living within the transportation area of an Eastern Rite Catholic elementary school where the walking distance to the school is more than 1.5 km;

   d) be provided where no less than 30 existing or new elementary school pupils live more than 1.5 km from the nearest Catholic school or the proposed site thereof; or where safety hazards, as defined, exist;

   e) be considered by the school principal for elementary level pupils as a temporary service where individual hardship exists and home to school transportation is the most appropriate response in accordance with the guidelines for extenuating circumstances as established by the Board from time to time; and

   f) where funds are available, service is provided for all (resident) pupils attending the gifted program who reside more than 1.5 km from the centre school which they attend.

   g) be provided for students in select geographical areas whose home school is oversubscribed and redirection to another local facility with sufficient capacity best addresses the needs of the community and the School Board;
h) where funds are available, service is provided for all French Immersion students (SK to grade 8) who reside more than 1.5 km from the centre school they attend.

2. TTC tickets shall:

a) be provided for elementary pupils attending St. Michael Choir School who live more than 1.5 km from the school;

b) be provided for individual pupils attending Eastern Rite Catholic Schools who do not live within a school transportation area;

c) where funds are available, be provided for elementary and secondary school pupils as a temporary service where individual hardship exists and TTC tickets are the most appropriate response;

d) be provided for elementary school pupils attending partial immersion programs (middle immersion grades 5 to 8) where the walking distance to the program is 1.5 km or more and TTC service is available and utilized;

e) where funds are available, be provided for resident and non-resident pupils attending the Gifted Program who reside 1.5 km or more from the centre school and TTC service is available and utilized;

f) be provided one way for resident and non-resident secondary school pupils enrolled in cooperative education programs provided that TTC service is available and utilized.

Regular home to school transportation for kindergarten programs shall:

a) be provided for all pupils who reside more than 1.5 km from the school to which transportation is normally provided; and

b) be considered by the school principal for any pupil residing less than 1.5 km from school where adequate parental supervision cannot be provided while en route to or from school or personal hardship, family circumstances or unusual hazards warrant.

4. Where funds are available, School to School transportation shall be provided for all Grade 5 and 6 pupils enrolled in the gifted program.

5. Anyone wishing to appeal a decision or recommendation made by staff can appear in person at the Board’s Administrative and Corporate Services Committee to present their case to the Board of Trustees.
3.1.2 TRANSPORTATION - PROCEDURE FOR ANNUAL REVIEW AND REMOVAL OF NON-QUALIFYING BUS ROUTES S.T.03

The Toronto Catholic District School Board shall undertake an annual review of all school bus routes and transportation boundaries.

**Regulations:**

1. The Transportation Department shall review all school bus routes and transportation boundaries for compliance with Board approved criteria in November of each year.
2. All non-qualifying bus stops and boundaries that no longer service students shall be discontinued immediately pending confirmation with the School Principal.
3. All non-qualifying boundaries which do not service a significant number of students shall be reduced in size to logical proportions in order to minimize service that does not qualify under Board policy.
4. There will be no changes to existing bus routes until the first day of the next school year.

3.1.3 T.T.C. IDENTIFICATION CARDS S.T.04

The Toronto Catholic District School Board shall cooperate with the Toronto Transit Commission in providing student identification cards to Toronto Catholic District School Board students at no cost to the Board.

3.1.4 PROGRAM TRANSPORTATION S.T.05

Transportation may be provided for pupils to and from an activity or program when such activity or program is not available in the home school and is considered by the Toronto Catholic District School Board to be:

1. part of the school curriculum; or
2. necessary for the program modification needs of the pupil as determined by an
IPRC or appropriate Supervisory Officer.

**Regulations:**
1. Transportation may be provided in the form of T.T.C. tickets, or home-to school/ school-to-school busing, whichever is the most appropriate response.
2. Programs which are considered to fall within this policy are:
   a) English as a Second Language/Dialect;
   b) Physical Education;
   c) Family Studies/Design Technology;
   d) Variety Village; and
   e) Programs described in the Education Act, Revised 1990, Subsection 190 (2):
      i) Ontario School for the Blind;
      ii) Ontario School for the Deaf;
      iii) A demonstration school established or operated under an agreement with the Minister for pupils with severe learning disabilities;
      iv) A centre classified as a Group K hospital under the Public Hospitals Act;
      v) A facility designated under the Developmental Services Act; and
      vi) A psychiatric facility designated as such under the Mental Health Act.

3.1.5 **PLACEMENT OF PUPILS SA.02**

**PLACEMENT**

1. The Toronto Catholic District School Board shall place pupils who meet all requirements for admission, in a school and program operated by the Board, and placement shall be based upon a balance of:
   a) the needs of the pupil;
   b) the wishes of the pupil who is an adult, or the parent or guardian of pupils who are not adults;
   c) the needs of the other pupils; and
   d) the availability of space in the requested school and program.

**TRANSPORTATION NOT PROVIDED**

2. The placement of a pupil under this policy in a particular program or school does not constitute a commitment of the Board to provide transportation; entitlement thereto is governed by the Transportation Policy in force from time to time.
3.2 TDSB

3.2.1 POLICY

The Toronto District School Board is committed to the provision of safe and reliable transportation for resident students in accordance with the provisions of the Education Act, section 21. (2), and the administrative procedure section of this policy. The means of transportation for eligible students is by school bus, the provision of TTC tickets or by taxi.

3.1. Eligibility Criteria

(a) Distance

Transportation is provided to students who would otherwise be excused from attendance at a school because of distance as provided by the Education Act, section 21. (2), based on grade level as of September 1 of the school year.

(i) Junior Kindergarten to Grade 5: 1.6 km or more*
(ii) Grades 6 to 8: 3.2 km or more*
(iii) Grade 9 to OAC: 4.8 km or more*+

*Distance to be measured from closest public thoroughfare of the residence of the student to nearest public access to the school building.

+ TTC tickets may be available depending on financial need.

(b) Medical Condition

Transportation may be provided, regardless of distance, for students who have a medical condition or disability that severely limits walking.

(c) Program Considerations

Transportation is provided:

(i) for students who are placed by an Identification, Placement and Review Committee to a Special Education program that is not located in their home school and who meet the distance criteria in section 3.1 (a);

(ii) for students who are placed in a program by the Toronto District School Board which is not offered in their home school and who meet the distance criteria in section 3.1 (a);

(iii) for students attending a French Immersion program not offered in their home school and who meet the distance criteria in section 3.1 (a);

(iv) for students who, for program purposes as stated in the Education Act, Section 190. (1), are required to attend another school during the course of the school day and who meet the distance criteria in section 3.1 (a);

(v) for students who require treatment at an approved treatment facility during the course of the school day;
(vi) for elementary students who are placed in a holding school by the Toronto District School Board which is located farther than a closer school offering the same program and who meet the distance criteria for JK to Grade 5 in section 3.1 (a).
(d) Alternative Attendance
Transportation is not provided for students attending any school or special program at their request, even when distance is a factor.

3.2. Method of Transportation

(a) Transportation is provided to eligible students in Junior Kindergarten to Grade 5 by contracted carrier services (bus or van) or Board bus.
(i) School-to-school transportation would be offered.
(ii) Designated site-to-school transportation may be provided as a result of an Identification, Placement and Review Committee or for medical reasons.
(iii) Special Education students in district-wide programs (formerly Metro-wide programs) will receive home-to-school transportation.
(b) TTC tickets will be provided to eligible students from Grade 6 through to Grade 8 on parental /guardian request. Grade 6 students may be provided with bus transportation if the most direct TTC route requires more than one transfer. Students in Grades 9 to OAC may receive TTC tickets provided the distance and financial criteria are met.
(c) Taxi service may be provided for eligible students in situations where it is war-ranted.

3.3. Summer School Transportation

Summer school transportation may be provided, either by school bus or TTC, for the following designated programs using the same eligibility criteria as stated in Section 3.1:

(a) Ministry-funded Section 29 programs in treatment centres, hospitals, etc., that are an extension of the regular school year program.
(b) Programs offered by the Toronto District School Board for Special Education students.
(c) Students attending credit programs who are eligible for school bus transportation for medical reasons.

3.4. Appeal Process

Parents may appeal the decisions regarding transportation. All appeals will be made to the Transportation Department. Further appeal may be made in writing to the appropriate Supervisory Officer responsible for transportation who will forward it to the Appeal Committee.

3.5. Transportation Manual

A Transportation Manual will be developed to include procedures, guidelines and protocols for issues such as:

Mandatory performance requirements
Child care
Staggered school hours
Section 29 programs
Cancellation of transportation
Bus evacuation
Empty seat procedures
Accident reporting
Safety
Student conduct
Medical conditions
Consolidation of schools
Glossary

3.6. Empty Seats

A procedure shall be established to provide a process for filling seats on school buses that are available after all eligible students have been accommodated.

4.0

SPECIFIC DIRECTIVES

The Director is authorized to issue operational procedures to implement this policy.
## 4 Summary Comparison

### 4.1 Regular Home to School

<table>
<thead>
<tr>
<th>Policy</th>
<th>TDSB policy if different than TCDSB</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Earliest student pick up time in AM is :</td>
<td>No earlier than 7:00 A.M.</td>
</tr>
<tr>
<td>2 Maximum student ride time is :</td>
<td>1 hour (may be longer with Board approval only)</td>
</tr>
<tr>
<td>3 Earliest arrival time at a school in the AM is :</td>
<td>30 minutes prior to Bell time</td>
</tr>
<tr>
<td>4 Latest arrival time at a school in the AM is :</td>
<td>5 minutes before Bell time</td>
</tr>
<tr>
<td>5 Earliest arrival time at a school in the PM is :</td>
<td>Not specification but buses not to idle in school yard</td>
</tr>
<tr>
<td>6 Earliest Noon drop off time</td>
<td>10 minutes prior to start time</td>
</tr>
<tr>
<td>7 Latest Noon Pick Up Time :</td>
<td>10 minutes after dismissal time :</td>
</tr>
<tr>
<td>8 Earliest departure time at a school in the PM is :</td>
<td>as soon as students are boarded</td>
</tr>
<tr>
<td>9 Latest arrival time at a school in the PM is :</td>
<td>20 minutes after Bell time</td>
</tr>
<tr>
<td>10 Latest student drop off time in PM is :</td>
<td>5:00PM</td>
</tr>
<tr>
<td>11 Courtesy Busing / Empty Seat Policy :</td>
<td>By Board’s Policy / Guidelines</td>
</tr>
<tr>
<td>12 Walk to School Policy :</td>
<td>1.5KM jk to grd 8 1.6km jk-5; 3.2km 6-8; 4.8km 9-12</td>
</tr>
<tr>
<td>13 Max Walk-to-Stop policy is :</td>
<td>300m 1600m</td>
</tr>
<tr>
<td>14 Block policies : no walk, no cross, no stop</td>
<td>Board Determined hazards</td>
</tr>
<tr>
<td>15 Via policies : one way, no left, no right</td>
<td>Street specific</td>
</tr>
<tr>
<td>16 Minimum distance between stops :</td>
<td>200M</td>
</tr>
<tr>
<td>17 Multiple Pick-Ups &amp; Drop-Offs :</td>
<td>Yes</td>
</tr>
<tr>
<td>18 Student No Show / Non-Rider Policy :</td>
<td>Driver to report no shows after 5 days and Board follows up</td>
</tr>
<tr>
<td>19 Wait at Bus Stop Policy</td>
<td>Generally no wait time if bus is on time. Consistent delays to be reported to Board so appropriate action is taken</td>
</tr>
<tr>
<td>20 Parent / Guardian must meet Student Policy :</td>
<td>All students wearing Purple Tags</td>
</tr>
<tr>
<td>21 Undeliverable Student Policy :</td>
<td>Student taken back to school (school must be called first). If there is no one at school, then call Board for direction, if no one at Board, then to Police Station. If student is taken to Police Station, Transportation Supervisor must be contacted.</td>
</tr>
<tr>
<td>22 Inclement Weather Policy :</td>
<td>As per Board document</td>
</tr>
<tr>
<td>23 Seat Belts</td>
<td>Required in all vehicles under 48 passenger.</td>
</tr>
<tr>
<td>24 Age of Vehicles</td>
<td>12 years max.</td>
</tr>
<tr>
<td>25 First Aid Training</td>
<td>All drivers hold first aid certificate and receive Epipen training</td>
</tr>
<tr>
<td>26 Return for Student</td>
<td>If bus is on time, do not return for students - unless directed by Board</td>
</tr>
</tbody>
</table>

### 4.2 Special Education

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## Sped Transportation Policies - TDSB and TCDSB

<table>
<thead>
<tr>
<th>Policy</th>
<th>TDSB policy if different than TCDSB</th>
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<td>Earliest arrival time at a school in the AM is :</td>
<td>30 minutes prior to Bell time</td>
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<tr>
<td>Latest arrival time at a school in the AM is :</td>
<td>5 minutes before Bell time</td>
</tr>
<tr>
<td>Earliest arrival time at a school in the PM is :</td>
<td>Not specification but buses not to idle in school yard</td>
</tr>
<tr>
<td>Earliest Noon drop off time</td>
<td>10 minutes prior to start time</td>
</tr>
<tr>
<td>Latest noon pick up time:</td>
<td>10 minutes after dismissal time:</td>
</tr>
<tr>
<td>Earliest departure time at a school in the PM is :</td>
<td>as soon as students are boarded</td>
</tr>
<tr>
<td>Latest arrival time at a school in the PM is :</td>
<td>15 minutes after Bell time</td>
</tr>
<tr>
<td>Latest student drop off time in PM is :</td>
<td>5:00 PM</td>
</tr>
<tr>
<td>Courtesy Busing / Empty Seat Policy :</td>
<td>By Board Policy / Guidelines</td>
</tr>
<tr>
<td>Section 23 bussing</td>
<td>Yes</td>
</tr>
<tr>
<td>Allow Early Dismissal</td>
<td>Yes</td>
</tr>
<tr>
<td>Walk to School Policy :</td>
<td>N/A</td>
</tr>
<tr>
<td>Walk-to-Stop policy is :</td>
<td>Door to door P.U. and D.O.</td>
</tr>
<tr>
<td></td>
<td>unless directed by Board otherwise</td>
</tr>
<tr>
<td>Block policies : no walk, no cross, no stop</td>
<td>Right hand P.U. and D.O. only</td>
</tr>
<tr>
<td>Minimum distance between stops :</td>
<td>200M</td>
</tr>
<tr>
<td>Multiple Pick-Ups &amp; Drop-Offs :</td>
<td>Yes</td>
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<td>Wait at Bus Stop Policy</td>
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<tr>
<td></td>
<td>Consistent delays to be reported to Board so appropriate action is taken</td>
</tr>
<tr>
<td>Parent / Guardian must meet Student Policy</td>
<td>100% to be met by parent unless directed otherwise by Board</td>
</tr>
<tr>
<td>(Sped)</td>
<td></td>
</tr>
<tr>
<td>Undeliverable Student Policy :</td>
<td>Student taken back to school (school must be called first). If there is no one at school, then call Board for direction, if no one at Board, then to Police Station. If student is taken to Police Station, Transportation Supervisor must be contacted.</td>
</tr>
<tr>
<td>Harnesses / Safety Vests:</td>
<td>Board provides Harness / Safety vest when required</td>
</tr>
<tr>
<td></td>
<td>Parents or school staff to undo or do up Harnesses</td>
</tr>
<tr>
<td>Nurses / Aides</td>
<td>Board will provide - Nurses will be P.U. and D.O. as part of route</td>
</tr>
<tr>
<td>Return for Student</td>
<td>If bus is on time, we do not return for students - unless directed by Board</td>
</tr>
</tbody>
</table>
5 Procedural Items

5.1 Behaviour Management

Protocol Name: Behaviour Management

1. At times when students from various schools are riding on the same bus at the same time it is important that all incidents be reported to the affected schools. Below are the protocols for the communication of student behaviour issues on busses.

A. School Bus Protocol for Student Behaviour Issues Single School Involvement (Driver reported)

1. Driver makes verbal report of student behaviour issues to staff members at receiving school.
2. Receiving staff members inform Principals and hand in conduct slips to be filed.
3. Principal deals with student behaviour issue and takes appropriate action if necessary.
4. a. Principal to communicate / discuss with family if necessary
   b. Principal to communicate actions to bus company and bus driver. (even if no action is taken)
5. Bus Company to confirm / inform driver(s) of action taken
6. If incident is deemed to meet one of the Boards Bill 157 criteria for Suspension the School Principal will initiate a Bill 157 form which the driver will complete and sign upon returning to the school.
7. School Principal will complete the form including information pertaining to what action if any was taken and forward to bus operator who is required to provide a copy to the driver.

B. School Bus Protocol for Student Behaviour Issues Multiple School Involvement (Driver reported)

8. Driver makes verbal report of student behaviour issues to staff members at all schools where students involved. (Includes reporting of students who may have been abused by other students on the bus)
9. Staff members inform Principals and hand in conduct slips to be filed.
10. Principal deals with student behaviour issue and takes appropriate action if necessary.
11. a. Principal to communicate / discuss with family if necessary
    b. Principal to communicate / discuss actions taken to other school Principals involved.

Protocol Name:
Date Enacted:
Date Amended:
c. Principal to communicate actions to bus company and bus driver. (even if no action is taken)

12. Bus Company to confirm / inform driver(s) of action taken
13. If incident is deemed to meet one of the Boards Bill 157 criteria for Suspension the School Principal will initiate a Bill 157 form which the driver will complete and sign upon returning to the school.
14. School Principal will complete the form including information pertaining to what action if any was taken and forward to bus operator who is required to provide a copy to the driver.

