



Policy Number	Topic	Pages	Date of Approval (Revisions)
1.1	Responsibilities of the Bus Company	1 of 1	March 2009 (January 2013)
Policy Statement			
<p>Bus companies under contract to Southwestern Ontario Student Transportation Services (“STS”) are obligated to uphold the transportation Policies and Procedures set out by STS and any contractual documents that exist between the parties.</p>			
Procedure			
<p>The bus company, in accordance with the terms set out in the contract between the company and STS, will:</p> <ul style="list-style-type: none"> • Adhere to the transportation Policies and Procedures set out by STS. • Provide training to dispatch and bus Drivers which is in keeping with the above, including outlining related procedures in the Driver manual. • Use route information and run copy as provided by STS via the on-line Portal. • Provide bus Drivers run copy and ensure that Drivers adhere to the schedule as it is provided. • Contact the school principal in the event of a delay of 15 minutes or more. • Contact STS immediately in the event of a serious accident or incident. • Not accept any requests from a parent/guardian or school with respect to custom or special transportation arrangements and advise the parent/guardian it is not in keeping with the transportation Policies and Procedures and can not be done. • Ensure that all specifications set out by the Ministry of Transportation, related sections of the Highway Traffic Act and any other related legislative components are upheld. • Ensure all Drivers maintain a valid class license in good standing in accordance with the Ministry of Transportation and conduct audits to ensure compliance. • Keep vehicles maintained to Ministry standards, clean and in good working order and not put a vehicle into service that is not compliant. • Provide to STS sanction notices, requests to comply with a facility audit, or any other violations/charges that might have been placed against the company, vehicles or Drivers, within 7 days of the occurrence. • Shall instruct every Driver under each Operator’s control to conduct or cause to be conducted a prescribed inspection of the vehicle driven by the Driver prior to the vehicle being driven as per the Highway Traffic Act. • Submit documentation to STS as requested, which may include, but is not limited to, detailed fleet information, Driver training records, proof of license for bus Drivers, insurance certificate, CVOR number. • Audit bus Driver performance periodically or at the request of STS to ensure that the bus Driver is adhering to route performance as set out by STS. • Provide on-going professional development to bus Drivers with respect to safe driving and/or customer service and will comply with any mandatory training requirements as set out by the Ministry of Transportation or Ministry of Education. • Work cooperatively with the principal, parents/guardians and STS when disputes or problems arise. • Will comply with the use of STS’s on-line incident reporting tool for late vehicles and accident/incident reporting. • Inform the Service Development Manager every Monday, before 12:00 noon, of all open routes 			



affecting STS for that week. Additionally, the Operator is to provide a status report regarding the previous week on a format provided by STS in the Operator Portal. For the purpose of this Agreement, an open route is defined as any route without a permanent designated Driver for more than 5 consecutive days.

- Develop driver recruitment and retention programs to support business continuity and monitor effectiveness of same.
- Will develop, design, implement and monitor policies and/or supporting procedures which support service continuity and safety, including, but not limited to:
 - a policy regarding drugs and alcohol that complies with all applicable laws;
 - a policy for ensuring no student is left behind on a vehicle upon completion of the route;
 - a policy to prevent unnecessary service disruptions in the event of extreme cold weather;
 - a policy to review the circumstances surrounding a motor vehicle accident;
 - a policy to review the circumstances surrounding incidents or events of a serious nature;
 - a policy on the use of handheld devices for bus drivers;
 - a policy regarding internal assessment of road and weather conditions to determine if school purposes vehicles can operate safely given the weather conditions or if delays and/or cancellations should be implemented.

Process

STS will provide the bus company a copy of the governing policy and procedures at the commencement of each year of the Agreement or upon request.

Amendments to this may be periodically made as appropriate and posted in the Operator Portal.