



Student Transportation Services of York Region
320 Bloomington Road West
Aurora, Ontario L4G 3G8
905-713-2535
FAX: 905-713-2533
Web site: www.schoolbuscity.com

MEMO TO: Principals, Vice-Principals, Secretaries,

C.C.: Bus Operators, Director of Education, Associate Directors,
Superintendent of Schools and STS Staff

FROM: Niall Smith, Manager, Student Transportation Services

DATE: August 24, 2023

SUBJECT: Important September Transportation Information

This memo provides a summary of the procedures and communication tools to be used by schools and Student Transportation Services (STS) to help ensure a successful start to the school year.

Specifically, this memorandum includes:

- ✓ **Student Rider Lists and Bus Route Information**
- ✓ **September Service Priorities**
- ✓ **September Telephone Communication Procedures**
- ✓ **School Bus and Taxi/School Vehicle Contact Lists**
- ✓ **Parent Responsibilities**

Student Rider Lists and Bus Route Information

Please note it is important that student daycare addresses be entered **ONLY** in situations where the home address qualifies for transportation, and the pick-up and drop-off location will be the daycare provider (in accordance with Board policy). Doing so will ensure rider lists reflect service to and/or from daycare locations.

- STS shares bus route and student rider information via the following link: <https://bp.schoolbuscity.com/Professional>. Per past practice, this tool will be used as the source for schools to obtain transportation information. Schools will not receive any hard copy lists in August/September.
- To access this web page please enter your school mident number in the Username field and the word 'Transportation123!' in the Password field. ***Please feel free to reach out to your Transportation Planner if you have any questions or require assistance.***

Information available includes (but is not limited to):

- A Student Rider List
 - A Route Summary for each bus servicing your school
 - An Alphabetical List of Students assigned to bus stops
- Per past practice, STS will continue to share bus route and student rider information for students with Special Needs with schools via the following link: <https://bp.schoolbuscity.com/Professional>. Please print the bus route and rider information from BusPlanner Web and share it with parents of Special Needs students prior to the first day of school.
- Please note that grandfathered students receiving transportation will not be able to view their route and rider information on www.schoolbuscity.com. For these students, schools are asked to print bus route and rider information from BusPlanner Web and share it with parents prior to the first day of school
- STS has developed some helpful tips and best practices for schools to facilitate safe, efficient, and consistent delivery of student transportation service during the September Start-Up period and beyond. This information is available in the Media Library which can be accessed via the 'School Administration' link at <https://bp.schoolbuscity.com/Professional>.

Please Note:

Students require approval from school administration to utilize a bus stop other than the one to which they are assigned. Approval may only be granted in emergency circumstances. School administration shall be responsible for establishing procedures and parameters including providing written notification for school bus drivers.

STSYR September Start-up Priorities

During the first 3 weeks of school, STS Planners with the help of school staff will focus on the following transportation priorities:

1. Overloaded School Buses

- Please report overloaded school buses to your STS Transportation Planner.
- A resolution may mean the addition of a new bus or reassigning student riders to other existing buses. STS will confirm resolution decisions with schools to share with affected students.

2. Eligible students with no access to a Bus Stop

- If a student is registered at a school and does not have a bus stop they can access, schools should notify their STS Planner.
- Per policy, Elementary students can walk up to 400 metres to a bus stop and Secondary Students can walk up to 600 metres to a bus stop.
- If a new bus stop is required, STS Planners will confirm service times with school administration to share with applicable students.

3. Late Bus Routes

- If, after the first five days of school, a bus route is arriving late at your school, please contact your STS Planner who will work with the school bus company to resolve the matter as soon as possible.

Please note:

Service requests related to priorities listed above will be responded to as soon as possible, but resolutions may take up to 72 hours. Other less urgent requests may not be processed until the 3rd week of school.

September Telephone Communication Procedures

**** Please do not refer parents to STSYR or the Board Office ****

Consistent with past practice, schools are asked to collect and report parent requests/concerns to their Student Transportation Planner. This enables STS staff to focus on issues received from schools and bus contractors on private telephone lines and email addresses (attached below).

If you have any questions or require further information, please contact your school's Student Transportation Planner.

- Due to extremely high call volumes, STS does not accept parent calls during the first 3 weeks of school.
- This protocol enables STS staff to focus on issues received from schools and bus contractors on private telephone lines and email addresses (attached below). If you have any questions or require further information, please contact your school's Student Transportation Planner.

SEPTEMBER TELEPHONE and EMAIL COMMUNICATION

Effective August 28th to September 22nd, STS will activate private telephone lines and email addresses for School and Bus Contractor communication only. These private communication tools will allow STS to deal with priority issues quickly and efficiently.

Please do not share these email addresses and phone numbers with parents and/or students.