C. School Bus Protocol for Student Behaviour Issues, Multiple school Involvement (school reported)

1. School notices a change in student behaviour and student indicates issues on the school bus.
2. School to inform Bus Company and driver that student may be victimized while on board the bus.
3. Bus Company to instruct driver to monitor bus and victimized student more closely.
4. If events are identified indicating victimization of a student, driver to report to school as per previous protocol.

D. School Bus Protocol for Student Behaviour Issues, Section 23 students involved.

1. Driver makes verbal report of student behaviour issues to section 23 staff member at receiving schools involved in incident on the bus (Includes reporting of students who may have been abused by other students on the bus)
2. Staff member informs section 23 student teacher and hands in conduct slips to be filed.
3. Teacher deals with student behaviour issue and takes appropriate action if necessary.
4. Teacher to escalate matter to Program Coordinators for approval if removal of transportation privileges is considered.
5. Program Coordinators advise teachers of decision on removal of transportation privileges.
6. a. Teacher to communicate / discuss with family if necessary
   b. Teacher to communicate / discuss actions taken to other school Principals (other section 23 teachers) involved.
   c. Teacher to communicate actions to bus company and bus driver. (even if no action is taken)
7. Bus Company to confirm / inform driver(s) of action taken
8. If incident is deemed to meet one of the Boards Bill 157 criteria for Suspension the School Principal will initiate a Bill 157 form which the driver will complete and sign upon returning to the school.
9. School Principal will complete the form including information pertaining to what action if any was taken and forward to bus operator who is required to provide a copy to the driver.
5.2 Drop-off Protocol

Protocol Name: 72 Passenger Drop-Off

1. The Toronto Student Transportation Group (TSTG) will roll students over in their transportation system in May and add new kindergarten students to bus lists as they are received from the school. All other students are updated from a download from Trillium. It should be noted that stops are assigned according to home address listed in Trillium. If the home address is incorrect, or if the student goes to a location other than the home address, the stop location would require manual updating by the school. Students not in Trillium will not show up on the transportation manifests.

2. Schools should have a ‘Safe Departure’ plan that ensures the students board the correct vehicles. Schools should utilize the TRACS system to get a base template of students assigned to each bus and modify as necessary. Schools must have someone responsible to receive the children in the morning up to 30 minutes prior to bell time.

3. A responsible adult or older student should meet young students at the PM drop off. Schools should have the ‘Purple Equals Parent’ (PEP) program implemented at their school (purple tag that goes on the student’s backpack) so that bus drivers are aware of which students are required to be met by an adult or older student at the drop-off location. Some schools have found a bus-seating plan of help, and also assigned older students to buddy up with the younger ones.

4. Carriers will provide buses with an easily recognizable symbol or route number to be posted on a window by the door to facilitate loading for the return trip, and the name(s) of schools served for the trip into school.

5. Schools should be mindful of new primary-age students starting mid-year. They need to be accompanied to the bus, and the driver should be informed of their drop off location.

6. Staff should make students aware of the danger zone around the bus where they may become invisible to the driver. For additional information regarding the “Danger Zones” please check our internet web page at: http://www.mto.gov.on.ca/english/safety/school-bus-safety.shtml

7. Parents who normally meet their child at the drop off location should make alternate arrangements to have another adult meet the child if they are unable to be there at drop off time. If an adult or older student normally meets the student and is not at the drop-off location at the designated time, the student should be instructed to inform the driver. In this case the driver will notify dispatch and use the following options:
a. wait with the child until a responsible adult recognized by the child arrives
b. continue with the route and return to the drop off location with the child until a responsible adult arrives
c. return the child to the school of attendance
d. failing all other options, the driver will take the child to the nearest Police Station or Children’s Aid Society

8. Due to the potentially large number of students dropped off at some locations, and the possible use of spare bus drivers, the Board and Carriers cannot guarantee that the driver can ensure that a responsible adult meets the children each day, unless the child informs the driver. Supervision of students prior to pick up and after drop off remains a parental responsibility.
5.3 Accidents

Protocol Name: Accident Protocol – Contracted Fleet

2.1 No passengers on bus (18 passenger vehicle or less):
- Driver will notify dispatcher.
- Police are to be notified if damage is more than $2,000.
- The contractor will notify the Operations Manager, Transportation Safety Officer & Area Operations Supervisor, schools and parents if the run schedule will be delayed.
- The contractor is required to update the late bus portal if the run will be delayed.
- The contractor will dispatch another vehicle if required and/or if the bus will be delayed by more than 20 minutes.
- The contractor is required to initiate an accident notification report and complete Collision report in TRACS within 48 hours, with all supporting documents, police report, driver citations and pictures taken of the scene.

2.2 No passengers on bus (70 passenger vehicle):
- Driver will notify dispatcher.
- Police are to be notified if damage is more than $2,000.
- The contractor will notify Operations Manager, Transportation Safety Officer, Area Operations Supervisor and schools if the run schedule will be delayed.
- The contractor is required to update the late bus portal if the route will be delayed.
- The contractor will dispatch another vehicle if required and/or if the bus will be delayed by more than 20 minutes.
- Principals are responsible to relay to parents if they contact the school of the bus accident and possible delay in pick up of their child.
- The contractor is required to initiate an accident notification report and complete Collision report in TRACS within 48 hours, with all supporting documents, police report, driver citations and pictures taken of the scene.
2.3 Passengers on bus (18 passenger vehicle or less):
- Driver will notify dispatcher.
- Police must be called regardless of the extent of damage.
- The contractor will notify the Operations Manager, Transportation Safety Officer, Area Operations Supervisor, schools & parents of the accident & if the run schedule will be delayed.
- The contractor is required to update the late bus portal if the route will be delayed.
- The contractor will dispatch another vehicle if the bus will be delayed more than 20 minutes or in order to transfer students not injured & to complete the route.
- If there are apparent injuries, or if in doubt, children will be taken to the hospital by ambulance and be released to the care of their respective parents/guardians.
- If the accident is of a serious nature or if there are apparent injuries, the Operations Manager or designate will notify a senior member of Business Services and Manager of Communications.
- The Principal(s) is required to contact parents of students who were on the bus to inform them of the accident and if their child was transported to the hospital and follow up with a written letter to the parents.
- The principal(s) will also ask teachers and parents to monitor the children who arrived at school to ensure that no problems develop during the day or evening depending on when the accident took place.
- The contractor will dispatch their Safety Supervisor or designate to the scene to assess the situation and provide assistance to the driver and other First Responders.
- All responsibility for the collision scene management and investigation is to rest with the Contractor and responding Police and EMS
- The contractor is required to initiate an accident notification and complete Collision report in TRACS within 48 hours, with all supporting documents, list of students on board of the bus at the time of the accident, police report, driver citations and pictures taken at the scene.

2.4 Passengers on bus (70 passenger vehicle):
- Driver will notify dispatcher.
- Police must be called regardless of the extent of damage.
- The contractor will notify the Operations Manager, Transportation Safety Officer, Area Operations Supervisor and principals or designate of the accident & if the run scheduled will be delayed.
- The contractor is required to update the late bus portal if the route will be delayed.
- The contractor will dispatch another vehicle if the bus will be delayed more than 20 minutes or in order to transfer students not injured & to complete the route.
- If there are apparent injuries, or if in doubt, children will be taken to the hospital by ambulance and be released to the care of their respective parents/guardians.
- If the accident is of a serious nature or if there are apparent injuries, the Operations Manager or designate will notify a senior member of Business Services and Manager of Communications.
- The Principal(s) is required to contact parents of students who were on the bus to inform them of the accident and if their child was transported to the hospital and follow up with a written letter to the parents.
- The Principal(s) will also ask teachers and parents to monitor the children to who arrived at the school to ensure that no problems develop during the day or evening depending on when the accident took place.
- The contractor will dispatch their Safety Supervisor or designate to the scene to assess the situation and provided assistance to the driver and other First Responders.
- All responsibility for the collision scene management and investigation is to rest with the Contractor and responding Police and EMS.
- The contractor is required to initiate an accident notification and complete Collision Report in TRACS within 48 hours, with all supporting documents, list of the students on board of the bus at the time of the accident, police reports, driver citations and pictures taken at the scene.
5.4 Lockdowns

Protocol Name:   Hold & Secure for Bussed Students

School is in Hold & Secure- danger on site:

Before AM Bell:
- Buses will already have students on board – need alternate drop-off place
- Use Bus List to record which students have been relocated – fax to other site
- Parents or other caregivers may need to be notified – to collect students from alternate site if possible

   During the Day
- Noon bus for Kindergarten students – notify Toronto Student Transportation Group (TSTG)
- Drivers could deliver message on route – **do not** transport students to school
- Students out of school on field trip – may need alternate drop-off place
- Use Bus List to record which students have been relocated
- Parents or other caregivers may need to be notified – to collect students from alternate site if possible

At PM Bell
- Bus cannot access school to collect students
- Contact TSTG to determine if a later bus can transport students when area cleared
- Parents or other caregivers will need to be notified – to collect students from the bus stops at a later time **OTHERWISE**
- Parents or other caregivers will need to be notified – to collect students from the school when the area has been cleared
- Staff member to remain on site until all students have been delivered by bus or collected by parents.
School is in Hold & Secure - danger in School neighbourhood:

Before AM Bell:
- Decide whether or not to accept students on site
- If accepting students buses will have to drop-off at site using safest access to building, i.e. access furthest from danger - Staff to escort students from bus OR
- If not accepting students buses may require alternate drop-off site
- Use Bus List to record which students have been relocated
- Parents or other caregivers will need to be notified – to collect students from alternate site if possible
- Drivers and staff must ensure buses are checked for students that may be hiding or sleeping on bus

During the Day:
- Noon bus for Kindergarten students or students on field trip – notify Transportation
- Decide whether or not accept students on site
- Drivers could deliver message on route – do not transport students to school
- If accepting students buses will have to drop-off at site using safest access to building, i.e. access furthest from danger - Staff to escort students from bus –
- Driver/staff to check for students that may be hiding or sleeping on bus

At PM Bell:
- Determine if students are to be dismissed from building
- If dismissing use safest access to building, i.e. access furthest from danger – Staff to escort students to bus
- Use Bus Lists to record which students were placed on buses
- Staff member to remain on site until all students have been delivered by bus or collected by parents.

Protocol Name:
Date Enacted:
Date Amended:
5.5 School Bus Safety Programs

Protocol Name: School Bus Safety Program

As part of its mission the TSTG will provide Bus Safety information to all students riding buses to and from school. Further we would endeavour to include all students that could ride buses for field trips.

- The Transportation Safety Officer (TSO) will create an information package for schools to tell them about the School Bus Safety Program
- The information package will be sent each September to all bussed schools encouraging them to schedule a Bus Safety Program for all their students
- Requests will be received and recorded by the Transportation Safety Officer
- Requests will be forwarded by TSO to the contractor for scheduling
- All invoices will come to the Transportation Safety Officer for review before payment authorization
- All costs and the numbers of students receiving the program will be recorded
- Program evaluations from the schools will be reviewed and concerns raised will be addressed with the program delivery agent
- Curriculum will be reviewed and special emphasis on certain items may be requested as the situations arise
- Throughout the school year non responding schools will be contacted by TSO and encouraged to participate in the program
- It is recommended that this program be mandatory and the TSO have discretionary authority to schedule schools.
In the interest of safety, only certain equipment is allowed on buses:

1. Smaller sports equipment must be carried in a sports bag.

2. Sports bags must be kept on the floor at the student’s feet or on their laps and they must fit within the confines of the seat. The rider must control the bag at all times to avoid movement of the bag throughout the bus.

3. Heely shoes (shoes with a wheel in the heel), skates, or cleats are not permitted to be worn on the bus.

4. Music equipment must be transported in a case and should be kept on the student’s lap whenever possible.

5. Special arrangements must be made in advance between the principal (or designate) and bus operator to transport skis, poles, skate boards, hockey equipment, and program related items such as large musical instruments.

6. Larger pieces of luggage or equipment must be stowed and secured in such a manner as to permit access to all emergency exits on the bus.

7. Dangerous objects are not permitted on the school bus. (This can include and are not limited to tools, knives, lighters, chemicals, explosives, etc.)

8. Pets and animals are not permitted on the school bus. In case of dispute, the final decision as to what may or may not be transported rests with the bus operator. (Specially trained service animals for disabled students are permitted per HRA.)
5.7 Transporting Articles – School Bus

Protocol Name: Transporting Articles – School Bus

In the interest of safety, only certain equipment is allowed on scheduled buses:

1. Smaller sports equipment must be carried in a sports bag.
2. Sports bags must be kept on the floor at the student’s feet or on their laps and they must fit within the confines of the seat. The bag must be controlled by the rider at all times to avoid movement of the bag throughout the bus.
3. Heely shoes (shoes with a wheel in the heel) are not permitted to be worn on the bus.
4. Music equipment must be transported in a case and should be kept on the student’s lap whenever possible.
5. Special arrangements must be made in advance between the principal (or designate) and bus operator to transport skis, poles, skate boards, hockey equipment, and program related items such as large musical instruments.
6. Dangerous objects are not permitted on the school bus. (These can include and are not limited to tools, knives, lighters, chemicals, explosives, etc.)
7. Pets and animals are not permitted on the school bus. In case of dispute, the final decision as to what may or may not be transported rests with the bus operator. (Specially trained service animals for disabled students are permitted per HRA.)
5.8 Inclement Weather

Protocol Name:  Inclement Weather

1. At the start of each school year the TSTG will confirm contact names and numbers for all School Board staff that require notification of inclement weather information.

2. The TSTG will also update the inclement weather distribution list for all school bus operators and staff required to be included on all correspondence.

3. The TSTG will connect with Communications departments prior to winter weather arriving to discuss how stakeholders will be updated as it pertains to inclement weather.

4. Communication will go out to the schools and parents to remind them of what happens on an inclement weather day and what to expect if transportation is not cancelled.

5. The TSTG will review the contact points used to help determine the severity of the weather and whether buses can be run safely and in a timely manner.

6. In the event the weather forecast calls for inclement weather for the following day the subsequent protocol will be engaged.

7. The TSTG will turn on the inclement weather application in TRACS allowing transportation providers to provide feedback to the consortium no later than 5:30AM the following day.

8. At 5:00AM the Transportation Operations Manager (TOM) will contact various consortium staff, review relevant media sources, and on the ground personnel to determine the scope and severity of weather for the upcoming school day.

9. Should the TOM feel that the busses cannot be safely and effectively dispatched that day they will confirm with the consortium General Manager. The GM will then e-mail/call the appropriate senior staff member at both School Boards to provide them with a recommendation to cancel bussing for the day.

10. The senior staff members will consult with the Directors of Education or their designates for confirmation that busses should be cancelled for the day.
11. Should the Directors of Education or their designates from both Boards agree that transportation be cancelled, the SBO and/or Communication Department will confirm this information with the Toronto Student Transportation Group and will send out notification of cancellation prior to 6:00AM.

12. The Toronto Student Transportation Group will notify each school bus division directly of any cancellation along with posting this information on available web and social media sites.

13. Toronto Student Transportation Group will also notify Francobus staff of the cancellation of transportation services in Toronto.

14. In the event the protocol is activated but there is no recommendation of cancelation the transportation providers will provide notification to the consortium at the end of the day when all students have been delivered and an ‘all clear’ is issued.
5.9 Student Allegations

Protocol Name: Student Allegations of Driver Misconduct

The following protocol will be followed every time a student claims that there is inappropriate behaviour on the part of the driver. This may include but is not limited to:

- spoke to them about their bodies or sexual activity or requested sexual favours
- touched them inappropriately
- asked them to touch themselves or others inappropriately or to expose themselves
- exposed private parts to the child
- struck them
- failed to stop or report sexual activities by other students on the bus

Protocol:

1. Student(s) and alleged assailant shall be separated as quickly and as safely as possible

2. If the student is injured, medical assistance will be arranged, and emotional and moral support provided for the student and family

3. The TDSB/TCDSB employee that receives the complaint/disclosure will, in accordance with Board Policy, immediately contact the Principal and/or the Superintendent of Education and depending on the advice received, contact Police and/or the appropriate Children Aid Society (CAS).

4. If student is under 18 years of age parent/guardian will be contacted by the school

5. TSTG will be notified and requested to obtain information regarding the service provider and their employee’s information

6. The driver will be removed from service pending the outcome of the investigation

7. Carrier and the driver will co-operate with all inquiries related to the incident and will be apprised of the result

8. TSTG will be apprised of the result and respond to any special circumstance requests pertaining to the transportation of this student, during and after the investigation

Protocol Name:
Date Enacted:
Date Amended:
9. Driver cleared of wrongdoing will be allowed to resume service, but in the best interest of everyone, including the driver, the driver involved will be given a different route.
5.10 Missing Student

Protocol Name:  Missing Student

In the event that a parent or school notifies the Student Transportation Services Department or a school bus operator directly the following protocol will be enacted.

1. When notice of a missing student has been received the call taker will take as much information down as possible including the route information, school, timing, and description of student and what they were wearing.

2. If the Operator is notified directly they will contact the school and the TSTG immediately and provide the details supplied by the caller.

3. The TSTG will confirm with the school that the student got on a bus and which specific vehicle the student entered if multiple buses are present at the school.

4. If the student did get on a bus, dispatch will radio driver to ascertain if they remember the student getting on and off the bus.

5. The driver will immediately check the bus for any students who may have fallen asleep on the bus.

6. TSTG will also inquire with other school bus operators at that school if any unidentified student entered or left the bus.

7. The Operator will have the driver and other drivers still in the area patrol the area for signs of the student.

8. If there are bus stops at schools on this route then the TSTG will contact those schools to inquire if any students may be at that facility.

9. The School will contact family, friends, and other students on the bus to ascertain if they noticed the student and at what stop they may have gotten off at.

10. Police services to be contacted if the student not located during the initial search.
11. Bus Company to maintain an active dialogue with Police Services until the student has been located.

