



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;
- Use route information and manifest as provided by DSTS via the on-line portal;
- Provide bus drivers with an up to date manifest and ensure that drivers adhere to the schedule as it is provided;
- Contact the school and DSTS in the event of a delay of 10 minutes or more;
- Contact DSTS immediately in the event of a serious accident or incident;
- Not accept any requests from a parent/guardian or school with respect to custom or special transportation arrangements and advise the parent/guardian 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, proof of license for bus drivers, 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, parents/guardians 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 parents/guardians;
- 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 and manifest copy as provided by DSTS and not provide transportation for unauthorized riders to and/or from unauthorized stops;
- Do not preform 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 a parent/guardian/school 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 carry it on their person at all times;
- 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.