

| Policy Number | Topic | Pages | Date of Approval (Revisions) |
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| 1.6 | Responsibilities of Southwestern Ontario Student Transportation Services | 1 | January 2010 (December 2012) |
| Policy Statement | | | |
| <p>Southwestern Ontario Student Transportation Services (“STS”) STS is responsible for organizing and monitoring the student transportation system operating in Elgin, Middlesex and Oxford counties and within the City of London. STS will do so in keeping with its mission statement, School Board policies and STS established policies and procedures.</p> | | | |
| Procedure | | | |
| <p>STS must:</p> <p>Deliver Effective Communications by:</p> <ul style="list-style-type: none"> • Ensuring STS policies and procedures are readily available and current for parents, schools and bus companies; • Communicating approved transportation arrangements to parents, schools and school bus companies; • Responding to parental inquiries and requests in a professional manner; • Communicating in times of emergency or inclement weather where scheduled bus service may be delayed and/or cancelled. • Providing support to school principals and bus companies regarding disciplinary matters arising on the bus; • Supporting open and ongoing communication with families, schools and the School Boards to promote safe, efficient and effective service. <p>Design and Develop School Bus Service Delivery by:</p> <ul style="list-style-type: none"> • Planning routes efficiently while considering safety, travel time, number of students assigned to the vehicle, size of vehicle, number of vehicles assigned to each school and cost savings; • Selecting school bus stop locations throughout the service area in keeping with established policies and procedures; • Managing and maintaining the planning software program on a daily basis to ensure it is current and accurate; • Receiving and assessing suggestions from bus drivers via the bus company for suggestions on stop locations and routing, noting the decision to implement rests with STS; • Organizing safety programs to promote awareness supporting school bus safety; <p>Manage Contracted Service Providers:</p> <ul style="list-style-type: none"> • Conducting site visits, monitoring and auditing contracted service providers to ensure contractual obligations are met and appropriate follow up action is taken if necessary. | | | |