12. Bus Operator to provide a report to the TSTG covering the circumstances involved with the student going missing.

13. Transportation Safety Officer to dialogue with school and school bus operator to identify and correct any safe departure plan issues.
5.11 Bus Stop Criteria

Protocol Name: Bus Stop Criteria

- Statistics from across North America show school bus injuries and fatalities most often occur when students are getting on or off their school bus.

- This makes the placement of school bus stops an important part of bus safety.

- It is incumbent on the Board to create bus stops that enhance the safety of students and reduce as much as possible the exposure of those bus passengers to unnecessary risk.

- It is incumbent on the Board to inform the bus carriers of the exact bus stop location.

- It is incumbent on the bus carriers to service the route as it has been planned.

- Bus drivers that relocate stops at opposite corners or on the wrong street at intersections without regard to the route instructions can put students at risk.

General Procedures and Principles:

Special Education Students:

Students in special education programs or those with developmental challenges shall have their transportation address designated as their bus stop. The TSTG will endeavour to provide the most accessible and safe stop location bearing in mind the following:

- The bus should pick up and drop off those students at the municipal curb nearest their address unless that entrance way is unsafe or inappropriate for the abilities of the student.

- The curb nearest their home may involve a different street address that provides a shorter and more accessible path at the rear or side of the property.

- There must be safe access and egress for the vehicle servicing the stop.
General Procedures and Principles:
Students riding big buses or students in regular programs:

Students riding big buses or students in regular programs that may ride smaller buses shall have a common neighbourhood stop. They are expected to walk to the stop and wait at the designated location for their bus. The TSTG will endeavour to provide the most accessible and safe stop location bearing in mind the following:

- The bus stop will be located no further away from a student than the shortest applicable walk to school distance policy set by governing body.
- The bus stop will be located to serve students in a neighbourhood.
- The bus stop should be located at the curb of a municipally controlled street.
- Stops on dead end streets or roads that require a bus to make three point turns will be avoided.
- Stops on a route will not be closer than 200 metres apart unless student volume or hazards necessitate stops within these distances.
- No home stop will be assigned unless the neighbourhood stop is coincidently the same as that of a bus rider.
- Stops will generally be at intersections, mid-block, or municipally maintained walkways or parks.
- Preference will be given to locations that have sidewalks.
- Stops will have sight lines to allow approaching traffic to see the bus and students in time to stop for the flashing lights.
- Efforts will be made to avoid stop locations on high traffic arterial roads.
- If a stop must be placed on a high traffic road it will be designated right side pick-up and drop off only.
- If a bus stop is considered unsafe on a high volume arterial road, the TSTG will approach the private property owner and request access to their property.
- Stops that must remain right side pick-up will be noted in the stop description.
- There must be safe access and egress for the vehicle servicing the stop.
5.12 Changing Bell Times

Protocol Name: Changing Bell Times

The routing of students for transportation is dependent on the bell times offered at local schools. In many cases schools may modify their bell times which negatively impact the efficient use of school bus routes. In order to minimize the financial impact to the member Boards and maintain operationally efficiency the following protocol will be enacted:

1. Any number of individuals or groups may request a bell time change including but not limited to, the school administration, school parent council, the TSTG, School Board Departments, or from outside the school community (MP responding to community input).
2. The school will begin the consultation process which may include:
   - Superintendent
   - Principal
   - School Staff
   - School Councils
   - Parents
   - Trustees
   - TSTG
3. The consultation process should be completed by the end of March for implementation the following September.
4. If the bell time change triggers additional transportation cost or impacts the TSTG’s ability to route buses then then the Operations Committee will be engaged for direction and approval.
5. Should the bell time be approved, notification should go to the TSTG who will notify the school and adjust times accordingly.
6. In the event the bell time is not approved then the TSTG will notify the school and no changes will be made to the school bell time.
7. Any request for a change to a school bell time will not alter the time by more than 30 minutes.
8. All bell times should be consistent on a 5 day frequency unless modification is required for the special needs of the student. Any request for an alternative day must be approved by the local Superintendent and if it generates cost must conform to the same process as highlighted in this protocol.
9. A summary of the workflow is highlighted below that describes the process for a bell time change request.
Bell Time Workflow
5.13 Contagious Diseases

Protocol Name: Contagious Diseases

In the event a student contracts a contagious disease and is suspended from school their transportation privileges will also be suspended. All school bus operators are to ensure their pandemic plans are updated yearly and communicated to their driving staff.

1. When the school is notified of a student with a contagious disease they will communicate this information to the TSTG.

2. The TSTG will contact the appropriate carrier(s) and advise that the student is suspended from transportation until such a time that the student is no longer contagious and verified by a public health employee.

3. The Operator should implement their accelerated cleaning protocol on any vehicle(s) where a student(s) have been identified as having a contagious disease.
5.14 **Late Field Trips**

**Protocol Name:** Late Field Trips – Within City Limits

School bus companies are under contract to the Board to provide timely and consistent home-to-school transportation. They are permitted to utilize their buses for charter work provided the charter does not conflict with their obligations under their contract to the Board. It is important to remember that home-to-school transportation takes precedence over charter work. School buses may be sent to do their regular routes if a group does not return to the bus at the scheduled time. The following protocol outlines the process to follow in regards to late charters within city limits.

1. It is incumbent on the teacher in charge of the group to ensure that the students and parent volunteers return to their bus at the scheduled departure time.

2. Some events can run over the originally scheduled times or some students and their parent volunteer may be delayed or lost at the charter venue. It is important to contact the bus driver and the school to let them know if there is a delay. The driver may allow some extra time if the Dispatcher is in agreement and there will be no significant impact to that driver’s school run.

3. If most of the group is ready to leave at the departure time they should board the bus under the supervision of one of the staff members or a parent volunteer. The school needs to be notified that part of the group is returning in order to provide supervision once they arrive. The teacher in charge should stay to supervise and/or locate the remaining students that did not or could not come to the bus at the appointed departure time.

4. Schools are encouraged to have contingency plans in place if the group misses the bus. Contingency plans to return to the school without the charter bus can include TTC tickets or the use of taxis. All teachers and parent volunteers should have a cell phone or some means of communication so that they can keep in touch with the group in the event they are delayed or lost.

5. The charter bus will always be available to return to collect the group after the school runs are completed. The bus company will endeavour to dispatch any other bus that may get to the charter site earlier in order to get the students back to the school.

6. Parents will be responsible to pick up their children at the school if the students arrive late to the school and miss their normal return trip home on the school bus.
5.15 Missed Bus

Protocol Name: Missed Bus

There are times when a student may miss their scheduled bus pick-up. In the event this happens the following protocol will be enacted.

1. Should a school purpose vehicle be running on time and was at the scheduled stop at the scheduled time then it will be the parent’s responsibility to transport the student to school.
2. In the event the parent indicates that the bus was early; TSTG will contact the carrier to confirm the stop time (and where applicable confirm through GPS timestamp).
3. Should the carrier indicate that the bus was excessively early (more than 10 minutes), TSTG may request that the company send the bus back to pick up the student(s).
4. In the event a spare driver may stop at a location that is not the normal pick-up location the TSTG may request that the company send the bus back to pick up the student(s).
5. Should the bus not be dispatched back to the stop location it remains the parent responsibility to get the student to school.
Given family circumstances there may be occasion when a student resides at multiple addresses throughout the week/month/year. In terms of providing transportation for a student with multiple addresses the following protocol will be enacted.

1. The student must adhere to the placement policy of the respective school Board.
2. Transportation will only be provided for students who are living at an address that is eligible for transportation.
3. Should the two residences be eligible the student may receive transportation from both locations as long as a set weekly schedule is in place or the student uses the service from alternating addresses on a bi-weekly basis.
4. No service will be provided for students out of area even if one of the addresses is eligible.
5. Ad-hoc changes to the transportation schedule will not be considered unless direction/approval is given from Program Services and or the Special Education Department.
6. For students in special education classes a secondary address must be within a reasonable distance (approximately a 20 minute direct bus ride) from the program facility in order to be accommodated.
5.17 Per Request Student Transportation

Protocol Name: Per Request Student Transportation

Only students approved for transportation shall be transported on buses contracted by the School Board. Each student transported shall be listed at the school detailing which bus or vehicle the student is travelling on. It is not recommended that students be added to a school bus on a per request basis. In the event the School Principal does approve a request for a student who is not normally transported the following protocol shall be followed.

1. Should a student who does not normally travel on a school bus wish to accompany a fellow classmate on the school bus a request along with a letter of permission must be submitted to the School Principal. The request must state the reason for accompanying the classmate along with the date(s) service is required.

2. After receiving the request and the principal approves of the request the Principal will confirm with the receiving parent that the classmate will be accompanying their child on the school bus. The parent will provide a letter including the date, bus stop location and route number that the student will use.

3. At dismissal time the staff member that is responsible for the safe departure plan must ensure that the student is boarded on the correct bus and identifies the student to the driver advising them of the stop that student will be getting off at.

4. School staff will document what student was added to the bus list and file in their school transportation folder.
5.18 Restraint Systems

Protocol Name: Restraint Systems

The transportation of students periodically requires students to be restrained on the vehicle through a variety of devices. The following protocol will be enacted when one of these restraints are required.

Car Seat

1. Students travelling on passenger vehicles (not yellow school buses) who are less than 40 pounds require a car seat.
2. The car seat must be CSA approved and valid for the time the student is using the seat. The car seat must be installed by a qualified car seat technician.
3. The parent will provide the car seat for use on the vehicle.
4. The TSTG will make every effort to ensure the student is transported on the same vehicle both to and from school.
5. In the event the TSTG is unable to route the student on the same vehicle both to and from school the TSTG will provide the second seat for use.
6. These car seats are to remain in the vehicle for the duration of the school year and are not to be removed for the parent to use in their own vehicle.
7. Should a parent request the use of a car seat on yellow bus where a car seat is not required then the TSTG will review these cases individually for the appropriateness and safety of the device in transporting the student pending the structural requirements are available on the specific bus in question.

Booster Seat

1. The booster seat may only be used in a vehicle with three point seat belt installed.
2. Students who utilize taxi or minivan service and do meet the following criteria will be required to use a booster seat on these types of vehicles.
   - Weigh between 40 to 80 pounds; or
   - Less than 145 cm tall; or
   - Under 8 years of age.
3. The parent will provide the booster seat for use on the vehicle.
4. The TSTG will make every effort to ensure the student is transported on the same vehicle both to and from school.
5. In the event the TSTG is unable to route the student on the same vehicle both to and from school the TSTG will provide the second seat for use.
6. These booster seats are to remain in the vehicle for the duration of the school year and are not to be removed for the parent to use in their own vehicle.
7. A booster seat will not be used on a yellow school bus.
Harness

6. A request for harness in order to help support or restrain a student in transit on a school bus will only be considered as a last resort.

7. Schools are required to facilitate other methods including seat belt clips, monitors, or active programming where appropriate as a means to address the safety issue prior to the request for a harness.

8. Schools are required to obtain the consent of the parent prior to submitting the request for harness.

9. The parent must obtain medical documentation indicating that the harness will best address the safety of the student while in transit.

10. Those individuals delegated authority must also sign off on all harness requests once the request form and documentation has been submitted.

11. Carriers are to keep records of harness received from the TSTG and report any cases of the harness not fitting properly or damage making it unsuitable for the student.

12. The TSTG will provide carriers the basic harness requirements and replacements, while the carrier will be responsible for the additional equipment (o rings, c clips, cam straps etc.) required to secure the students.
5.19 School Bus Parking on School Property

Protocol Name: School Bus Parking on School Property

In the event a school bus operator requests an overnight parking permit on school property the following protocol will be enacted:

1. The school bus operator is required to approach the school principal and request permission to park on school property.

2. Should the school principal refuse the request then no permission will be granted to park at that facility, however, the TSTG may advocate for the carriers if the parking is critical.

3. Should the school principal approve the request the school bus operator is responsible to approach the appropriate School Board’s Permit Department to take out a permit.

4. The permit is free of charge but is conditional on dates available and any other conditions related to the local school facility.

5. The school Principal at any time may request a temporary or extended period of time for the bus not to park at the school based on circumstances at the school. (i.e. parent/teacher interview night; school concerts or performances; other special permitted events going on at the school)

6. School bus parking is not allowed during the summer months unless receiving special permission for the Board.
5.20 Transportation Budget Process

Protocol Name: Transportation Budget Process

Each year the Toronto Student Transportation Group will develop a budget for submission to the Governance committee and individual School Boards. The timelines and budget requirements in the following protocol will be enacted;

1. In April of each year the TSTG will provide the Governance Committee with a draft transportation budget for the following school year.

2. Once approved by the Governance Committee the General Manager will submit budget reports to each of the Boards for updating in their financial systems.

3. By mid-October the TSTG will provide the Governance Committee with a revised update of the transportation budget. This shall include the previous year actuals, original draft, revised draft, and variance details. The revised update will also include a summary of the reasons for any increase or decrease to the transportation budget.

4. Once approved by the Governance Committee the General Manager will submit budget reports to each of the Boards for updating in their financial systems.
Transportation of oxygen cylinders or containers can potentially be dangerous and the following protocol is to be enacted to safeguard occupants of a vehicle when oxygen is present.

- All respiratory related equipment must be securely mounted or fastened to a wheelchair bus seat, floor or wall so that is will not become a projectile during transportation (please seek help from manufacturers of equipment regarding securement)

- Compressed gas cylinders must be secured to prevent movement

- Liquid oxygen containers must be secured in an upright position to prevent leakage and movement

- All oxygen containers must be secured in a location that will allow all passengers free access to and from emergency exits

- The student must be seated so that the oxygen is not in the proximity of any heat source
5.22 Transportation of Service Animals

Protocol Name:  Transportation of Service Animals

In the event a service animal is required to be transported with a student the following protocol is to be enacted.

Service Animals: other than dogs:

1. All service animals will have documentation from a governing body that is responsible for the training and development of the animal.
2. Specific directions in regards to the care and transport of these animals must be communicated to the Transportation consortium as part of the students ‘Independent Transportation Plan’
3. When transporting animals all families and drivers must be notified ahead of service starting indicating what type of animal is being transported.
4. Documentation must be provided to all families and drivers outlining the service animal’s responsibilities to the student and a fact sheet detailing information about dealing with service animals.
5. The bus company will post this information in their dispatch office and identify routes with service animals and only assign drivers that are aware of and trained to deal with service animals.

6. In the event an animal is required (and is not a registered service animal) as approved by the Special Education Department as a means to placate or calm a student as part of their transportation routine then the School Board will be responsible for providing the documentation and fact sheet in a similar fashion to those for service animals.

Service Animals: Dogs

Protocol Name:
Date Enacted:
Date Amended:
1. The same protocols as above will be enacted for service dogs. Specific directions are highlighted below:

- The service animal should NEVER ride on the wheelchair lift to prevent injuries.
- Driver should always wait for or ask for instruction from the service dog owner.
- Drivers should avoid petting and talking to the service dog.
- If the student needs assistance loading into a vehicle, he/she may tell the dog to board the vehicle and wait inside, the driver should make sure all other doors are closed behind the dog, except for the one that the student will be using to board the vehicle. Same thing for unloading.
- The student may ask the driver to hold on to the dog's leash and lead the dog into the vehicle and wait there (for example, on a TTC bus), and then the student board the bus by wheeling up the ramp on their own. The driver should do so and should NOT let go of the dog's leash for the dog's safety.
- When securing the wheelchair in the vehicle and the service dog is in the way, the driver should ask the student to reposition his dog.
- Drivers should not give commands to the service dog, ALWAYS ask the service dog owners to deal with the dog.
- If the student is to exit the vehicle by wheeling down the ramp on their own, again the driver may be asked to hold on to the service dog and hand the leash over ONLY when the student has safely arrived on the sidewalk.
- If Driver is asked to hold on to the service dog's leash, they should make sure their shoulders are square and back is straight to establish leadership. Also avoid direct eye contact with the dog, so the dog's focus is still on his owner.

In case of a student is incapacitated:

If a student is incapacitated and he has a service dog with him at that time, and you think that the dog will be bothered by you touching their partner then try to pet the dog with confident hands. Crouch down with your shoulders back and turn the side of your body toward the dog. Try to lead him to a separate room and shut the door. Drivers should carry dog treats with them to make friends and use to help lure the dog to a desired position.

Paramedics need to deal with the injured and will not be able to take the service dog in an ambulance. C.O.P.E. dogs carry emergency cards in their back packs or capes. If they are not found there, or the dog is not wearing his pack then the emergency card should be on the person. The card states emergency phone numbers for people who could take care of the dog. Please remember to call COPE (705-734-COPE (2673)) if you cannot find any emergency contacts.

If the service dog belongs to a different organization, then please contact the respective organization.
If someone is willing to care for the dog until the emergency contact arrives but they need to transport the dog to a different location, then the dog can be transported on the floor of a vehicle.

All C.O.P.E. Service Dogs are trained not to act aggressively in any situation. However, in times of extreme stress it is possible that a dog may rely on his instincts rather than his training. IF this does happen, it is important for drivers to not act aggressively toward the dog (i.e. raising their arms over their head and yelling) and try to talk to the dog in a confident, friendly and calm voice. Something like "Hi puppy. You're a good dog. We are taking your friend to the hospital now.” If you keep your shoulders back and explain things so that your voice appears confident and "as a matter of fact” to the dog then this will decrease stress and therefore the instinct to be aggressive.

The most important point is to appear confident and friendly.

