



<b>Document Category:</b>	Policy Statement
<b>Document Name:</b>	Public Notice of School Bus Delays and Cancellations
<b>Approved By:</b>	Board of Directors
<b>Approved Date:</b>	June 2018

## 1. Policy Scope

The policy below outlines how potential disruptions to regularly-scheduled home to school student transportation service will be communicated.

## 2. Policy Statement

Bus companies operating home to school routes under contract to Southwestern Ontario Student Transportation Services are required to provide notice of potential service disruptions due to operational matters and/or inclement weather events. Notices will be posted online at [www.mybigyellowbus.ca](http://www.mybigyellowbus.ca)

## 3. Policy Action Items

- ✓ Buses may become delayed in service for reasons such as driver or mechanical issues, traffic congestion, poor driving conditions, construction, late departure from the school at dismissal time, etc.
- ✓ As a courtesy and to notify parents/guardians and schools, when a bus is reasonably expected to be delayed, the bus company must post the delay on [www.mybigyellowbus.ca](http://www.mybigyellowbus.ca).
- ✓ Bus delays for operational matters will be posted in the following categories, noting all times are approximate:
  - Less than 20 minutes;
  - 20-30 minutes;
  - 30-40 minutes;
  - 45 minutes or more
- ✓ Note that buses delayed in service may be able to make up time on the route and it is therefore recommended that you attend your bus stop at its regular scheduled time to avoid missing the bus in the morning or meeting your student at the end of the day.
- ✓ In the event of an inclement weather event, bus cancellations are posted by 6:30 AM on [www.mybigyellowbus.ca](http://www.mybigyellowbus.ca). (see Inclement Weather Causing School Bus Cancellations for full details)
- ✓ STS and its member school boards are not responsible for transportation expenses incurred by a family in the event of interruptions of regularly scheduled transportation service.
- ✓ **Questions regarding posted delays should be directed to the bus company who transports your student and not to STS.**



#### 4. Forms

There are no forms associated with this policy.

#### Where to Find Notifications of Bus Delays and Cancellations



Online at [www.mybigyellowbus.ca](http://www.mybigyellowbus.ca)

This is the official source of potential service disruption notifications.



Login to the Parent Portal online at [www.mybigyellowbus.ca](http://www.mybigyellowbus.ca) to subscribe for email notifications.

End-users are responsible for entering their email address accurately.

Add [notifications@mybigyellowbus.ca](mailto:notifications@mybigyellowbus.ca) to your safe senders list to avoid spam filters.



Download the free BusPlanner Delay app (available for Android & iOS)

End-users are responsible for the correct use of the app, including selecting preferred settings, entering the correct school & bus run information and updating the app when new versions are released.

STS cannot provide support to people experiencing difficulty with the app on their personal device as it does not have access to nor control your personal device settings.



#### **BEFORE you subscribe for emails or download the app, YOU NEED TO KNOW:**

1. Your Student's ID Number (available from the school office)
2. Your Student's Bus Run Number. (in the Parent Portal at [www.mybigyellowbus.ca](http://www.mybigyellowbus.ca))
3. Know the Bus Company who transports your Student. (in the Parent Portal at [www.mybigyellowbus.ca](http://www.mybigyellowbus.ca))
4. Know the Phone Number for the bus company. (in the Parent Portal at [www.mybigyellowbus.ca](http://www.mybigyellowbus.ca))
5. SAVE all of the above in your smartphone.