Area	Staff	Private Telephone	E-mail
<u>Manager</u>	Niall Smith	905-726-4576	niall.smith@ycdsb.ca
Administrative Assistant	Laura Toniutti		laura.toniutti@ycdsb.ca
Business Analyst	Daria Qiu	905-726-4575	dayi.qiu@ycdsb.ca
Systems Analyst	Vijay Gautham	905-726 4574	vijay.gautham@ycdsb.ca
Route Efficiency Analyst	Keith Brown	905-726-4568	keith.brown@ycdsb.ca
Safety Analyst	Dawn Forsyth	905-726-4558	dawn.forsyth@ycdsb.ca
Georgina & East Gwillimbury	Erin Minnella	905-222-4212	erin.minnella@ycdsb.ca
Markham North	Sachin Chauhan	905-222-4202	daniella.marcone@ycdsb.ca
Markham South	Chayla Reichel	905-222-4206	chayla.reichel@ycdsb.ca
Newmarket & Schomberg	Heather Thomas	905-222-4201	heather.thomas@ycdsb.ca
Aurora & Stouffville	Susan Tavares	905-222-4204	susan.tavares@ycdsb.ca
Richmond Hill	Carina Kedersha	905-222-4203	carina.kedersha@ycdsb.ca
King & Vaughan East	Marilyn Hannah	905-222-4208	marilyn.hannah@ycdsb.ca
King & Vaughan West	Norma Kinch- Rauws	905-222-4209	norma.kinch-rauws@ycdsb.ca

Student Transportation Services School Bus Company List

First Student – Newmarket Division..... Route numbers are 7000 series

534 Kent Drive
Newmarket, ON L3Y 4Y9
(905) 770-1866

First Student – Richmond Hill Division..... Route numbers are 9000 series

10720 Yonge Street, Suite 223
Richmond Hill, ON L4C 3C8
(905) 770-3299

Landmark Bus Lines – Newmarket Division Route numbers are 2000 series

1590 Green Lane East
Newmarket, ON L3Y 7V1
(905) 967-9020

Landmark Bus Lines – Vaughan Division Route numbers are 3000 series

151 Jevlan Drive
Woodbridge, ON L4L 8A8
(905) 856-4363

Landmark Bus Lines – Aurora Division..... Route numbers are 6000 series

24 Cardico Drive
Gormley, ON L0H 1G0
(905) 888-7290

Parkview-Simcoe Bus Lines.....Route numbers are 4000 series

95 Forhan Ave
Newmarket, ON L3Y 8X6
905-853-5331

Voyago Route numbers are 5000 series

23 Cardico Drive, Unit 1
Gormley, ON L0H 1G0
(647) 249-6567

Wheelchair Accessible Transit Route numbers are 1000 series

7250 Keele Street, Unit 402
Concord, ON L4K 1Z8
(905) 780-3086

Student Transportation Services Taxi & School Vehicle Company List

Ace Taxi and Limousine.....Route numbers are prefaced with ACE

201 Spinnaker Way
Concord, ON L4K 2T8
(905) 738-1888

APlus School Services Ltd.....Route numbers are prefaced with AP

2719 Bloomington Road
Gormley, ON L0H 1G0
(905) 504-0202

Astro Taxi Co-opRoute numbers are prefaced with AT

2781 Hwy. #7 West, Suite 205
Vaughan, ON L4K 1W1
(905) 850-8855

AVM TaxiRoute numbers are prefaced with AVM

21 Wildflower Drive
Richmond Hill, ON
(289) 234-0834

GT Connects.....Route numbers are prefaced with GEO

5 Evelyn Avenue
Keswick, ON L4P 3C8
(905) 476-4444

Today's Taxi.....Route numbers are prefaced with TT

2056 Green Lane East
East Gwillimbury, ON L9N 0M1
(905) 895-5161

WOW / School Education Transportation York.....Route numbers are prefaced with WOW

3 Myron Street
Whitchurch-Stouffville, ON L4A 0M1
(905) 640-8444

Parent Responsibilities

The following is a list of responsibilities for parents. The information will be listed on our website as a guide to ensure students safe travel to and from school.

- Parents and/or students are reminded to refer to the online COVID 19 transportation resource to properly prepare your child for the school bus. To access this information, please use the “COVID-19” link at www.schoolbuscity.com. Parents and/or students are encouraged to check the website regularly for updates.
- Parents should review the STS Late Bus Report each morning and understand the need to make alternative arrangements for their child/children if the school bus is late or cancelled.
- Parents and/or students should arrive at the bus stop 5 minutes prior to the regularly scheduled pick-up and drop-off times. During the first week of school, it is recommended parents and/or students arrive at the bus stop 10 minutes prior to the regularly scheduled pick-up and drop-off times.
- Parents should ensure their child/children's safety and conduct while walking to, from and waiting at a designated bus stop.
- Parents should make alternate arrangements for their children if they are unable to meet them at a bus stop. To help ensure student safety, Student Transportation Services recommends students in grades JK - 1 are met at their bus stop by a parent/guardian, and age-appropriate arrangements made for all other grades.
- Parents should know their child/children's route number.
- Parents should know their child/children's bus stop location.
- Parents should know the school and bus company phone number in the event of an emergency.
- Parents are reminded to refer to the Late Bus Report on the Student Transportation Services website at www.schoolbuscity.com prior to leaving for the bus stop in the mornings and afternoons.