**In the case of an emergency evacuation of the vehicle:**

- If the student and their service dog are both conscious and not injured, then ask for instruction from the student as to whether they need assistance with the dog.
- If the student is incapacitated but the dog is conscious, not injured but appears fearful, then you should approach dog in a confident manner. That is, shoulders back, turn the side of your body toward the dog and talk to the dog in a confident, friendly and calm voice, then lead the dog to safety. Call OSPCA or Humane Society for help if the dog appears fearful aggressive.
- If the dog is conscious and INJURED, you should approach in a confident and calm manner. Muzzle the dog with a muzzle or using a shoe lace or dog leash (make sure it is tied at the back of the dog's neck as well as around the snout). Transport the dog to safety with care and call a vet immediately.
- If the dog is unconscious and injured, muzzle the dog with a muzzle or using a shoe lace or dog leash (make sure it is tied at the back of the dog’s neck as well as around the snout). Transport the dog to safety with care and call a vet immediately.
5.23 Students in Governmental Care

Protocol Name: Students in Governmental Care

In the event of a family situation where the student is no longer being cared for by their parents or legal guardians the following protocol will be enacted:

1. Students that are relocated to foster homes, shelters, or in the care of the Children’s Aid Society will only be provided transportation if their new address is eligible for such.

2. In circumstances where Program Services/Special Education Department deems in the best interest of the child to remain at a school that is out of area for transportation; the school will forward the transportation request to the TSTG who will review transportation routes to see if the student can be accommodated.

3. If transportation is provided it will be for the remainder of the school year only; students would be expected to enrol in their local school the following school year.
The Toronto Student Transportation Group has access to information records for a number of students from both member boards. In order to ensure the safe keeping and timely destruction of personal information the following protocol will be enacted;

1. All staff working for the TSTG and the school boards within the TSTG are to maintain the privacy of information collected.

2. All documents with personal information are to be securely stored within the facility.

3. Any individual, other than school staff where a student attends or program officers, requesting information about a student must provide two pieces of personal information about the student before the information will be provided. (i.e. home address and date birth)

4. All transportation records shall be kept for a minimum of two school years. All records past two years shall be destroyed unless the records are required for some other legal or recorded purpose.

5. All records regarding collisions and accidents shall be kept on file for seven years. All records past seven years shall be destroyed unless the records are required for some other legal or recorded purpose.

6. A single database archiving all student transportation as of the end of June each year shall remain with the consortium for as long as necessary to ensure access to historical student transportation information and to provide year over year data analysis.
In the event that the City of Toronto issues an extreme heat warning the subsequent protocol will be engaged.

1. Given that the inside temperature of a vehicle can be considerable warmer than the outside temperature it is important to identify additional tasks that should be implemented to ensure student health on the bus.

2. When such occasions arise the guideline whereby no food or drink is allowed on the buses is temporarily suspended in order to allow students to drink water if available on the bus.

3. All students should be encouraged to fill their water bottles prior to boarding the bus. Where students who may be on the bus for extended periods of time and do not have access to water, the schools should consider providing water bottles for these students.

4. Prior to service and where possible, school bus drivers should park vehicles in a location that provides shade for the vehicle as a means to minimize the inside temperature.

5. Where air conditioning is available it should be utilized. If not available, drivers should allow for windows to be open to allow for any breeze to enter the school bus while in transit. Fans where available should be on to circulate the air.

6. Should drivers be caught in traffic or required to park with the students for extended periods of time the driver should periodically inquire as to the health of the students. If required, students may be transferred off the bus to wait in a shaded area to remain cool. Drivers shall consider this an emergency evacuation and treat the off-loading of students in the same manner.

7. In any case where a student may fall ill due to heat exhaustion or extreme temperatures, drivers are to contact their dispatch who will contact 911 to send assistance.
5.26 Taxi Use

Protocol Name: **Taxi Use**

In the event that all other modes of transportation have been exhausted and there is a need to provide service in a taxi the following conditions must be met:

1. Students at the primary level between junior kindergarten and grade three should not be on a taxi without a responsible adult to ride with them.

2. Non verbal students shall not be serviced in a taxi without a responsible adult to ride with them.

3. Students requiring a safety vest, seat belt cover, booster or car seat should not be transported in a taxi.

4. Parental consent must be received prior to the transportation of any student on a taxi but parents cannot be made to feel that is the only option.

5. Parents must be informed that cancellation of taxi service must be communicated to both the taxi company and TSTG.

6. Where possible parents shall be provided an interface to monitor their child’s progress and whereabouts on the taxi.

7. Taxi companies must have contractual relationship with the carrier or School Board.

8. Taxi company must agree to abide by the conditions set out in the bus operator contract where it relates to student safety.

9. When ride sharing in a Minivan taxi occurs students should be segregated by row.

10. All drivers must have been cleared by a Vulnerable Sector Check.

11. Taxi Dispatch must call schools or parents if no one is available to meet the student at drop off.

12. Carriers must utilize approved dispatch sheet for communicating student transportation information to taxi company.
6 Policies - General

The Toronto District School Board and the Toronto Catholic District School Board manage affairs through policies approved by a Board of elected Trustees. The specific policies concerning transportation were highlighted at the start of this manual. For further information of policies that the boards use to manage the day to day operations of the Board affairs please follow the attached links:

**TDSB:** [http://www.td sb.on.ca/AboutUs/Policies,ProceduresForms/Search.aspx](http://www.tdsb.on.ca/AboutUs/Policies,ProceduresForms/Search.aspx)

**TCDSB:** [https://www.tcdsb.org/Board/Policies/Pages/Default.aspx](https://www.tcdsb.org/Board/Policies/Pages/Default.aspx)
7 Transportation Services for Students with Special Needs

7.1 Executive Summary

The Toronto Transportation Group was formed to help facilitate the planning, maintenance, operation, and delivery of student transportation services in the City of Toronto. With a diverse and extensive special needs population within the City and a major urban geographical centre, Toronto provides an array of transportation solutions to meet the needs of our stakeholders.

The sheer number of students with special needs in the city is both advantageous and problematic all at the same time. Economies of scale provide us with the opportunity to reuse resources and maximize the use of vehicles on the road. Some students, however, are travelling across the city to reach their program destination offering unique or specialized educational opportunities for students with special needs and due to traffic and distance there is little opportunity to maximize the use of this vehicle. Regardless of where they are going there is a fleet of various school purpose vehicles that can be utilized to ensure a safe and secure ride to school and back home.

In order to ensure effective and efficient delivery of student transportation services all parties must be aware of the policies, protocols, guidelines, regulations, and restrictions that are involved in the transportation of students with special needs. Of primary concern to the development of effective and efficient routes is the bell times used at various schools. Although first and foremost we are to service the needs of the students there is a fine balance when it comes to be able to cost effectively deliver those services.
7.2 Background

The Toronto Student Transportation Group (TSTG) is a consortium formed to facilitate the delivery of student transportation services for the Toronto District School Board and the Toronto Catholic District School Board. The TSTG transports upwards to 10,000 students with special needs every day throughout the school year using a fleet of vehicles including, 72 passenger school bus, 18 passenger school bus, minivan, wheelchair vehicles, watercraft, and taxi.

Transportation of students with special needs can be challenging given the unique circumstances that need to be addressed in order to provide safe and timely service. Some of the factors that the transportation unit has to take into account when planning these routes includes the students ability to tolerate long rides, the capacity to move from one route to another if required, their ability to stay seated, their social awareness and ability to interact with other students. Their physical and motor skills to board and de-board a school purpose vehicle. The transportation system has to be flexible enough to ensure that the proper vehicle and at times driver is available to deliver those services. The consortium collects student information from both Boards in order to establish transportation services for these students. The Consortium works with the Schools, Special Education Department, school bus operators, and parents to ensure a safe and secure delivery of transportation that meets the student’s needs.

With over 1000 vehicles used in the transportation of students with special needs this area is one of the largest in North America. Given the nature of some of the student needs, specialized vehicles, bus modifications, or restraint systems are required to safely transport these students. The driver of a special needs vehicle is one of the most important pieces to a safe and secure ride to and from school. These drivers need to not only drive the bus but have the ability to monitor, understand, and react to student needs in order to ensure a safe arrival at school. It is extremely important that the drivers have the training required that provides them the tools and strategies to manage and transport students with special needs.
7.3 Laws, Policies and Regulations

7.4 Transport Canada
Transport Canada is responsible for setting 37 school bus safety standards, including such features as the strengthened steel beams which run the length of a school bus, a steel cage around the fuel tank, the distinctive yellow and black colouring, the overhead flashing lights and stop arm.

https://www.tc.gc.ca/eng/motorvehiclesafety/tp-tp2436-rs200808-p4-1210.htm

7.5 The Acts

The Province of Ontario utilizes a number of ‘Acts’ to set policy around various aspects of daily living. The following Acts have a direct impact on the delivery of student transportation services. Each of the Acts below are provided a short definition as to what they are about and a link to the Act or a specific regulation within the Act that deals with student transportation.

Highway Traffic Act
The highway traffic act provides all the regulations around the use of vehicles on Provincial roads and streets. This includes the types of vehicles in use and licenses required by the drivers.

- **SCHOOL BUSES - R.R.O. 1990, REGULATION 612**
  
  This section of the Highway Traffic Act identifies the standards used to construct school buses and the regulations around what components must be part of a school bus.


- **SIGNS - R.R.O. 1990, REGULATION 615**
  
  This section of the Highway Traffic Act identifies the signage that may be specific to school service such as school bus loading zones.

• VEHICLE PERMITS - R.R.O. 1990, REGULATION 628 -

This section of the Highway Traffic Act identifies the permits and plating requirements for school bus service.

http://www.ontario.ca/laws/regulation/900628

• INTERPRETATION AND APPLICATION
ONTARIO REGULATION 199/07

COMMERCIAL MOTOR VEHICLE INSPECTIONS PART I

This section of the Highway Traffic Act identifies the requirements as they pertain to the commercial motor vehicle inspections and the use of the Commercial Vehicle Operator Registration (CVOR)

HTTP://WWW.ONTARIO.CA/LAWS/STATUTE/90H08

• TIRE STANDARDS AND SPECIFICATIONS
R.R.O. 1990, REGULATION 625

This section of the Highway Traffic Act identifies specifics about what tires may be used on a school bus.

HTTP://WWW.ONTARIO.CA/LAWS/REGULATION/900625

• DRIVERS' LICENCES
ONTARIO REGULATION 340/94

This section of the Highway Traffic Act identifies the licensing requirements for individuals wishing to drive a school bus.

HTTP://WWW.ONTARIO.CA/LAWS/REGULATION/940340
Public Vehicles Act

The Public Vehicles Act is designed to provide an overview of the regulations in place governing the licensing and oversight of vehicles deemed ‘public’

- **GENERAL - R.R.O. 1990, REGULATION 982**
  
  [HTTPS://WWW.CANLII.ORG/EN/ON/LAWS/STATUTE/RSO-1990-C-P54/LATEST/RSO-1990-C-P54.HTML](https://www.canlii.org/en/on/laws/statute/90e02?search=education+act+#BK27)

Education Act

The Education Act outlines all the powers and responsibilities associated with providing education and educational resources for students.

- **OPERATION OF SCHOOLS**

  This specific regulation identifies what constitutes a legitimate exclusion from attending school based on distances if transportation is not provided by the School Boards

  [R.S.O. 1990, CHAPTER E.2](http://www.ontario.ca/laws/statute/90e02?search=education+act+#BK170)

- **Transportation**

  This specific regulation identifies the rules and regulations governing the transportation of students

7.6 **Canadian Standards Association**

The D250 and D409 standards set out the criteria in regards to the construction of school buses and vehicles for the transportation of students with physical disabilities. Due to their proprietary nature they are unavailable for public review but can be purchased at the following link [http://www.csa.ca/cm/ca/en/home](http://www.csa.ca/cm/ca/en/home).

7.7 **Accessibility for Ontarians Disability Act**

The Accessibility for Ontarians with Disability Act (AODA) is legislation that identifies mandatory accessibility standards with the goal of identifying, removing, and preventing barriers for people with disabilities in key areas of daily living. The transportation related standards are highlighted below:


[http://www.aoda.ca/integrated/#st](http://www.aoda.ca/integrated/#st)

- **School Transportation**

75. (1) This section applies to every school board that provides transportation services for its students.

(2) School boards to which this section applies shall,

- (a) ensure that integrated accessible school transportation services are provided for their students; or
- (b) ensure that appropriate alternative accessible transportation services are provided for students with disabilities, where in the opinion of the board integrated accessible school transportation services are not possible or not the best option for a student with a disability because of the nature of the disability or safety concerns.

(3) School boards to which this section applies shall, in consultation with parents or guardians of students with disabilities,

- (a) identify students with disabilities before the commencement of each school year or during the school year, based on the needs of the student with a disability;
- (b) develop individual school transportation plans for each student with a disability that,
(i) detail student assistance needs for each student with a disability, and
(ii) include plans for individual student boarding, securement and deboarding; and
• (c) identify and communicate to the appropriate parties the roles and responsibilities of
the transportation provider, the parents or guardians of the student with the disability,
the operator of the vehicle used to transport the student, appropriate school staff and
the student with the disability.

(4) School boards to which this section applies shall meet,

• (a) the requirements of subsection (2) by July 1, 2011; and
• (b) the requirements of subsection (3) by January 1, 2014.

(5) In this section,

• “school board” means a board as defined in subsection 1 (1) of the Education Act;
  (“conseil scolaire”)
• “transportation provider” includes an entity or person that has entered into an
  agreement with a board for the transportation of students under subsection 190 (6) of
  the Education Act; (“fournisseur de services de transport”)
• “transportation services” means transportation that a board provides under section 190
  of the Education Act. (“services de transport”)

7.8 Children’s Aid Society- Child & Family Services Act

Children’s Aid Society

The children’s aid society is an independent organizations empowered by the
Ontario government to perform child protection services. The declared goal is to
"promote the best interests, protection and wellbeing of children

http://www.ontario.ca/laws/statute/90c11#BK19

7.9 Sabrina's Law

This law requires that every school board in Ontario establish and maintain an
anaphylaxis policy. It also requires that principals develop individual plans for
pupils at risk of anaphylaxis.

http://www.ontario.ca/laws/statute/05s07?search=Sabrina%27s+law
7.10 **Good Samaritan Act**

Good Samaritan laws offer legal protection to people who give reasonable assistance to those who are injured, ill, in peril, or otherwise incapacitated. The protection is intended to reduce bystanders’ hesitation to assist, for fear of being sued or prosecuted for unintentional injury or wrongful death.

[http://www.ontario.ca/laws/statute/01g02?search=good+samaritan](http://www.ontario.ca/laws/statute/01g02?search=good+samaritan)

7.11 **Ryan’s Law**

The legislation requires every school in the province to institute policies and procedures to make the school environment safe for children with asthma. Schools will be required to allow students with asthma to carry their emergency inhalers, with permission from a parent or guardian. The new law also replaces the patchwork of school board policies and rules with consistent standards for asthma education and preparedness across the provincial education system.

[https://www.ontario.ca/laws/statute/15r03](https://www.ontario.ca/laws/statute/15r03)

7.12 **Personal Information Protection & Electronic Documents Act**

Information on PIPEDA can be located at the following website.


7.13 **Municipal Freedom of Information and Protection of Privacy Act**

Information on MFIPPA can be located at the following website [http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90m56_e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90m56_e.htm)
8 Roles & Responsibilities

8.1 School District
The School Board is required to establish policies and practices that comply with the Education Act, regulations, and policy/program memoranda. The School Board will monitor compliance and require staff to comply with the Education Act, regulations, and policy/program memoranda. The School District will approve a budget that will include costs associated with the transportation of students. The elected members of the Board of Trustees will elect one member from each of the Catholic and Public Agencies to sit on the Transportation Consortiums Governance Committee. The School Boards will have a signed agreement that outlines the governance structure of a transportation unit that will deliver transportation services to the Boards.

8.2 Principal
The Principal is the local administrator of all transportation matters at their school. As an extension of the classroom the Principal is responsible for the students while they are in transit. The Principal is responsible to establish staff scheduling that will allow teacher supervision of students when they are picked up in the afternoon or dropped off in the morning. The Principal or designate is the sole individual who has the authority to remove transportation privileges from a student based on inappropriate behaviour on board a school vehicle. The school Principal or designate will establish a time for emergency evacuation drills from a school bus and the running of a school bus safety program each year. The Principal or designate is also responsible for the boarding of students onto their correct bus and advising the bus driver of any issues they need to be aware of.

8.3 Bus Driver
The bus driver is responsible for the safe and timely delivery of students to and from school. The driver is to be completely qualified as it pertains to regulations for school bus drivers and have a clean criminal background check. The driver is to manage discipline on the bus and if behaviour does not improve they are required to report problems to the school Principal. The drivers are only authorized to perform their routes as established by the Transportation consortium so no unauthorized passengers or bus stops will be allowed. The driver is responsible to radio in each morning and evening when the start or end their bus route. They are required to check after each bus run for any sleeping children and confirm that they are ‘clear’ of students. A full list of driver responsibilities can be found within the contractual documents signed by each school bus provider with the School Boards.

8.4 Transportation Department
The Transportation Department/Consortium is responsible for the management and facilitation of transportation services for member school Boards. The consortium will maintain a student database that is updated regularly from the Boards student systems.
This central transportation database will have the capacity to identify what students are eligible for transportation based on the Board’s transportation policy. The consortium will create school bus routes and manage the changing of bus stops, runs, and routes along with their frequency and duration. The consortium will also be responsible for the dissemination of this transportation information to the schools and the school bus operators. The consortium will monitor key performance indicators to ensure that all school transportation modes of transportation are being run as effectively and efficiently as possible.

8.5 Superintendent

The Superintendent is responsible for the approval of any transportation cases that require modification of a student’s transportation requirements over and above those approved in policy. The changing of bell times for a school community will require Superintendent approval before being passed to the Transportation consortium for review. The Superintendent will act as a resource for school Principals in dealing with transportation issues and be involved in any transportation arrangements that may impact one or more of their schools under their direction.

