



## STS NEWS UPDATE September 2, 2021

### **Possible Bus Driver Shortages**

Like many other school districts throughout the province, school bus contractors servicing the London District Catholic School Board and Thames Valley District School Board have experienced Bus Driver Shortages in the past. School Bus Contractors have shared that due to active recruitment in the area, they are not experiencing many shortages at this time. However, due to continuing changes related to the COVID-19 pandemic, conditions could change with very short notice to families and schools.

Southwestern Ontario Student Transportation Services (STS) advises parents and guardians of students using school buses to prepare alternate transportation arrangements in the event of service disruptions when schools open on September 7. STS will ensure service disruptions are posted on a daily basis to provide as much notice as possible to parents and guardians.

Parents and guardians should monitor the STS [Bus Delays and Cancellations Page](#) as well as the BusPlanner Delays app, where notifications will be posted immediately. Email notifications are also available through the STS Parent Portal.

We understand that reliable transportation is important to families and STS will work diligently to find solutions to minimize the impact on families.



### **Free BusPlanner Delays App**

STS has in place the BusPlanner Delays App. This is a free download in both the Apple and Android App Stores. Instructions on how to download and use the app can be found [here](#).





## **STS NEWS UPDATE** **August 31, 2021**

As we prepare for the upcoming school year there are a few items that require your attention:

### **Parent Portal**

The [Parent Portal](#) is now open on the [mybigyellowbus](#) website. Families who registered for transportation must login and check their transportation details.

**The first day of school is Tuesday, September 7.** STS will continue to make routing changes to address bus loads right up to the start of school – check the Parent Portal the weekend before school starts to confirm pick up times.

**To set up a Parent Portal account, follow the [instructions](#). There are also [troubleshooting tips](#)** in case you encounter any difficulties.

Bus routes normally take a while to settle over the first couple weeks of September and we expect this year will require even more time for routines to be established. Please be patient with your bus driver as everyone adapts to the changes required for the fall.

Buses may run off schedule or late for many reasons during the first few weeks. **Download the [BusPlanner Notifications App](#) to receive notifications about your bus sent to your smartphone to stay informed.** You will need to know the Bus Run number from the Parent Portal before you set up the app.

If you do not have access to the internet, the school can provide your transportation information over the phone. School offices are open now.

### **Face Masks**

**Face masks or face coverings must be worn on vehicles for students in Kindergarten – Grade 12.** Parents/guardians or caregivers who assist students to and from special needs vehicles must also wear a mask. The full [policy](#) is posted online.



**Southwestern Ontario Student  
Transportation Services**

mybigyellowbus.ca  
Tel No: (519) 649 1160

---

## **Possible Bus Driver Shortages**

Parents and guardians are asked to prepare for school bus service disruptions. Unfortunately, it is possible we may experience some driver shortages in our service area. The reality of driver shortages means route cancellations will be unavoidable in some cases.

We recommend that you check our website in the morning and afternoon and download the BusPlanner Delays app to stay up to date.

## **Need help?**

Please note, due to the many changes required to address COVID 19, we are experiencing an extremely high volume of calls and email contacts.

Please check out our [website](#), [Twitter](#) feed and [Facebook Page](#) for information and self-serve wherever possible.

READ – Frequently Asked Questions

<http://www.mybigyellowbus.ca/uploads/faqcovid.pdf>

READ – [Ready to Roll](#) STS Operational Plan for Resuming School Bus Service

Once you have reviewed all the sources of information listed above, if you still need help, contact our [office online](#) or by phone at 519-649-1160.