

# Hamilton-Wentworth Student Transportation Services

## Operational Procedures



Title: NEW STUDENT TRANSPORTATION
Procedure: HWSTS-OP-0104-10
Adopted: August 26, 2010
Revised:

### **1.0 Scope**

HWSTS is committed to providing transportation for all eligible students to and from their home school according to the approved policies for the Hamilton-Wentworth District School Board (HWDSB) and the Hamilton-Wentworth Catholic District School Board (HWCDSB).

As part of the HWSTS commitment to effective and efficient service delivery, service planning for all students will be based with a primary consideration of cost-effectiveness. Student safety and service quality will always remain top priorities for HWSTS.

# Hamilton-Wentworth Student Transportation Services

## Operational Procedures

### **2.0 Responsibility**

#### **2.1** The HWSTS Staff are responsible for:

- Maintaining up to date reference tools outlining the partner Board approved new student service criteria
- Ensuring planned student transportation services adhere to partner Board approved new student service criteria
- Liaising with partner Board designated staff in the event of discrepancies / emerging issues
- Communicating directly with parents and other system stakeholders regarding new student service criteria
- Utilizing all available tools, resources and best judgment in a customer centric approach.

#### **2.2** The HWSTS Partner Boards are responsible for:

- Providing HWSTS with the most current, up to date information pertaining to new student transportation service criteria
- Providing direction to HWSTS for any discrepancies / emerging issues brought forward

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## Operational Procedures

### **3.0 Procedure**

HWSTS is responsible to arrange transportation for all eligible students and to notify all stake holders of the final arrangements.

Parents are required to register their student(s) at their designated school through consultation with the school principal\designate. Once registration is completed, schools are asked to add the new student(s) to the student information system used by the partner boards. The school may contact HWSTS to determine if the student(s) is eligible for transportation. HWSTS staff will review the information which will include the students address, grade and designated school. Should the student(s) not be eligible for service, HWSTS staff will inform the school. If the student(s) is eligible for transportation services, the stop location, route number and times will be provided to the school which will relay the info to the parent\guardian. HWSTS will not add a student into Edulog. Student data extracts are pulled on a daily basis thus the school will need to add all new student(s) into the student information system so that on the next extract the student(s) will appear in Edulog.

If a parent\guardian contacts HWSTS to inquire about bus eligibility and service, staff will inform the parent\guardian if the student(s) is eligible on not eligible for service. If the student(s) is eligible for service, HWSTS will provide the route number, stop location and times. They will also be informed that they need to register at the school first before the student(s) will show up on any bus lists and that they should contact their designated school to ensure the student(s) is listed as eligible for transportation.

Should a new stop be required for the new student(s), HWSTS will add the new stop to the appropriate route and notify the bus operator of the new stop and effective date. The bus operator will be required to notify the school bus driver of the new stop location and effective date.

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## Operational Procedures

### **4.0 Definitions**

<b>Term</b>	<b>Definition</b>
HWSTS	Hamilton-Wentworth Student Transportation Services Consortium
HWSTS Staff	All partner Board staff designated to the Consortium to support student transportation operations.
Partner Boards	The two Boards listed on the HWSTS agreement – the Hamilton-Wentworth Catholic District School Board and the Hamilton-Wentworth District School Board