8.6 Parent

The parent is responsible to ensure that their children understand the school bus rules and know the consequences for their children should the rules be broken. Parents are responsible for their children before the bus picks them up and after they are dropped off. They, or a designate, need to be at the drop-off location to receive their children from the bus if the students require supervision. The parent is responsible to keep the Principal and driver aware of any issues that may impact the safety of students on the bus. Providing information on changes to their residence or caregiver location should be communicated to the school well in advance of the change if possible. The parent is responsible to get their children to and from school should transportation not be provided.

8.7 Student

The student is responsible for their behaviour on the bus and are fully expected to understand, cooperate and abide by the school bus rules. Students should be punctual in arriving at their bus pick–up points and board and depart the bus in an orderly manner. The students are expected to behave in a courteous and responsible manner while waiting for, riding on, and leaving the school bus. The student needs to communicate with the driver should any event occur while on the bus that poses a safety concern to the student or others.

8.8 Program Services

Program Services is responsible for the identification and documentation of a student’s needs and the creation of an Individual Education and Transportation Plan (IEP; ITP). A school facility that best suits the students’ needs that has sufficient accommodation and staffing will be identified by program services and communicated to the appropriate school Principal. As part of the ITP, Program Services will identify any issues that may impact the transportation to a school that hosts a program that is required for the student.
8.9 Ministry of Education
The Ministry of Education is responsible for the definitions, through the Education Act, regulations, and policy memoranda, the legal obligations of school Boards regarding the provision of services. They establish funding and provide a ‘Transportation Grant’ to each school board in order to facilitate the transportation of students. They operate Provincial and Demonstration Schools for students who are deaf, blind, deaf-blind and provide and manage transportation for these students who are in the residential program at these schools.

8.10 Educational Assistants
Educational Assistants have been hired to help students who require additional attention in order to ensure their educational success. This position may not only take place in the classroom but on the school bus as well in order to ensure that the student can be transported safely to and from school. Educational Assistants may be transported with the student should this arrangement be in the best interest of both parties.

8.11 Child Youth Workers
Child youth worker have been hired to help students who require additional attention in order to ensure their educational success. This position may not only take place in the classroom but on the school bus as well in order to ensure that the student can be transported safely to and from school. A child youth worker may be transported with the student should this arrangement be in the best interest of both parties.

8.12 Nurse
Nurses have been hired to help facilitate the medical needs of students in our schools. Should a medically fragile student require transportation the nurse will be transported along with the student. The nurse will supply medical care that the student needs when and if required during the course of the transportation to and from school.
Special Needs Plan

Those involved with transporting students with Special needs need to understand the types of disabilities and how to deal with students while they are on a bus. These students require special care and may require different strategies to help ensure safe transportation of the student. The two following documents outline the Special Needs plans for both the TCDSB and TDSB.

9.1 TDSB Special Education Plan


9.2 TCDSB Special Education Plan

10 Specialized Equipment

10.1 Vehicles

All school buses used to transport students must meet the Canadian Standards Association D250 standard. All Wheelchair Accessible vehicles must meet the CSA’s D-409 standard. Vehicle requirements are listed in the RFP for student transportation.

10.2 Vehicle Equipment

All school buses are equipped with a First Aid Kit, Fire Extinguisher, Flares or Triangles, crow bar/axe.

Wheelchair vehicles have a ramp for wheelchair loading and unloading.

Two way radios are mandated for each vehicle servicing our students in order to permit the driver to communicate with Dispatch for assistance and direction.

10.3 Occupant Protection

High Back Seats assist in compartmentalization.

‘Compartmentalization is a means of providing passive protection by deformable and energy-absorbing seats, as well as optimized seat spacing and seat back height. In a collision, the body of the passenger moves forward, contacting and deforming the energy-absorbing seat back in front, distributing the force across the entire upper body area. This system has proven to be very effective in protecting school-aged children.’

Transport Canada

Seat Belts

Lap Belts are provided in buses with less than 24 passenger capacity. Seat belts are installed in all minivans and taxis per Transport Canada and the Highway Traffic Act. All students riding in vehicles equipped with seatbelts must wear them.
10.4 Child Safety Restraint Systems

- **Harness**

  Child safety harnesses are recommended for students with special needs that cannot remain in their seat or stay in an upright position due to medical issues. The harnesses employed must be an approved design and manufacture and can only be those issued by the School Board.

  The use of a harness must be supported by a medical practitioner, the attending school and the student’s parent or caregiver. (Ref. Harness Request Form)

- **Integrated Car Seats**

  School bus seat manufacturers are now able to provide school bus seats with integrated car seats. These seats have been tested by Transport Canada.

- **Child Seat**

  Students under 40 lbs or 18 kg are best protected in a car seat that is designed for their weight and size. (Highway Traffic Act of Ontario)

  Parents must supply the first car seat for use in the bus. It must meet Transport Canada’s requirements and possess a National Safety Mark. It will remain with the bus for the entire school year or until it becomes too small or out of date, then a new seat will need to be provided to complete the school year.

  The seat must be inspected and installed by a trained person employed by the bus company. (Ref. St. John Ambulance ‘Car Seat Technician Certification’)
11 Emergency Evacuation

Evacuation of a bus should only be considered if remaining on the bus would endanger the safety of the passengers. Examples of such danger could include fire, smoke, immersion, rollover, mechanical breakdown or a severe collision that puts the bus in an unsafe location and condition.

Evacuation procedure

1. Assess the situation. Generally, the quickest method is to use both front and rear doors. If those exits expose people to other dangers such as fire or traffic, choose the safest exit.
2. Remain calm. Speak loudly, but slowly. Ask the passengers to move calmly to the exit you choose.
3. Assign a responsible leader to count the passengers as they leave and lead them to a safe area away from the bus. The leader should keep everyone together.
4. Assign some taller students to wait at the rear exit on the ground at either side of the door to help as the students swing down. Another student inside tells the exiting person to “watch your head, put your hands on the helper’s shoulders and swing down.”
5. While the other students remain in their seats, the students closest to danger should leave one seat at a time by walking to the exit.
6. All articles such as lunches, books and so on should be left behind.
7. As the last person leaves, walk the length of the bus to be sure everyone is out, and then exit yourself. Begin first-aid treatment if necessary. Assign two responsible students to go for help, if needed, and organize helpers to put out warning flares or reflectors as required.

MTO School Bus Handbook

11.1 Evacuation Equipment

Some buses carrying students with special needs have a blanket that can be used to wrap the student or drag the student to facilitate evacuation.

11.2 Evacuation Methods

**Front Door** – Students will proceed in an orderly fashion dismissing seat by seat out the front door making sure to hold the handrails and watching the steps. Both front and rear doors may be used at the same time to expedite departure from the bus.

**Rear Door** – Students will proceed in an orderly fashion dismissing seat by seat toward the rear exit. Students will need assistance from designated bus helpers who will gently grasp their wrist and elbow from below on each side and guide them off the back of the
bus to the ground. Both front and rear doors may be used at the same time to expedite departure from the bus.

**Emergency Windows** – Students will be directed when to use the emergency windows. These windows are located on each side of the bus about midway along the bus body. They are opened by a latch from inside and will swing out away from the bus. These windows will only be used if the doors are inaccessible or there is a need to expedite departure from the bus.

**Roof Hatches** – Students will be directed when to use the roof hatch as an exit. The release mechanism is located inside the hatch and requires the hatch to be pushed out once the latch is released. The hatch will only be used if the doors are inaccessible or there is a need to expedite departure from the bus when it is on its side. (This applies to buses manufactured on or after June 1, 2000)

### 11.3 Emergency Evacuation Drills

Emergency evacuation drills are to be performed once a year prior to October 31st for all transported students. The evacuation must be performed at the school where school staff can provide assistance. Emergency evacuation drills are only to use the front entrance to the school bus. The driver must discuss with the passengers the other evacuation routes (rear door, window, and roof vent if applicable) so that students are aware of these options but under no circumstance are students with special needs to undertake evacuations to these locations as part of the drill. Some special needs students will require in class curriculum support on emergency evacuation and school bus safety rules in general to help imprint the plan to the students.

For students in wheelchairs the driver should discuss with the students what action they will take in the event of an emergency.
12 Resources

The TSTG has a number of resources available to our various stakeholders to ensure they have the information they need so that we can deliver student transportation safely and effectively in a timely manner. All stakeholders can go to our main transportation page at www.torontoschoolbus.org to access the resources available to them.

General Public: Can access the public website to familiarize themselves with student transportation here in Toronto. That includes looking up the various modes of transportation in use, information packages about transportation, contact information, a school bus stop look-up utility, ability to confirm transportation eligibility, transportation boundary maps, and other pertinent information as it pertains to student transportation and access to education.

Parents: Have the ability to create an account and look up information that is specific to their children on transportation. This would also include the ability to sign up for e-mail alerts to receive notifications of late running school bus routes.
Transportation Staff: have the ability to access transportation information from wherever they are in the world with an internet connection. This allows staff the opportunity to access student transportation resources wherever and whenever it is required.

School Bus Operators: Similar to staff, our school bus operators can look up student information that pertains to their operations by hitting the main website and selecting the ‘Operators’ link. This provides them access to the TRACS application that allows them to query student information and report on transportation related issues such as late buses and accidents.
Schools: Can access TRACS as well via the ‘Schools’ link at the top of the public website. Schools have access to all the transportation information for their own students and can query this information in a number of ways that may best meet their needs.

Schools will also receive TCNS e-mail notifications when student transportation changes for any particular student at their school. This helps alert the school of an upcoming change in service so that families can be provided some advanced notice.

Schools also have access to more specific transportation information and updates that are posted on the Board Intranet sites. This will include access to forms and documents, vendor contact information, and school specific information.

TCDSB: https://intranet.tcdsb.org/sites/Team/sts/default.aspx
TDSB:  http://tdsweb/_site/viewitem.asp?siteid=112&menuid=112
13 Forms & Documents

The transportation consortium has been working to standardize as many of the forms and documents that have been in circulation at the Boards for a number of years. Although the student data is transferred to our transportation management system via an upload from Trillium there are times when you will need to provide us with transportation application forms that contain the more specific transportation related information we require to set up service. An on-line form that updates from Trillium or TRACS is in development but the standard application form highlighted below will provide us with all the relevant information we need to set up service for those students that are not on regularly scheduled bus routes. The form itself can be saved for future reference and e-mailed to the student transportation office to avoid having to fax documents.
**TSTG Student Transportation Application ISTP**

**School Year:** 20 / 20

1. **SECTION #1 - STUDENT INFORMATION (Please Type or Print)**
   - **Student Surname:**
   - **First Name:**
   - **Initial:**
   - **Male**
   - **Female**
   - **Date of Birth:**
   - **Home Address:**
   - **Apt/Unit #:**
   - **Postal Code:**
   - **City/District:**
   - **E-mail Address:**
   - **Mother/Legal Guardian Name:**
   - **Contact #:**
   - **Alternate #:**
   - **Father/Legal Guardian Name:**
   - **Contact #:**
   - **Alternate #:**
   - **Emergency Contact Name:**
   - **Contact #:**
   - **Alternate #:**
   - **Relationship:**

2. **PICK UP:** (Indicate address below)
   - **Alternate / Day Care**
   - **Bus Stop Location**
   - **Home**
   - **Frequency:**
     - **M**
     - **T**
     - **W**
     - **U**
     - **F**
   - **Day Care Name:**
   - **Contact Name:**
   - **Contact #:**
   - **Planning Use:**
   - **Stop ID:**
   - **Run ID:**
   - **Route ID:**

3. **DROP OFF:** (Indicate address below)
   - **Alternate / Day Care**
   - **Bus Stop Location**
   - **Home**
   - **Frequency:**
     - **M**
     - **T**
     - **W**
     - **U**
     - **F**
   - **Day Care Name:**
   - **Contact Name:**
   - **Contact #:**
   - **Planning Use:**
   - **Stop ID:**
   - **Run ID:**
   - **Route ID:**

4. **SECTION #2 - SCHOOL INFORMATION**
   - **Please complete this section and fax to Transportation Office:**
   - **TCDSB (416) 512-3444 or TDSB (416) 394-3806**
   - **Destination School Name:**
   - **School Address:**
   - **Phone Number:**
   - **School Code:**
   - **Program:**
   - **Program Code:**
   - **Grade:**
   - **Start Date:**
   - **End Date:**
   - **Trillium must be provided or forms will not be processed:**
   - **Trillium #:**
   - **Principal or Designate:**
   - **Sending School:**
   - **Ride-Alone (hours 8:45 – 2:30 approx.)**
   - **Ride-Alone Start Time:** 9:45
   - **Ride-Alone Dismissal Time:** 2:30
   - **Buses may drop off between 5-33 minutes prior to that time (15 minutes prior to noon start time)**
   - **Sibling Name(s) (if applicable):**
   - **Sibling School:**
   - **Transportation required outside the Policy:**
   - **What cognitive/social grade level does he/she function?**

5. **TRANSPORTATION DEPT. USE ONLY:**
   - **Edolog #:**
   - **Distance:**
   - **Home School:**
   - **Big Bus**
   - **School Bus Van**
   - **Mini Van**
   - **Wheelchair Bus**
   - **TTC**
   - **Taxi**
   - **AREA:**
     - **A1**
     - **A2**
     - **A3**
     - **A4**
     - **TC**
   - **DD**
   - **Edolog**
   - **Cartier:**
   - **Transportation Supervisor Signature:**
   - **Date:**
   - **APPROVED**
   - **DENIED:** (Distance / Optional Attendance / Other: __________________________)
   - **Only Denied Forms will receive Fax Response**
   - **Planning**
   - **Data Entry**
   - **Faxed**
MEDICAL AND ADDITIONAL INFORMATION

Communication: ☐ Is completely verbal ☐ Is partially verbal ☐ Is non-verbal ☐ Carries an ID card

Does the student have any history of allergy and/or drug-medication reaction? If yes, explain: ☐ Yes ☐ No
☐ Anaphylaxis ☐ Epi-Pen ☐ Inhaler/Puffer ☐ Triggers (example: penicillin) Other:

Does the student have any form of:
- Asthma ☐ Yes ☐ No
- Deafness/Hard of Hearing ☐ Yes ☐ No
- Diabetes ☐ Yes ☐ No
- Heart Disease ☐ Yes ☐ No
- Behavioural Problems ☐ Yes ☐ No
- Epilepsy/Seizure ☐ Yes ☐ No
- Shunt ☐ Yes ☐ No
- Blind/Vision Impairment ☐ Yes ☐ No

Other: Please explain:

Mobility: ☐ Can student navigate steps (Boarding/De-boarding concerns) ☐ Crutches ☐ Blindfold / runner
☐ Walker (Type: ☐ Collapsible ☐ Non-collapsible)

Does the student travel to and from school in a wheelchair? ☐ Yes ☐ No
If so, what type of wheelchair? ☐ Adaptive Stroller ☐ High-back ☐ Reclining ☐ Manual ☐ Motorized

AODA – Safety Plan

In case of emergency, permission is hereby given to the Toronto Catholic District and Toronto District School Board to release the above information to a medical practitioner. The pupil is to be taken to the nearest hospital for examination and, if necessary, x-rays. In addition, this information will be shared with the transportation carrier. Personal information contained on this form or general information collected on behalf of the Toronto District School Board regarding the student is collected under the authority of the Education Act and in compliance with sections 14, 31 and 32 of the Municipal Freedom of Information and Protection of Privacy Act and will be used for education, transportation and health and safety purposes.

SPECIAL TRANSPORTATION REQUIREMENTS

☐ Booster seat (mini-van use only) ☐ Car seat ☐ C-Clips ☐ Must be met ☐ O-Rings ☐ Safety Vest/Harness ☐ Seatbelt cover lock ☐ Other:

Booster Seats: Mandatory by law if student is riding in a minivan or taxi. If student is between 40 and 80 lbs., under 145 cm tall and up to 8 years of age, a booster seat is required.

Car Seats: Not mandatory but may be used on 18 passenger busses for daily home to school transportation. Car Seats must be used for students who require them because of their medical condition. If student is under 40 lbs./18.2 kg, please indicate weight.

Medical Eligibility: If transportation is requested due to a health concern, the “Medical Form to Determine Eligibility” must be completed by a medical practitioner and returned along with the Student Transportation Application. (The Medical form can be downloaded from the Transportation website).

Safety Vest/Harness: If the student requires a harness/safety vest, “Safety Vest/Harness Request Form” must be completed and prescribed by a medical practitioner. (The Safety Vest/Harness Request form can be downloaded from the Transportation website).

Parent/Guardian must provide the car or booster seat and must leave them on the vehicle for the school year.

I have received a copy of the Special Needs booklet and am aware of my responsibilities.

Parent/Guardian Signature: ___________________________ Date: ___________________________

USE THIS SPACE FOR ANY OTHER INFORMATION YOU FEEL IS PERTINENT TO YOUR CHILD'S TRANSPORTATION.
14 Transportation Safety

“School Bus Safe Departure”

- All students should be monitored and delivered to their bus.
- There should be a check off list for each bus and staff should mark it each day as students are boarded for departure.
- Absentees and other information can be recorded on the list prior to bus departure as a quick reference for staff loading the buses and to respond to calls from parents or other caregivers looking for late or lost bus students. (i.e. Parent picked up; left early for appointment etc.)
- The use of a departure checklist will confirm that students have boarded their bus and are no longer on school grounds.
- Students not accounted for on the list will precipitate a quick search of the school to locate them. If they are not found in a timely fashion the bus should be released, the parents notified and a more thorough search of the school should be conducted. If this fails then there must be an escalation of efforts to find the missing child. (including contacting the police and your S.O.)
- Lists should be kept up to date. (new admissions, deletions or route changes)
What are your Best Practices that can be shared with other schools or concerns with the procedures?
"Please add your best practices and forward to Student Transportation Services so we can update the manual."

a. The bus drivers know to give out pink slips - and when they do they give them to us the next day. However, some drivers are reluctant to give out pink slips even though we encourage them to do so. If there is bus incident in which children are out of their seats and moving from seat to seat the drivers (according to other children on the bus) just tell them to sit down. The children don't listen according to accounts.

