



Document Category:	Policies and Procedures – Eligibility
Document Name:	Use of An Alternate Address for Transportation Purposes
Approved By:	Board of Directors
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Section 1.0 - Background

Southwestern Ontario Student Transportation Services organizes bus service for more than 45,000 students daily. Student safety is supported by offering consistent schedules for bus arrival and departure times for parents, the school and bus company staff. It is not possible to offer flex schedules, however, alternate address transportation can be provided under certain conditions.

Section 2.0 – Policy Scope

The policy and procedure below applies to all families and students who are eligible for transportation based on the student’s primary address.

Section 3.0 – Policy Statement

Students who are eligible for bussing may have service based on one additional alternate address, typically used for the purpose of receiving childcare/babysitting. Both the primary address and the alternate address must be within the transportation boundary. A student can have a bus stop based on the primary address and another based on an alternate address within the same travel day, however the schedule must remain consistent Monday through Friday. Under normal circumstances, alternate addresses transportation must be accommodated on existing bus runs and bus stops.

Section 4.0 – Procedures

1. The parent/guardian must submit an application to request the use of an Alternate Address by clicking the link here : (embed link)
2. STS staff will review the application. ***Normal processing time is 7 to 10 business days.***
3. **Once approved, the alternate address will remain on the student’s transportation file unless:**
 - a. The student moves;
 - b. The student changes schools;
 - c. The parent/guardian contacts STS to cancel the alternate address.
4. The parent/guardian is responsible for making private arrangements until the request is reviewed and approved by STS staff.
5. A new application is required if the student moves from the primary address or changes caregivers or schools.
6. STS will advise of the outcome of the request through the Parent Portal.

Parents should request the Student ID number from the school so they can access the Parent Portal independently.

Section 5.0 – Forms

The form is available electronically at <http://www.mybigyellowbus.ca/our-forms>