

# Hamilton-Wentworth Student Transportation Services

## Operational Procedures



Title: CHANGES TO STUDENT DATA
Procedure: HWSTS-OP-0116-10
Adopted: September 20, 2010
Revised:

### **1.0 Scope**

HWSTS is committed to providing transportation for all eligible students to and from their home school and to review/modify student addresses and determine their eligibility according to the approved policies for the Hamilton-Wentworth District School Board (HWDSB) and the Hamilton-Wentworth Catholic District School Board (HWCDSB). HWSTS is also committed to leveraging all available technology to support accurate student data.

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### **2.0 Responsibility**

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

- Communicating directly with parents and other system stakeholders regarding eligibility criteria and changes to student data
- Maintaining up to date reference tools outlining the partner Board approved eligibility criteria
- Ensuring regular student data updates from partner school Boards are input into routing software
- Ensuring planned student transportation services adhere to partner Board approved eligibility criteria
- Liaising with partner Board designated staff in the event of discrepancies / emerging issues
- Utilizing all available tools, resources and best judgment in a customer centric approach

#### **2.2 Parents / Custodial Guardians are responsible for:**

- registering their student(s) at their designated school through consultation with the school principal\designate

#### **2.3 School Administration is responsible for:**

- Adding the new student(s) information to the student information system used by the partner boards
- Liaising with HWSTS staff in the event of discrepancies / emerging issues

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### **3.0 Procedure**

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 or 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.

### **3.1 Students Leaving**

Parents are required to contact the school to inform them that the student(s) is no longer going attend and provide them a completion date. The school is required to remove the student(s) from the student information system and may contact HWSTS to inform them that the student(s) is no longer going to their school. HWSTS staff will log the info but will not remove the student(s) from Edulog. The daily student data extract will automatically remove the student(s) from Edulog once the school has removed the student in the student information system. In situations where the student(s) is a special needs student and riding on a special needs vehicle, HWSTS staff will contact the bus operator informing them that the student(s) will no longer require service and provide them a cancellation date.

### **3.2 Students Moving**

Parents are required to contact the school to inform them that they are moving and provide them with the new address details and move date. The school will need to determine if the student(s) will still be within the catchment of their school or if they will need to attend another school. If the student will remain in the same school, the school may contact HWSTS to determine if the student is eligible for service or if the student(s) is a walker.

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Should the student be deemed eligible for service, HWSTS will provide all routing info to the school. If the student is within the walking distance for the school they will be informed that no service will be provided.

If the student will be attending a different school, the parents will be required to register at the new school and the school may contact HWSTS to determine if the student is eligible for service or if the student(s) is a walker. Should the student be deemed eligible for service, HWSTS will provide all routing info to the school. If the student is within the walking distance for the school they will be informed that no service will be provided.

The school will be informed that they need to make the change in the student information system and that no changes will be made in Edulog. The daily student data extract will automatically update the student(s) info in Edulog once the school has made the necessary changes in the student information system.

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### **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