We put certain children in seats according to a seating plan and after while the children are sitting wherever they want. Only bus driver A keeps kids in seats according to plan and gives out pink slips accordingly. We really appreciate his diligence. Perhaps the others are afraid of parental wrath for issuing a pink slip? I know that this and last year there have been some instances of bus drivers feeling harassed by parents; and parents feeling that the drivers are not listening. Here, first pink slip gets a warning, second gets a call home and the third is off the bus for a specified period of time. If the incident is serious the student is off the bus right away.

And so we will continue to ask drivers to give out pink slips when children are out of their seats, using foul language, fighting, throwing things, etc. and ask them to honour seating plans. One thing that I have not done is to give the driver the seating plans (am & pm) so we will try that.

b. I am not sure I would direct secretaries to account for the check off of those students who are absent - that can be quite time consuming if there are numerous buses.

Here we print out the Trillium absent sheet of students for the day, tack it near the bus board sheets where each bus check off person can quickly check their own bus list.

c. Students not accounted for on the list will precipitate a quick search of the school to locate them. If they are not found in a timely fashion the bus should be released, the parents notified and a more thorough search of the school should be conducted. If this fails then there must be an escalation of efforts to find the missing child. (including contacting the police and your S.O.)

This seems to say that we will do this no matter what. It is not uncommon for children to use the bus like a taxi service when they can walk or there is a TTC service available. Looking for them can certainly slow down the procedure. Although nice for parents, when your child misses the bus and you have to pick him or her up you will ensure that this is resolved.

Do you ensure that your school phone is answered until the last of your bus students has been dropped home?

This could be problematic if you are the last school. It is not uncommon for the bus to arrive to pick up children at 4:20 or 4:30. Secretaries in these schools leave at 4:30. If the principal is not available the phone will not be answered at 5:00 when the last children are being dropped off.

d. On the kindergarten buses a monitor needs to be assigned to prevent the children from getting off the bus at the wrong stop.
### School Bus Seating Plan

**School:** ___________________________  **Route:** ______

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- Door
• What You Should Know About Transportation
  • (But Did Not Know To Ask)

Do you have buses servicing your school?
• How many
• What programs are being serviced

Do you have a map of your attendance area?
• Helpful during registration of new students and student address changes
• Useful in knowing the neighbourhood

Do you know your bus stops?
Do you know where your bus stops are located?
• Helpful during registration for choosing bus stops for eligible students
• Important to render on site assistance in the event of an emergency

Do you know the route numbers of your buses?
• Assists Transportation in identifying your bus
• Assists the bus carrier in locating your bus

Do you have copies of your bus routes?
• Assists in determining where the bus is located during the pick up and drop off times of the day

Do you know which students are riding each bus?
• Assists in emergency situations
• Helps locate missing students

Do you know which students use each bus stop?

Do you have their names and emergency phone numbers handy in case of an accident, delay or missing child?
• List is portable and can be taken to scene for reference
• Students with special medical issues (i.e. anaphylaxis, epilepsy etc.) should be highlighted for information at the scene with EMS.
Do you know what company services each route?
- Calls should be made directly to the carrier to query delays or to find lost students

Do you know the phone numbers of the bus companies servicing your school?
- The number should be handy to each phone to save time in the event of emergency or lost child

Do you know your transportation department contact name and phone number?
- All transportation requests are handled by staff in the Transportation Department
- Queries regarding transportation policy, student eligibility and other procedures can be found on-line or by contacting the Student Transportation Services Department
- Bus emergencies or safety issues must also be reported to Transportation Officer or Manager for Department follow up.

Do you keep this information in a place where it can be easily accessed by staff dealing with the current bus issue?
- The main bus contact person in your school is not always available
- The information needs to be generally accessible and staff alternates must be clearly aware of their duties and be available to deal with issues as they arise

Do you ensure that your school phone is answered until the last of your bus students has been dropped home?
- Parents may not meet their child and the student must be returned to the school
- Students who are injured or ill need the school to contact home to meet the child or have the bus return to place the student in the care of the school until parents can be contacted
- Student behaviour can result in the return of the bus to the school
- Parents may try to contact the school when they are unable to collect their child from the bus or the child is not on the bus and they are requesting help in locating their child
- Daycare providers also need to contact the school if there are problems with the bus or bus behaviour issues
- In the event of a serious bus accident someone at the school must be available to receive the call from the bus carrier
- Someone will then have to handle the phone queries and make the necessary calls to parents and caregivers

Do any of your students carry an Epipen?
Please ensure that students with special medical problems are identified to the driver so that they may be seated where they are easily accessible to the driver in the event of a medical emergency.

Assign these students a ‘bus buddy’ to notify the driver when the student is unable to ask for help.

**APPLICATION FORM**

**SCHOOL BUS SAFETY PRESENTATIONS**

*Dear Principal:*

*In order to better prepare to deliver our Bus Safety Presentation at your school we require the following information. Please take the time to complete the forms and forward them to:*

*• Sheila Dove: fax. 416-394-3806*

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<th>School Name:</th>
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<td>Address:</td>
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<td>(Principal or Vice Principal)</td>
<td>Fax:</td>
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<tr>
<td>Name of School Contact:</td>
<td>Phone:</td>
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<td>Location of your Bus Loading Zone:</td>
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<td>How many TV/VCR’s are available for use by the presenters:</td>
<td>DVD:</td>
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- Recess times:
- AM Recess: ___________ to ___________      Lunch Hour : ___________ to ____________

- Can you provide us with: a copy of your floor plan?  Yes □           No □
  (If “Yes” can you please mark the locations of the participating classes)

- List all classes receiving the program (page 2)
- Scheduling your students can be done by Stock Transportation. They will use the enclosed format. (page 5)
- Please inform all staff and your school community so they are aware. (page 3)

When pages 1 & 2 have been received by this office someone from Stock will contact you to schedule the date(s) of your presentations.

PLEASE COMPLETE AND FAX IN WITH YOUR INFORMATION SHEET!

(Fax: 416-394-3806)

**List of Classes receiving the Bus Safety Presentations:**

**School Name:**

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<th>Grade</th>
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Please make a clean photocopy of this sheet if it does not provide enough spaces for your needs.

**Precautions to take: Things to Bring**

1. Please supply a teacher with each class. The teacher should stay with the group for the whole presentation. This will give the teacher an insight into the bus safety routines. We would like to encourage the teachers to incorporate these lessons into the school day as a regular part of their program.

2. Participants should carry a jacket or sweater depending on the weather. Part of the program will be done outside on and around the bus.

3. To improve safety we would appreciate a gym mat to place on the ground at the rear door of each bus. This will protect students who might slip or fall when they practice the bus evacuation.

Schools need to identify any students that may not be able to participate fully in the bus evacuation program and make the presenters aware of their special needs. Students and staff who are physically challenged need to be assisted to exit the bus during the evacuation practice in a manner consistent with their abilities.

There should be a teacher or other staff member inside and outside the bus during the evacuation practice to supervise students and assist as necessary during the activity.
4. The presenters are all experienced Bus Drivers and would appreciate your help in maintaining class order during the presentations.

5. After the presentation teachers will be given an Evaluation Form to fill out. Please take the time to give us your insights. All the forms will be read so that we can make improvements per your suggestions. Please collect these forms and forward them to me:

Sheila Dove  
Transportation Safety Officer  
2nd Floor Annex  
2 Trethewey Drive  
Toronto, ON M6M 4A8  
416-394-6173  
Fax: 416-394-3806

Parents are always welcome and encouraged to attend!!

Scheduling Your School

Some schools have large JK populations that take more than one day. Keep this in mind when deciding on a date for your presentations.

We can run several groups concurrently if you have multiple TV/VCR’s in your school. (i.e. if you have 3 machines you could have 3 groups receiving the presentation at the same time.)
With this in mind you can schedule your groups accordingly with respect to the location of their local TV/VCR.

The Presentation Teams are available from 9:30 am – 2:00 pm.

**Stock can provide you with a schedule for your approval !**

The presentation will last approximately one hour. The first half hour will be inside. The group will then move outside to the bus and learn firsthand about entering and leaving the bus safely as well as Evacuation Procedures.

Generally there will be time to run three time slots. Each bus can do five groups during the day if they can start at 9:30 am and go until 2:00 pm.

- Before Lunch
- After Lunch
- Before Dismissal

You can decide what times each session will run.

*Please remember to account for the AM recess as well as the lunch hour.*

- Scheduling Format that will be used

- **VCR #1:** ________________________________

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Welcome to Kindergarten 2016

- School Bus Safety Orientation

Dear Principal:

This program runs 30 minutes and will involve students going outside to visit the bus. We recommend it takes place in conjunction with your Kindergarten Information Meeting. Due to bus availability we will only present to students who will ride the bus to school.

To schedule the presentation at your school please complete this form and forward to:

Sheila Dove:
sheila.dove@tdsb.on.ca or fax to 416-394-3806

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15 Level of Service

The following information is copied directly out of the transportation contract and as such provides the basis for the level of service that is to be provided. (Amended where addendum items were issued) This would include the requirements by school bus drivers and companies in order to fulfil their contractual requirements.

1. APPENDIX B - PERFORMANCE REQUIREMENTS

PART I – GENERAL

The following performance requirements are a mandatory term of condition of the Contract.

Student Transportation

Regular transportation routes will be divided among the Bidders based on location of depots and composition of students. The Boards will try to minimize deadhead for Bidders when allocating bus routes but may place a Bidder’s routes anywhere within the City of Toronto.

Details of Contracted Buses Currently Utilized

The number of Contracted Buses Currently Utilized provided at the end of Appendix B is provided to all Bidders strictly as an indication of the volume of equipment that is currently utilized to transport students under current contract(s). Due to the nature of transportation in Toronto these numbers may change yearly.

Board-Owned Fleets

Notwithstanding anything contained in this RFP, and whether or not the Bidder is in default thereof, the Boards shall have the right to use Board-owned buses on any portion of a Contract if it should so decide, in which case the amounts payable to the Bidder shall be adjusted accordingly.

Routes

The successful Bidder awarded routes will be responsible for the pick-up and return of the student to and from a predetermined address and school location. In some cases a student may be transported by one Bidder at one time of day and another Bidder at the opposite end of the day.

The Board(s) reserve the right to adjust transportation requirements because of school closings.

It shall be incumbent upon the Bidder to schedule summer school vehicle routing and loading to effect the most efficient operation to the satisfaction of the Board(s). The Board(s) shall have the right to scrutinize all routes and to make changes in any routes and in the number and classification
of vehicles by seating capacities to be used on any of such routes for the purpose of increasing the efficiency of the Services within the geographic area and the time limits set out herein. Such monitoring shall relate to the maximum number and classification of vehicles required and the seating capacities thereof.

In the event of any default by the Operator, however caused, of any term or condition of this Contract, the Board(s) may, without terminating this Agreement under the provisions of Paragraph 5 of this Contract, provide alternate transportation for the students affected by such default and charge the cost of such alternate transportation to the Bidder at the current per diem contract rate of the Bidder chosen to provide the alternate transportation and/or deduct such costs from moneys then owing or in the future to be owing to the Bidder by the Board(s). Notwithstanding the foregoing, the Board(s) may at their option, by written notice given in accordance with the terms of Paragraph 5 of this Contract, terminate this Contract or require the Bidder to remedy the default in respect of which such notice has been given within fifteen (15) days, failing which this Contract will be deemed to be terminated. Without restricting the generality of the foregoing, for the purposes of this Paragraph and Paragraph 5 of this Contract, "default" shall be deemed to include an interruption in the provision of transportation services, but shall not include any such interruption caused by acts of God, civil disorders, labour disputes and strikes or other incidence of force majeure.

The Bidder shall comply with the applicable provisions of the Highway Traffic Act of Ontario, the Public Vehicles Act of Ontario and the Regulations made thereunder, and with the applicable provisions of the City of Toronto Licensing By-law No. 107-78 as amended and all other applicable statutes, by-laws and regulations pertaining to the transportation of students.

The Boards reserve the right to request a new operator to provide service where a Bidder fails to supply sufficient resources to fulfill contractual obligations. Without terminating this Contract, the Bidder that fails to fulfill their obligations will be required to compensate the Board the difference in per diem rate should the replacement carrier’s per diem rate be higher than that of the Bidder who was unable to fulfil the service.

The Bidder will ensure that each bus route has a driver assigned to the route every day. Failure to have an assigned driver on all routes every day will result in penalties as described in Section 22 of the RFP.

All buses used in the service of Board routes shall post the route number on the side window of the bus so that it is visible to staff, students and parents.

Routes and Rates

The Bidder must be prepared to take on a two (2) percent increase (rounded up), if required, in the number of buses providing service to the Board(s) each school year.

Rates shall be submitted by the Bidder in the Rate Schedule, Appendix D, for the period from September 1st to August 31st inclusive as follows:
For the September 1st to August 31st inclusive portion of each period shall be on a flat rate “per-vehicle-per-day” basis respecting each class of vehicle based on the seating capacity of each such class and shall have regard for the following categories of Services:

**AM/PM Return Trips**

**Regular Home to School and School-to-School** return transportation which consists of return trip transportation of students from and to elementary or secondary schools, treatment centres or hospitals for special programs including part-time gifted programs. Such transportation will take place before 10:00 a.m. with afternoon return trips taking place after 2:00PM which will be prior to the official dismissal time of the same school day. The rate for School-to-School return transportation shall be a flat rate on a “per-vehicle-per-day” basis irrespective of vehicle type or capacity.

**Noon Trips** which relate to transportation of students from and to elementary or secondary schools, treatment centre or hospitals and the residences of the students or other locations as approved by the Board(s), between the hours of 10:00 a.m. and 2:00 p.m. Noon Trips shall consist of “out” and/or “in” trips. The rate for Noon Trips shall be based on a floating two (2) hour flat rate on a “per-vehicle-per-day” basis irrespective of vehicle type or capacity and shall reflect the fact that all operational overhead expense of the Bidder is borne by the AM/PM Return Trips and such Noon Trip rate shall accordingly reflect only the actual expenses incurred by the Bidder with respect to the Noon Trips. The routing of Noon Trips shall be scheduled for the best possible economy to the Board(s) and as approved by the Transportation Consortium.

**Scheduled or Unscheduled Special Trips** are one-way or return transportation of a student or students required to be transported at a time or times during the school day that are not contiguous to the regular times for AM/PM Return Trips of Noon Trips. Consortium staff will indicate the need for special trips prior to their implementation. The rates for Special Trips, one-way or return, shall be on a “per-vehicle-per-day” basis irrespective of vehicle type or capacity and shall reflect the fact that all operational overhead expense of the Bidder is borne by the AM/PM Return Trips and such Special Trip rates shall accordingly reflect only the actual expenses incurred by the Bidder with respect to the Special Trips.

The amount of the rates payable to the Bidder respecting Special Trips should reflect the fact that all operational overhead expenses of the Bidder is borne by the AM/PM Return Trips and such rates accordingly should reflect only the actual expenses incurred by the Bidder with respect to the Special Trips.

**Pick-Ups/Drop-Offs**

**Mornings** - Pick-ups shall not commence under normal conditions any earlier than 7:00 a.m. Students shall not be dropped off at school any earlier than thirty (30) minutes prior to class commencement time. No student shall be delivered on a regular basis to school later than five minutes prior to the school’s official starting time. School starting times currently range from 8:30 a.m. to 9:00 a.m.
In the afternoon, no student shall be picked up any earlier than the official dismissal time. School dismissal times currently range from 2:30 p.m. to 3:45 p.m. Students shall not be picked up later than 20 minutes for regular school service and 15 minutes for special needs service after the official dismissal time.

With respect to students who attend half-day afternoon classes, the pick-up time shall be arranged in such a manner so that the students arrive at the required destination not earlier than 10 minutes and not later than 5 minutes prior to class commencement time.

Travel Time

Students shall not be on any vehicle for more than one (1) hour per one way trip under normal conditions.

Failure of the Bidder to meet scheduled times by reason of abnormal traffic conditions due to weather, accidents or other causes beyond the control of the Bidder shall not be considered as a default by the Bidder under the terms of the Contract.

School Closing

If all of the Board’s Elementary and Secondary Schools including those respecting which the Services are required pursuant to this RFP are closed by the Board for one or more entire days pursuant to the emergency storm procedures of the Board, a copy of which shall be furnished by the Board to the Bidder for its information, or by reason of poor weather, the Services shall not be required and the Bidder shall accordingly be provided with 70% of the per-diem rate on the condition that all drivers and operational staff receive 100% of their normal pay for up to fifteen (15) consecutive business days. After fifteen (15) consecutive business days the Board may choose to discontinue payment until such a time that services are re-started.

If any specific Board’s Secondary School respecting which the Services are required pursuant to the Specifications is to be closed by the Board for an entire day or prior to normal closing time on any particular day, the Board shall notify the Bidder with respect thereto not less than twenty-four hours prior to any such closing or revised closing time and the Bidder shall provide the Services accordingly in accordance with the provisions of the Specifications.

School Year

The normal school year commences on the first Tuesday following Labour Day and ends on or about June 30th in the following year, and consists of approximately 187 instructional days for both Elementary and Secondary Schools. The Services shall be provided on all scheduled school attendance days.

Treatment centres and special schools may continue operating during the two month Summer vacation (July and August) for which the Bidder shall provide Services as required on a “per-vehicle-per-day” (or per student per day if applicable) rate as described herein. Some summer programs are half-day programs. The Board shall furnish the Bidder with a written notice two (2)
weeks in advance of all schools or treatment centres to be operating in July and August and a list of students requiring the Services during such two (2) month period.

