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| Document Category: | Operating Parameters |
| Document Name: | Service Design Standards |
| Approved By: | Board of Directors |
| Approved Date: | June 2017 |

1. Policy Scope

The following service design standards apply to the transportation services designed by Southwestern Ontario Student Transportation Services ("STS").

2. Policy Statement

The design of an effective and efficient transportation system necessitates that design elements be standardized. STS has established the following standards for the design of home to school transportation.

3. Policy Action Items

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| Bus Arrival and Departure Windows | <p>School transportation service may be scheduled to arrive at a school 15 minutes before morning bell and up to 15 minutes after afternoon dismissal time.</p> <p>At an elementary site, schools must provide supervision for such an instance.</p> |
| Bus Stop Locations | <p>Parents/guardians are responsible for their student to, from and at the bus stop.</p> <p>STS is responsible for selecting bus stop locations.</p> <ul style="list-style-type: none">• Bus stops will be located on arterial and/or secondary roads and buses do not enter private roads, cul de sacs, crescents or courts for student pick up.• Community bus stops will be used, accessible to groups of neighbourhood students.• Only approved bus stop locations will be used.• A bus driver cannot change a bus stop location.• Student transportation is a shared ride service and door to door service is not provided. <p>Bus stop locations are reviewed annually by STS and are subject to change.</p> |

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| Distance to a Bus Stop | <p>Safe travel to and from a bus stop location is the responsibility of the parent/guardian. (Parents/guardians of Kindergarten students have specific responsibilities defined in <u>Kindergarten Students and School Bus Stops</u>)</p> | | |
| | | JK- Grade 8 | Grade 9 - 12 |
| | Urban (within a city, town or village using centralized pick up locations) | Up to 800 meters (.8 kms) | Up to 1600 meters (1.6 kms) |
| | Rural | Near the residence or up to 400 meters (.4 kms) | Near the residence or up to 400 meters (.4 kms) |
| Length of a Bus Ride | <p>Under normal conditions, the length of a bus ride shall not exceed 70 minutes one way for students attending their board designated school. Every effort is made to maintain this maximum, however, program locations and geography may prevent this in limited circumstances.</p> | | |
| Public Transit | <p>Public transit service may be used for the purpose of home to school transportation in areas where it makes economic sense to do so. Should STS decide that public transit is the most cost effective means of providing a student(s) with transportation, STS will arrange for compensation of transit fares via the school office.</p> | | |
| Run Sharing | <p>To avoid unnecessary duplication of costs, bus runs will be shared. Students of all grade levels and school boards may be transported on the same vehicle.</p> | | |
| Scheduled Bus Times | <p>Scheduled bus times will be posted in the secure Parent Transportation Portal online at www.mybigyellowbus.ca. Scheduled times are approximate and do not factor in adverse weather or traffic conditions.</p> <p>To keep service on time, make sure your student is at their designated bus stop <i>no less than</i> 5 minutes prior to its scheduled time.</p> | | |
| Transferring Buses | <p>STS may plan routes where a student must transfer buses to complete their trip. Transfer sites will be located at schools of either member school board.</p> <p>At an elementary site, schools must provide supervision in such an instance.</p> | | |

4. Forms

There are no forms associated with this policy.