



<b>Document Category:</b>	Policies and Procedures - Eligibility
<b>Document Name:</b>	Primary Address
<b>Approved By:</b>	Board of Directors
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**Section 1.0 - Background**

Southwestern Ontario Student Transportation Services (“STS”) is responsible for scheduling transportation for eligible students based on their primary address as registered at their school of attendance.

**Section 2.0 – Policy Scope**

The policy and procedure below applies to all families and students enrolled in a school belonging to the member school boards.

**Section 3.0 – Policy Statement**

STS will schedule home to school transportation based on the student’s primary address to their board-designated school based on the address registered with the School Board. A student can only have one primary address.

**Section 4.0 – Procedures**

Parents/guardians must request address changes in person at the school office.

Each school site is responsible for updating student address information in the student information management system.

STS cannot accept change of address information from parents/guardians for security reasons.

STS will receive the student’s address electronically from the School Board for automatic upload into the transportation planning software. Transportation arrangements will be made once the automatic file transfer has occurred. Normal processing time is approximately 3 business days and up to 7 business days in September.

Once transportation has been scheduled, the arrangements will appear in the Parent Portal located at [www.mybigyellowbus.ca](http://www.mybigyellowbus.ca)

Parents/guardians must request the Student ID number from the school office to login to view their student’s transportation arrangements.

**Section 5.0 – Forms**

There are no forms associated with this policy and procedure.