

Hamilton-Wentworth Student Transportation Services

Operational Procedures



Title: ARRIVAL AND DEPARTURE WINDOWS
Procedure: HWSTS-OP-0108-10
Adopted: August 26, 2010
Revised:

1.0 Scope

It is the practice of HWSTS to operate within the designated bus arrival and departure window at every school based on the Hamilton-Wentworth District School Board (HWDSB) and the Hamilton-Wentworth Catholic District School Board (HWCDSB) approved annual school bell times.

As part of the HWSTS commitment to continuous operations improvements, annually during the planning process HWSTS performs quality control reviews on the bus arrival / departure windows for both elementary and secondary schools.

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2.0 Responsibility

2.1 The HWSTS Staff are responsible for:

- Maintaining up to date reference tools outlining the partner Board approved bus arrival and departure window criteria
- Ensuring planned student transportation services adhere to partner Board approved bus arrival and departure window criteria
- Liaising with partner Board designated staff in the event of discrepancies / emerging issues
- Communicating directly with parents and other system stakeholders regarding bus arrival and departure window 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 bus arrival and departure window criteria
- Providing direction to HWSTS for any discrepancies / emerging issues brought forward

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3.0 Procedure

3.1 For the Hamilton-Wentworth District School Board (HWDSB):

Secondary schools shall have a 45 minute window for bus arrivals in the morning that shall begin at the entry bell.

Secondary schools shall have a 45 minute window for bus departures in the afternoon that shall begin at the dismissal bell.

Elementary schools shall have a 15 minute window for bus arrivals in the morning that shall begin at the entry bell.

Elementary schools shall have a 15 minute window for bus departures in the afternoon that shall begin at the dismissal bell.

3.2 For the Hamilton-Wentworth Catholic District School Board (HWDCSB):

Secondary schools shall have a 20 minute window for bus arrivals in the morning that shall begin at the entry bell

Secondary schools shall have a 20 minute window for bus departures in the afternoon that shall begin at the dismissal bell.

Elementary schools shall have a 20 minute window for bus arrivals in the morning that shall begin at the entry bell.

Elementary schools shall have a 20 minute window for bus departures in the afternoon that shall begin at the dismissal bell.

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4.0 Definitions

Term	Definition
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