



Responsibilities of DSTS

Statement:

Pursuant to the Education Act R.S.O. 1990, School Boards may provide transportation services for their students. With the goal of constantly improving their efficiency, the Durham Catholic District School Board and Durham District School Board have partnered in a consortium which has adopted guidelines pertaining to student transportation. Transportation is organized and supervised by DSTS.

Procedure:

DSTS is committed to:

1. Providing safe and efficient transportation services for eligible students, in a reasonable period of time for the students travelling to school and from the school;
2. Providing transportation services as applicable for eligible students with varying needs;
3. Managing complaints and requests for information or changes, on an individual basis, in accordance with the policies and procedures of DSTS.

DSTS staff is responsible for:

Delivery of Effective Communications:

- Ensuring transportation information is available to schools, bus operators and families through the multiple communication channels (including website, operator portal, telephone, and routing software);
- Communicating approved transportation arrangements to families, schools and school bus operators through multiple communication channels;
- Responding to all family and school-based enquiries and requests in a professional manner;
- Communicating in times of emergency and inclement weather where scheduled bus service may be delayed and/or cancelled;
- Informing schools and school bus operators about the routes and pick-up and drop-off times for each route through information technology such as routing software and website;
- Having policies, procedures, safety measures, etc. available and communicating with families as required.

Responsibilities of DSTS (Continued)

Organizing safety programs:

- to promote awareness supporting school bus safety;
- Receiving and assessing transportation change requests or new requests from schools and families, considering safety.

Design, develop and manage implementation of efficient, safe and effective school bus service delivery:

- Planning safe transportation routes in accordance with the policies and procedures of DSTS;
- Planning efficient bus routes considering the following factors: safety, travel time, student bus capacity, vehicle size, the number of buses per school and cost;
- Selecting school bus stop locations throughout the region in keeping with established policies and procedures;
- Selecting the most efficient and appropriate mode of transportation;
- Managing and maintaining the GIS based routing software to ensure it is current and accurate (ie. Bus Planner, mTransport);
- Continue to explore transportation technology/software to determine whether DSTS can enhance transportation efficiency, through adapting cost effective, up to date transportation technology;
- Maintaining contact with bus operators and school principals to ensure the safe and efficient management of school transportation services;
- Receiving and assessing suggestions from bus drivers through their bus operators regarding possible changes to the transportation routing, making decisions, notifying bus operator and schools;
- Supporting school bus drivers and schools in maintaining student conduct on the bus.

Manage contracted Service Providers:

- Conducting inspections and assessment activities pertaining to bus transportation services, to ensure that bus operators are complying with the DSTS policies and procedures as well as other contractual obligations.