List of Students

A list of students requiring Transportation Services is available to all Bidders via the TRACS system.

All records that contain student names must be kept strictly confidential in accordance with privacy regulations as set out in Sections 13, 17 & 20 of the RFP.

Bidders shall have a privacy policy in place which will include but is not limited to a confidentiality agreement signed by all staff and drivers ensuring privacy of Board information; a management plan and timeline for record keeping and destruction of documents; and a protocol in the event privacy is breached.

The transportation on any vehicle of any person other than bona fide Board authorized students is expressly forbidden unless the prior authorization of the Consortium is obtained.

Change in Transportation Requirements

The Bidder should expect daily changes to the Board’s transportation requirements which will affect the provision of the Services, with students being added and deleted, as well as changes to pick-up or drop-off times and locations, school destinations, etc. throughout each school year. During the school term, approximately one thousand (1,000) such changes can be expected each month, with a much higher number experienced in September.

In any such school year appropriate changes to the provision of the Services resulting from such additions and/or changes shall be implemented by the Bidder on a forty-eight (48) hour schedule during the school year. Due to the high volume of changes in September a detailed change schedule will be established to limit the number of days changes take place. In cases of extreme need the Consortium may ask that transportation services for a particular student be started the following day or a time frame outside the normal forty-eight (48) hours.

Operation of Vehicles

All vehicles, including delivery or service vehicles, must not enter or leave school grounds when students are in the area unless directed by or with permission of the school and/or administrative staff.

Drivers of motor vehicles shall not operate their vehicles beyond the designated parking areas unless permission is obtained from the school principal or an authorized official to locate and operate the vehicle elsewhere. Such vehicles shall be operated with due caution at all times while on school property.

On or near school grounds, the driver or operator must comply with the following:
speed limit must not exceed 8 km (5 miles) per hour at any time;

vehicles or equipment must not be operated in the school yard during recess, lunch hour or other times of outdoor activity;

when a co-driver/helper is assigned to the vehicle, he/she must direct the movement of the vehicle or equipment while on foot from a position away from the vehicle and in clear view of the driver or operator;

when a co-driver/helper is not assigned to the vehicle, vehicles with limited rear vision must not be backed up without the aid of a ground guide who must direct the movement of the vehicle or equipment while on foot from a position away from the vehicle or equipment and in clear view of the driver or operator;

when a vehicle is parked in a school yard, the following conditions must be met:

- the ignition turned off;
- the key removed;
- the transmission placed in park (neutral if not parked);
- the parking brake engaged; and
- the doors locked;

when returning to a parked vehicle or equipment, the driver/operator must circle the vehicle or equipment and ensure that there are no children playing under or near the vehicle or equipment;

vehicles or equipment must never be left unattended with the engine running. Engines must not be left idling unnecessarily;

all tools, supplies, equipment, etc. are to be securely stored in the vehicle; and

reversing or backing up must be avoided as much as possible. The vehicle should be positioned so that the driver can drive it away rather than back it up. REVERSE ONLY WHEN IT IS SAFE TO DO SO!

It is the responsibility of the driver or operator to exercise extreme caution when reversing a vehicle. Whenever possible, another employee should be requested to assist the driver or operator. Vehicles with limited rear vision shall not be backed-up without the aid of a ground guide at the rear of the vehicle and in clear view of the driver or operator. This, however, does not relieve the operator’s responsibility to exercise extreme caution when reversing the vehicle.

**Rules for Backing-up:**

The driver or operator must understand the hand signals to be used prior to moving the vehicle;
the driver or operator must get the whole picture (get out and walk around the vehicle);

if the driver or operator loses eye contact with the guide, he/she must stop immediately and re-establish eye contact. The driver/operator must be sure it is safe to resume reversing;

the driver or operator must reverse slowly, no faster than normal walking speed;

the driver or operator must check on both sides (mirrors) as he/she reverses;

all vehicles, including delivery or service vehicles, which are used to enter school grounds, must be equipped with back-up alarms.

PART II – ADMINISTRATION

ADMINISTRATION

(a) In the event of a vehicle accident, Bidder must follow the Board Accident Procedures which will be provided to carriers prior to the start of the school year.

The Bidder must call the parent/guardian of any special needs or wheelchair student who is to be transported, prior to the start of service to inform them of the pick-up and delivery times.

When a Bidder is required to prepare routes the flexibility of routes and schedules should be maintained to allow for the necessary additions, deletions and changes in addresses and trip times.

When a Bidder is required to prepare routes, wherever possible, students must be picked up in progression of geographic location from residence to school.

When a Bidder is required to prepare routes the Consortium will be provided with a copy of the specific route when so requested.

When a Bidder is required to prepare routes the Consortium reserves the right to take as active a part in the scheduling of routes as necessary to ensure that the conditions outlined in this RFP are met.

During days when only a portion of the students require transportation due to Professional Activity Days the Bidder will rearrange routes so as to reduce the number of vehicles used for that particular day. The number of vehicles required on any such day must be approved in advance by the Boards. If service is only required at one time of the day then the Bidder shall bill for ½ of the per diem daily rate.

Pick-up and delivery times given to the parent/guardian must be adhered to unless unusual circumstances occur. If such unusual circumstances do occur, the Bidder must inform special needs and wheelchair students’ parent/guardian of revised times immediately if the vehicle will be delayed longer than 15 minutes. If regular home to school vehicles are running more than 15 minutes late the Bidder is responsible to contact the affected schools
to advise them of the delay. Failure to contact schools or families may result in penalties being applied to the Bidder as described above in Section 22 of the RFP.

The Bidder must have a cold start program in place in the event cold weather is forecasted. This plan must take into account actions that will minimize no starts and ensure every vehicle is running regardless of temperature. A communication piece must be included to ensure drivers are aware of when a cold start procedure is in place; especially when the cold weather is forecasted for a Monday or a day after a holiday.

Bidders must provide mid-year audits and the names of students no longer requiring transportation must be provided to the Board(s).

The Board(s) shall be given automatic permission from the Bidder to examine the mechanical inspection records provided by the Ministry of Transportation and a copy of their driver-training manual.

All vehicles used by the Bidder in the provision of the Services shall be dedicated to Board students only unless approved by the Board.

The Bidder must inform the principal of the destination school and the Consortium in the case of a vehicle breakdown or delay which will cause children to arrive later than their scheduled arrival time at the destination school.

The Bidder shall have available at all times for immediate use for the provision of the Services such number of additional vehicles, drivers, and supervisors normally required so that they may be utilized to assist in the event of accidents or breakdowns, to accommodate additional students until the additional students can be scheduled into regular routes, and to replace drivers with assigned routes who are temporarily absent due to illness or other reasons. The costs of these extra vehicles and drivers are to be borne by the Bidder. Failure to supply sufficient resources may result in penalties being applied to the Bidder as described above in Section 22 of the RFP.

The Bidder shall maintain sufficient office staff and computer/communication equipment as necessary to ensure adequate management of operations. All office staff shall have access to a networked computer capable of accessing resources provided by the Boards.

The Bidder shall dedicate one two-way radio frequency and minimum of ninety percent (90%) of air time to the direction of the fleet of vehicles providing the Services to the Board(s) or communication alternative.

The Bidder shall maintain a sufficient number of phone lines and staff to address inquiries from the public, schools, and families. One dedicated phone number must be provided to the Consortium for their sole use in order to reach each division providing service.

The Bidder shall ensure that all student conduct problems are immediately reported to the appropriate School Principal and the Consortium and shall also report all recurring conduct
problems using a “Student Conduct Report Form”. Reporting shall be consistent with the requirements of Bill 157, Keeping our Kids Safe at School Act.

The Bidder shall provide to the Board(s) upon request such computer reports as may be required to provide information requested by the Boards regarding the provision of the Services by the Bidder.

The Bidder shall ensure that all drivers perform at least one (1) trial run of their routes, preferably the last Wednesday prior to the start of the school year in September. Such drivers shall be responsible for notifying the appropriate special needs and wheelchair parent/guardian of the route number(s) assigned as well as approximate times of pick-up and drop-off respecting each student.

The Bidder shall provide to the Board a current Commercial Vehicle Operator’s Registration (CVOR) Operating Record Level II or “Abstract” on an annual basis prior to the commencement of each school term in September indicating the Bidders safety rating is satisfactory.

Should a letter or warning be placed on the Bidders CVOR they are to provide a copy of this information to the Boards within fifteen (15) days of receipt.

The Bidder covenants and agrees that it will not engage any driver or other employee who may come into direct contact with students on a regular basis, or who may have access to student information to provide services hereunder, where such driver or other employee has been charged with or convicted of an offence, the nature of which may be construed as jeopardizing the safety and well-being of the students of each of the Boards. For the purposes of this Contract, the Consortium shall determine its sole and unfettered discretion whether an employee of the Bidder may come into direct contact with students on a regular basis, or who may have access to student information, and whether or not, any such offence is of a nature which may be construed as jeopardizing the safety and well-being of students.

The Bidder covenants and agrees to retain on file at its head office a criminal background check covering convictions, charges and occurrences under the Criminal Code of Canada, the Narcotics Control Act, and any other convictions, charges, and occurrences which would be revealed by the long version Vulnerable Sector Screening (VSS) search of the automated Criminal Records Retrieval System maintained by the Royal Canadian Mounted Police (RCMP) at the Canadian Police Information Centre (CPIC), (collectively referred to as “Criminal Background Check” and “Vulnerable Sector Screening”), together with an Offence Declaration in a Consortium-approved form for every driver or other employee of the Bidder who may come into direct contact with students on a regular basis, or who may have access to student information prior to the occurrence of such possible direct contact or prior to having access to student information, and on or before September 1st. each year thereafter, with respect to Offence Declarations.

The Bidder must ensure Criminal Background Checks with Vulnerable Sector Screening as described above, will be conducted upon hire and license renewal. Offence declarations will be completed annually on years where a Criminal Background Check with Vulnerable
Sector Screening are not conducted. Updated and most current records will be retained on file at the branch or head office.

The Bidder agrees to indemnify and save harmless the Board’s from all claims, liabilities, expenses and penalties to which it may be subjected on account of: the Bidder engaging a driver or other employee in contravention of this Contract; or the Bidder’s failure to retain a Criminal Background Check, Vulnerable Sector Screening or an Offence Declaration on file, as aforesaid. This indemnity shall survive the expiration or sooner termination of this Contract. In addition to, and notwithstanding anything else herein contained, if the Bidder: engages a driver or other employee in contravention of this Contract; or fails to retain a Criminal Background Check, Vulnerable Sector Screening and an Offence Declaration for any driver or other employee of the Bidder who may come into direct contact with students on a regular basis, or who may otherwise have access to student information prior to the occurrence of such possible direct contact, or prior to having access to student information and on or before September 1st. each year thereafter with respect to Offence Declarations, then the Consortium will have the right to immediately terminate this Contract without prejudice to any other rights which it may have in this Contract, in law or in equity. The Consortium shall be entitled, on twenty-four (24) hours’ prior written notice, to attend at the head office of the Bidder for the purposes of reviewing the Criminal Background Checks, Vulnerable Sector Screening, and Offence Declarations. The parties acknowledge and agree, that it is contemplated that the Consortium will attend to such reviews at least twice per annum during the Term, and any renewal thereof. In the event that either the Criminal Background Check, Vulnerable Sector Screening or an Offence Declaration reveals a charge or criminal conviction which is not acceptable to the Consortium in the circumstances and in its sole and unfettered discretion, then the Consortium will have the right to request that the Bidder prohibit the driver or other employee of the Bidder from providing services to the Consortium hereunder. Upon such request, the Bidder will forthwith effect such removal, without prejudice to any other rights which the Consortium may have in this Contract, in law or in equity.

The Bidder must provide a full detailed discription of how the Bidder manages Criminal Background Checks to satisfy the Board's and meet or exceed terms v, w & x above.

All document listing student names that are kept on the vehicle must be secured in the vehicle if the driver is away from the vehicle.

In the event of a vehicle accident the Bidder is required to notify Toronto Student Transportation Group immediately of the incident and fill out the electronic on-line safety report within twenty-four (24) hours. The Bidder is required to provide names and details of the accident to the Board(s) including those individuals involved in the accident and any witnesses of the said incident.

In the event that parents of special needs students are drivers a critical route assignment may be offered to these individuals so that the driver assumes the route that their children are assigned.
Drivers will be allowed, with Board approval, to bring their pre-school aged students (up to age 5) on the vehicle with them as long as there is a seat for the child.

The Bidder is required to provide to the Consortium a plan with yearly updates that outlines strategies to address school bus parking.

The Bidder is required to complete a form on a weekly basis tracking key performance indicators that the Consortium will provide to the Bidder each year prior to school commencement.

The Bidder is required to have a corporate drug and alcohol policy and a means to enforce the policy.

The Bidder shall, for a period of seven (7) years following the end of the Term or termination of the Contract(s), keep and maintain accurate books, records and accounts of the Services including but not limited to financial records, student run rosters, maintenance logs, and accident reports. The Bidder shall on reasonable notice make such books, records and accounts readily available to the Board, or its authorized agent for inspection, and for the purpose of making photocopies.

The Bidder will have a driver management process that tracks accidents and have a policy in place to terminate drivers who have acquired an excessive number of preventable accidents in a relatively short time frame.

The Boards reserve the right to appoint an independent organization to perform a vehicle/driver safety audit, or administrative process audit at any time during the Term.

PART III – VEHICLES – GENERAL REQUIREMENTS

Vehicles – General Requirements Regular Transportation

(a) All vehicles used by the Bidder in the provision of Services under the Contract (including spare vehicles) shall be properly licensed, equipped, maintained and inspected with the applicable provisions of the Highway Traffic Act of Ontario, the Public Vehicles Act of Ontario and the Regulations made thereunder and all other applicable statutes, by-laws, regulations and orders from all authorities and governments having jurisdiction over the transportation of students, as amended from time to time.

(b) Wheelchair vehicles must meet safety standards as required under the Highway Traffic Act under Vehicles for the Transportation of Physically Disabled Passengers and as amended and conform to C.S.A. D409 Standards.

(c) All such vehicles must be manufactured to the most current C.S.A. D250 Standards for “School Buses”, or with the CAN3-D409 C.S.A. Standards “Motor Vehicles for the Transportation of Physically Disabled Persons”. A certificate of compliance with the
standards shall be supplied to the Board(s) for its inspection for each of the vehicles to be utilized in the provision of the Services.

(d) Vehicles used in the provision of the Services shall be a maximum of twelve (12) years old during the Term and average age of eight (8) years.

(e) Where cars, or mini-vans are used, the passenger doors shall be equipped with child-proof locks which would prohibit the doors from being opened from the inside of the vehicle but would allow the doors to be opened from the outside of the vehicle. All vehicles shall be equipped with a back-up alarm.

(f) The ambulatory, service and emergency doors on the vehicles shall be padded at the top edge.

(g) All vehicles are to have their Event Data Recorders associated with the vehicle’s engine enabled.

(h) The Bidder shall provide the most efficient vehicles available in order to perform the Services as economically as possible. Vehicles as large as eighty-four (84) seats or as small as four (4) seats may be used. Vehicle loading shall conform to the following seating capacity:

(i) Mini-Vans – five (5) passengers;

(j) Vans – fourteen (14) to twenty-four (24) passengers; a thirty (30) inch seat length is required to fit two (2) individuals per seat. Thirty (30%) percent of vehicles this size must hold eighteen (18) students.

(k) Large Bus seventy (70) to eighty-four (84) passengers.

(l) The Bidder shall, at the time of submitting the Proposal, provide the Board(s) with the complete specifications of all vehicles that the Bidder proposes to use in the provision of the Services and yearly thereafter.

(m) The Board(s) shall be entitled, at any time during the Term, to require delivery of a current, valid mechanical fitness certificate on any vehicle(s) at its sole discretion and at no cost to the Board(s).

(n) The interior of all vehicles is to be maintained at all times in a clean and sanitary condition, acceptable to the Board(s). The exterior of the vehicles will be washed as needed to ensure a clean and professional appearance.
All vehicles shall be owned by the Bidder or shall be vehicles to which the Bidder shall be entitled to exclusive use and possession under chattel leases or conditional sales agreements from either the manufacturer thereof or a financial organization or institution involved in the financing thereof.

All vehicles in use to transport Board students that have GPS/AVL and/or video recording devices will be required to display a sign provided by the Consortium so that passengers are aware of their use on those vehicles.

The Bidder is encouraged to use fuel conservation and anti-idling technology wherever possible and feasible. The Boards’ may implement an incentive program as a means to help the Bidder realize greater environmental efficiencies.

The Bidder will be required to adopt the Boards’ ‘Healthy School Bus Plan’ as a means to minimize environmental damage.

If in the future the Ministry mandates the use of child seats on school buses the Bidder will purchase integrated seats where necessary and legislated by law. Older vehicles not equipped with integrated seats will require car seats to be installed. The Bidder will purchase the car seats and bill the appropriate Board for the cost of the seat. All labour costs for the installation of the car seats shall be borne by the Bidder.

**Vehicles – Wheelchair Requirements**

Wheelchair vehicles must have a minimum rated capacity of three (3) electric wheelchairs and two (2) ambulatory passengers. All wheelchairs in the vehicle shall be secured facing forward.

For every one hundred fifty (150) buses a Bidder operates as part of this Contract (am/pm count) they shall make available a large seventy-two (72) passenger integrated wheelchair bus with a minimum of two (2) wheelchair spaces for use by schools on charter trips.

All Wheelchair vehicles must be able to accept a variety of wheelchair configurations including, but not limited to, manual, electric, high back, reclining, and any combination of these types.

