



Responsibilities of Bus Operator

Statement:

Bus operators under contract to DSTS are obligated to uphold the transportation policies and procedures set out by DSTS and any contractual documents that exist between the parties.

Procedure:

The bus operator, in accordance with the terms set out in the contract between the company and DSTS, will:

- Adhere to the transportation policies and procedures set out by DSTS and the School Boards;
- Provide training to dispatch and bus drivers which is in keeping with the above, including outlining related procedures in the driver manual and providing training on mTransport technology and its use by dispatch and for drivers with vehicles equipped with mTransport technology;
- Ensure installation of tablet holders provided by DSTS on applicable vehicles and provide tablets to drivers, ensuring daily use of mTransport on all tiers. Dispatch to forward to DSTS any reports from drivers identifying students who are not consistently using the DSTS Transportation Card;
- Ensure drivers of buses equipped with mTransport technology follow mTransport daily procedures, activating mTransport technology and adhere to the route schedule and manifest in mTransport;
- Ensure that drivers of any school transportation vehicles not equipped with mTransport technology are provided with up to date copies of manifests and ensure drivers adhere to the passenger manifest and schedule;
- Contact the school and DSTS in the event of a delay of 20 minutes or more;
- Contact DSTS immediately in the event of a serious accident or incident;
- Not accept any requests from families or schools with respect to custom or special transportation arrangements and advise the families or school to contact DSTS;
- Ensure that all specifications set out by the Ministry of Transportation, related sections of the Highway Traffic Act and any other related legislative components are upheld;
- Ensure all drivers maintain a valid class license in good standing in accordance with the Ministry of Transportation and conduct audits to ensure compliance;
- Keep vehicles maintained to Ministry standards, clean and in good working order and not put a vehicle into service that is not compliant;
- Submit documentation to DSTS as requested, which may include, but is not limited to, detailed fleet information, driver training records, drivers proof of license, insurance certificate, CVOR number;
- Audit bus driver performance periodically or at the request of DSTS to ensure that the bus driver is adhering to route performance as set out by DSTS;
- Provide on-going professional development to bus drivers with respect to safe driving and/or customer service and will comply with any mandatory training requirements as set out by the Ministry of Transportation or Ministry of Education;
- Work cooperatively with the principal, families and DSTS when disputes or problems arise.

Responsibilities of Bus Drivers

Statement:

Bus drivers under contract to DSTS will uphold the transportation policies and procedures set out by DSTS and any contractual documents that exist between the parties.

Procedures:

The bus driver will:

- Be courteous and professional at all times when dealing with students, members of the school community and families;
- Drive safely at all times and in accordance with the Highway Traffic Act and related legislation;
- Adhere to the transportation policies and procedures set out by DSTS and the school boards;
- Use and adhere to route information provided through the tablet with mTransport or copy of the manifest for vehicles not equipped with mTransport technology and not provide transportation for unauthorized riders to and/or from unauthorized stops;
- Use the tablet provided for mTransport technology on all tiers and students are to use the DSTS Transportation Card daily. Students not using the card consistently must be reported to dispatch;
- Do not perform bus backups or three point turns, contact operator dispatch for further directions;
- Execute bus stop locations as manifested, not entering private property, driveways, or private roadways;
- Contact Dispatch immediately to report any unauthorized riders;
- Contact Dispatch if road, traffic and/or weather conditions are going to cause a delay of 10 minutes or more;
- Contact Dispatch immediately in the event of an emergency, serious accident or incident;
- Complete reports as requested in a timely manner. These will generally include student conduct reports and vehicle incident reports;
- Not accept any requests from families or school staff with respect to custom or special transportation arrangements. Advise the person making the request to contact DSTS. Report the incident to dispatch;
- Maintain a class of license appropriate to the vehicle operated in good standing and advise the employer immediately of any changes to the status of the license and always carry it on their person;
- Never allow any unauthorized persons on board the vehicle and report all incidents to dispatch;
- Respect the diversity of students served in keeping with the Ontario Human Rights Code.