



Document Category:	Standard Operating Procedure for Contractors
Document Name:	Responsibilities of the Operator
Approved By:	Chief Administrative Officer/Designate
Approved Date:	July 2019

A. Reference Master Document

Responsibilities of the Operator (posted at www.mybigyellowbus.ca)

B. Standard Operating Procedures

In addition to the contractual agreements that exist between the parties, the bus company shall meet the general obligations below:

Customer Service Orientation:

- Be courteous and professional at all times when dealing with members of the school community, parents/guardians and STS staff.
- Work cooperatively with the principal, parents/guardians and STS when disputes or problems arise.

Human Resources Management:

As the employer, the Operator is responsible to:

- Develop employee recruitment and retention programs to support business continuity.
- Ensure that it has a robust mechanism for investigating employee conduct should incidents arise.
- Comply with any mandatory training requirements set out by the Ministry of Transportation or Ministry of Education or other legislative body.
- Comply with training requested by STS under this Agreement.
- Periodically (or at the request of STS) audit school bus driver performance to ensure that the bus driver is adhering to route copy as set out by STS and demonstrating safe driving practices.

Employer Policy Requirements:

- To support the safe transportation of students, STS expects that the Operator, as the employer, will have, at a minimum, policies and procedures on the following matters and will provide a copy to STS within 48 hours of request or during a facility audit:
 - Job Descriptions for drivers and bus attendants;
 - Drug/Alcohol policies that complies with all applicable laws;



- Ensuring no student is left on a vehicle at the completion of the run (“child check”);
- Cold/extreme weather management procedures;
- Motor vehicle collision investigation;
- Serious incident/event investigation;
- A bus driver and bus attendant code of conduct which should include, at a minimum, no use of personal electronic devices, no smoking or vaping near schools or with students on board)

STS Reporting Requirements:

- STS reporting requirements must be followed with respect to STS’s Emergency Policies and Procedures.
- Provide to the Manager of Service Development at STS any MTO notices and any other violations/charges that might have been placed against the company, vehicles or drivers within 24 hours of the occurrence.

C. Questions about this Standard Operating Procedure

Direct any questions regarding this SOP to CAO of STS.

D. Forms

There are no forms associated with the SOP.