**PART IV – DRIVERS’ QUALIFICATIONS AND RESPONSIBILITIES**

Drivers shall have and maintain in good standing at all times an Ontario Class B or Class E School Purpose Vehicle driver’s license and any additional licenses required by the Public Vehicle Act, the Highway Traffic Act (Ontario) and/or the Toronto Licensing Commission By-Laws. Drivers shall satisfy all governmental requirements, and be trained according to the Ministry of Transportation and Communications “Training Guidelines for
Drivers of Transportation Services for Physically Disabled Persons”. A clear vulnerable sector search must be completed prior to transporting students.

(d) All drivers must be trained in School Bus Safety Programs and Orientation/Evacuation Drills as outlined in Appendix F. New drivers shall be given a two week period to obtain this training.

(e) All drivers must comply with the Toronto Municipal Code Chapter 545, Licensing Article XV Chapter 545-208.

The Bidder shall provide each driver with a wallet-sized identification card bearing a photograph of the employee, suitable identification, and the employer’s name and address. This identification shall be visible to students and parents as they enter the vehicle.

The Bidder shall ensure that the driver of each vehicle utilized in the provision of Services shall at all times have in his/her possession on the vehicle or access to via dispatch an up-to-date list of the students being transported on such vehicle indicating their full names, pick-up addresses, destinations, schedule times and any other special instructions. The transportation on any vehicle of any persons other than bona fide students of the Board is expressly forbidden unless the prior authorization of the Consortium is obtained.

Drivers must not smoke at any time during their route. Smoking on any vehicle, at any time, is not permitted even when passengers are not present. Smoking is not allowed on any school or Board property.

Drivers must not eat or drink on the bus while loading, unloading, or driving.

Drivers will under no circumstances strike or use undue physical force on any student.

Drivers shall report any student conduct problem immediately to the School Principal. Recurring problems will be reported to dispatch to be relayed to the Transportation Supervisor at the Consortium.

Drivers shall not give students any food, beverages, or toys.

Drivers are not to take pictures or videos of the students.

Drivers shall not leave students unattended in the vehicle. The engine is to be turned off and the ignition key removed by the driver when leaving the vehicle and all proper precautions shall be taken to ensure that the vehicle cannot be set in motion.

Drivers shall ensure that all seatbelts and harnesses are properly secured and fastened around the student at all times. All school buses with a capacity of less than 48 passenger are required to have seat belts installed.

Students must be picked up at their Board designated pick up location, delivered to their respective schools and returned to their designated drop-off location.
Drivers must make sure the vehicle doors are closed and the safety locks are used at all times when the vehicle is in motion.

All drivers shall maintain listening radio contact with central dispatch at all times during the trip.

The idling of school bus motors while waiting to pick up or drop-off students outside schools is prohibited except in those cases where the medical conditions of the students or the extreme temperatures require that the vehicle remain idling.

Buses must use the designated bus loading zones marked at each school unless otherwise specified.

Vehicles must not be driven in excess of eight (8) kilometres per hour when on the school property. Driving is totally prohibited while the children are at play in the school yard.

At no time may the number of students in any vehicle exceed the manufacturer’s specifications.

Under no circumstances shall students be required to stand on the vehicle.

Students incapacitated because of age or other conditions must be left in the care of a responsible adult when dropped off at school and when returned home.

Students identified with a purple tag must be met by a child recognized adult or older sibling/student that will be responsible for the student.

The driver must perform a child check of the vehicle at the end of each trip for any sleeping students or abandoned articles.

Bus supplies (i.e. windshield washer fluid, oil, power steering fluid etc.) shall not be stored near the driver or inside the passenger compartment of school busses.

Seat belt cutters for all buses shall be located within reach of the driver’s seat.

Busses to be kept clutter free. The dash, front steps, areas near the emergency equipment and all emergency exits must be kept clear. No loose boxes or other items to be kept inside the bus.

The Bidder is required to have the driver perform a dry run of their routes in the week prior to the commencement of each school term, preferably the last Wednesday prior to the start of the school year. The Bidder must provide confirmation that the dry run took place. Failure to provide supporting documentation will be subject to penalties as outlined in Section 22 of the RFP.

Drivers should be provided the Ontario Ministry of Transportation’s Fleet Smart training or equivalent in order to reduce driving habits that are not conducive to fuel conservation. The Bidder must provide confirmation that the training took place. Failure to provide supporting documentation will be subject to penalties as outlined in Section 22 of the RFP.
The Bidder shall ensure that every driver is provided with a copy of Appendix B – Performance Requirements.

PART V – WHEELCHAIR SERVICE

(f) Parent/guardian and/or school staff and drivers are collectively responsible for ensuring that each wheelchair is properly fastened and that each student is secured by a seatbelt. The driver of each vehicle shall ensure that each student in the vehicle is secured by a seatbelt properly fastened while the vehicle is in motion. The Bidder shall be liable for any injury resulting from the failure of a driver to ensure that each student transported is secured properly fastened at all times while a vehicle is in motion.

Students in this category must be transported and secured in vehicles specifically designed for this purpose.

The driver will assist physically handicapped children when and where necessary. All wheelchair-locking devices shall be properly secured immediately after entering the vehicle.

There shall be no more than one (1) wheelchair loose or free in the vehicle ready for unloading at any time with driver in attendance.

PART VI – STUDENTS WITH SPECIAL NEEDS

(g) The Bidder shall safely transport those students with developmental handicaps, designated for transportation from time to time by the Board, from the nearest curb side in front of their residences to their respective schools and return to the nearest curb side in front of their residences at the time designated for each student in accordance with the terms and conditions of the Contract.

(h) Parents/guardians are responsible for their students to and from said curb side and are instructed to have students ready at the time designated for pick-up so that no vehicle shall be required to wait longer than two (2) minutes on average to pick-up a student after the regular pick-up time.

(i) For student(s) designated as being medically at risk, the Bidder will transport safely and securely any necessary equipment or apparatus (e.g. a ventilator, oxygen supply, suctioning device, etc.) for such students, as required when directed by a Board.

(j) Booster Seats – Are the responsibility of the parent/guardian to provide a Government approved booster seat that conforms to current safety guidelines. The seats must be inspected by the safety Supervisor of the Bidder and the drivers are to be instructed as to how to properly install the seat. If a second seat is required the carrier is to purchase an approved unit and bill the Board for the seat. The carrier is to maintain a record of all Booster seats that are in use and those paid for by the Board.
(k) Car Seats – Are the responsibility of the parent/guardian to provide a Government approved car seat that conforms to current safety guidelines. Car seats are to be inspected by the safety Supervisor of the Bidder and the drivers are to be instructed as to how to properly install the seat. If a second seat is required the carrier is to purchase an approved unit and bill the Board for the seat. The carrier is to maintain a record of all Booster seats that are in use and those paid for by the Board. Car seats are not to be installed in any seat adjacent to an emergency exit or emergency exit window.

(l) Harnesses – Where required and approved by the parent/guardian and medical practitioner, the Board will provide harnesses. Drivers will be instructed as to how to properly install them by the Bidder. Students in vests/harnesses shall not be located in any seat adjacent to an emergency exit or emergency exit window.

1) In consideration of the transportation services provided, the Boards shall pay to the Bidder, on an individual-route basis, for each day on which transportation is provided an amount per day as set out in Appendix “D” provided that the base for such adjustments shall be determined as of the closing date of the RFP and that such amount, being the base per diem per vehicle contract rate, shall on the 1st day of September, 2017, and on the 1st day of September in each year of the Term, be adjusted by a factor equal to eighty-five percent (85%) of any percentage change in the Consumer Price Index (all items – The City of Toronto) as published by Statistics Canada from the year immediately preceding any such year.

2) In consideration of the volatility in the fuel market the Boards shall utilize a fuel escalator/ de-escalator for the purpose of providing a fair and equitable allocation of funds to the Bidder in recognition that route rates are adjusted annually by 85% of the CPI for Toronto. This fuel amount shall be adjusted monthly in accordance with a monthly fuel adjustment formula for the particular type of fuel being used by the Bidder as set out in Appendix “J”.

3) The Bidder hereby acknowledges that in the event it is unable to provide services as a result of a labour dispute or condition of which the Bidder has control over within their organization, the Board shall not be liable for any payment whatsoever during any such period.

4) The Bidder hereby acknowledges that in the event they are unable or directed not to provide services as a result of inclement weather, school closures, or labour disputes within the Board(s), the Boards shall pay the Bidder seventy per cent (70%) of the per diem rate for up to fifteen (15) consecutive business days. After fifteen (15) business days the Board(s) may, at its discretion, discontinue payment until such time that services are fully re-started.

5) The Boards reserves the right to request a new operator to provide service where a Bidder fails to supply sufficient resources to fulfill contractual obligations. Without terminating this Contract, the Bidder that fails to fulfill their obligations will be required to
compensate the Board(s) the difference in per diem rate should the replacement carrier’s
per diem rate be higher than that of the Bidder who was unable to fulfil the service.

6) The Bidder shall as part of its Proposal provide its contingency plan in the event of a
labour dispute within its organization. Failure to supply a contingency plan may result in
the Board(s) enacting penalties identified in Section 22 of the RFP.

2. APPENDIX E - SCHOOL BUS SAFETY PROGRAMS AND
ORIENTATION/EVACUATION DRILLS

The Bidder must provide safety orientation and evacuation drills for all drivers,
permanent or temporary, a minimum of once annually. The Bidder must provide the
Board with the date(s) and agenda for any such orientation or drills and the Board shall
have the option to attend such orientation or drills. All such orientation or drills shall
include a reference to the evacuation signs posted in the vehicle. The Bidder is required
to keep accurate records of all employees training and make them available to the Board
when requested. Board staff will be available to assist in the delivery of programming
around the evacuation drill and item listed below.

The Bidder must perform an evacuation drill with students on their to school trip before
the end of October. Bidders will be required to work with the schools to identify the best
time to perform these evacuation drills.

The programs shall consist of at least the following:

INITIAL TRAINING

- Awareness of sensitivity for Special Needs Students & AODA Requirements 4 hrs.
- Awareness of racial and Ethnocultural Issues (Human Rights) 2 hrs.
- First Aid, Epipen 6 hrs.
- Bus Evacuation, Accident Procedures, Fire Extinguisher 3 hrs.
- Student Management, Maintaining Bus Discipline (Conflict Management) 4 hrs.
- Lost Child, Late Bus, Late Parent, Child Check, and Ride Refusals Procedures,
  Authorized Stops 2 hrs.
- Defensive Driving 6 hrs.
- Dealing with Street Cars and Traffic Management 30min
- Restraint Systems – How to secure and release students in restraints 30min
- Purple Equals Parent Program 30min
ANNUAL REFRESHERS

- Student Management, Bus Discipline 2 hrs.
- Human Rights and Racial Ethno Cultural Issues 1 hr.
- Bus Evacuation, Accident Procedures 1 hr.
- Epipen 1 hr.
- Lost Child, Late Bus, Late Parent, Ride Refusals, Child Check, and Authorized Stops 1 hr.

EVERY THREE YEARS

- Defensive Driving 6 hrs.
- First Aid 6 hrs.

3. APPENDIX G - HEALTHY SCHOOL BUS PLAN

School buses have been part of the urban landscape in Toronto for many years. Estimates by the Ontario School Bus Association put passenger numbers in the range of 800,000 students every day. Buses do provide the safest form of transportation for our children to and from school. This exceptional safety record has been achieved through the combined efforts of various levels of government, the school boards that use the bus service and the school bus operators that provide the service.

Technology has permitted the development of better equipment and legislation has mandated lighting systems, stop arms and crossing arms to safeguard students entering and leaving their school bus.

School buses have become integral to the delivery of educational programs for many of our students. Without transportation these programs could not exist.

Buses also permit an equitable access to school services and programs for all students.

In response to the concerns of parents and health professionals with respect to the exposure of young children to vehicle exhaust, allergens and other chemicals associated with the use of school buses we have established this “Healthy School Bus Plan”.

Some of the items listed in this plan were recommended in the Ontario Public Health Association’s Report entitled “School Buses, Air Pollution and Children’s Health: Improving Children’s Health & Local Air Quality By Reducing School Bus Emissions” November, 2005.

The School Board’s Policy permits students to remain on their buses for periods up to one hour each way. Carriers will be required to address the following items to improve indoor air quality on all vehicles operated on behalf of these Board(s).
Fleet Deployment

In recognition of the new lower vehicle emissions requirements dictated by the government, the Board will require that eighty per cent (80%) of the carrier’s fleet be vehicles deployed on the basis of route length with the newer being assigned to the longest routes and the older vehicles to the shortest routes.

Inside the bus

Buses are inspected daily by their drivers prior to going on the road. The regular and diligent maintenance of the interior cleanliness and reporting of deficiencies to the garage will provide a proactive method for addressing Indoor Air Pollutants.

- All buses used for transporting students should be maintained to a level of cleanliness that would prevent the development of mould and mildew utilizing fragrance free cleaners.
- The interior should be free from environmental water incursion (precipitation and vehicle wash).
- Drivers and schools need to enforce the no eating policy on all bus rides because food waste contributes to the reduction of air quality and encourages the infestation of vermin and insects (teachers should not issue treats to students as they dismiss for their bus ride).
- Fumes from the bus and other traffic should not enter the passenger compartment when windows and doors are closed (All door and window seals must be present and intact).
- High levels of dust should be reduced through regular cleaning as this can also contribute to the reduction of air quality.
- All spills of any sort should be cleaned ASAP including any body fluids from students.
- Spills of bus fluids inside the vehicle and on any engine components need to be addressed ASAP to prevent the release of fumes inside and outside the vehicle.
- There is No Smoking allowed on buses at any time (residual odours and surface contaminants can affect sensitive passengers and reduce the air quality).
- Seat damage needs to be addressed ASAP to prevent the breakdown of the padding components and the contamination of the padding by food, fluids etc.

Bus Maintenance

The regular maintenance of all vehicles will provide reliable, consistent and efficient service to these Board(s). Properly maintained vehicles will use less fuel. Out of Service
time will be reduced and the vehicles will remain in service throughout peak periods with fewer instances of stranded students.

- All air handling equipment on the bus needs to be maintained to the manufacturer’s recommendations. This includes the cleaning and/or replacement of all air filters associated with the heaters and defrosters.

- Fans in the bus should be cleaned as they can get coated with dust and oil and can spread those items when they are engaged.

- Engine components need to be maintained per the manufacturer’s specifications and the Highway Traffic Act.

- All fuel and oil leaks should be addressed ASAP.

- Exhaust systems must be properly installed and maintained.

- The storage of all incidental fluids (Windshield, engine oil, Transmission fluid etc.) as well as cleaning fluids and rags should be monitored and controlled per WHMIS.

- Any major fuel spill must be reported to the Ministry of the Environment’s ‘Spills Action Centre’ at 1-800-268-6060 immediately. Clean up of the spill must be done by a Board approved service provider. All carriers are to supply this Board with the name and contact information for their service provider in order to have them approved. If there is any delay in the owner’s response to an incident the Board reserves the right to call a service provider should a spill occur on Board Property. Board personnel will invoice the bus owner for any service deemed necessary.

**Idling Practices**

In an effort to reduce the emissions of greenhouse gases, realise better fuel efficiency, and improve local air quality:

- Buses should reduce their overall idling time whenever possible.

- Buses must adhere to the City of Toronto bylaws that limit idling.

- Drivers must participate in the Ministry’s FleetSmart driving program or an equivalent training program to help reduce emissions through improved driving practices.

- Buses must not be idling at school sites (including Wheelchair buses).

- Buses must not be idling while loading or unloading passengers at destination schools except in those cases where the medical conditions of the students or the extreme temperatures require that the vehicle remain idling.
- Drivers are to be aware of the bus behind them and delay starting their vehicle until the bus behind has completed loading or unloading their passengers.

- Fleet participation in programs run by the Federal Government (i.e. Drive Smart, One Tonne Challenge, Repair the Air Fleet Challenge etc.) are free of charge and can result in overall savings on fuel costs and the significant reduction of hydrocarbon emissions into our environment.

**Fuel Technologies**

The Boards would **encourage** all bus carriers to investigate the following new fuel technologies with a view to converting their fleet or parts of their fleet.

- Use of Ultra-low sulphur diesel (ULSD) fuel (to permit use of DPF’s).
- Use of biodiesel.
- Use of alternative fuels (Compressed Natural Gas).
- Use of Diesel-Electric Hybrid Vehicles (HEV).

**Bus Equipment**

The Board would also encourage bus carriers to consider the following options to improve the overall reduction of emissions from their fleet.

- The use of available technologies to reduce the emissions of older buses to 2007 standards.
- The installation of closed crankcase filtration systems in **all** school buses.
- The installation of a Diesel Particulate Filter (for post 1994 model buses).
- Ramp up the rate of bus replacement to newer buses with better emission standards.
Pandemic Plans

The Board requires that all transportation providers maintain and update contingency plans in the event of a pandemic outbreak.

- Pandemic Plans should include strategies pertaining to planning & coordination, situation monitoring & assessment, communications, reducing the spread of disease, and addressing the continuity of health care provisions.
- Pandemic Plans should be customized for the local geography and conditions.
- An accelerated cleaning protocol must be part of any pandemic plan that outlines additional tasks and modified timeline for cleaning of surfaces and buses.

The Boards

The Boards will endeavour to model our practices to be consistent with the Boards commitment to Eco schools Initiatives.
- The Boards will encourage healthy alternatives to school bus transportation wherever feasible. These can include the “Walking School Bus”.
- Parents will be encouraged to walk their children to school.
- Parents that must drive should be encouraged to park their vehicles in appropriate locations and turn them off instead of idling outside the school (this would help reduce overall emissions as well as the ambient air pollution inside the buses and the school).
- Active transportation policy.
- Whenever possible bus loading zones should be located away from Air Intake equipment at the school.
16 Contact Information

Toronto Student Transportation Group
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M6M 4A8

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