



Memorandum
Inclement Weather Delay and Cancellation Procedures

To: Transportation Service Providers
From: Joel Sloggett, C.A.O., STSCO
Date: October 19, 2011

As winter approaches, this Memorandum is intended to summarize procedures for use in dealing with inclement weather in relation to student transportation. These procedures, as revised from time to time, have been in use for several years. The Memo will be copied to Principals for their use in informing school communities of the process and how notification of delays and cancellations will be given.

1) Early Dismissal & Cancellation -

Board policy is to be adhered to with respect to early dismissal and cancellation. In this regard, Principals and Senior Board Administration will take the lead role and decisions will be made in consultation with all parties having an interest, including Operators and STSCO staff.

2) Route Cancellation Shortening & Delay -

As in the past, STSCO will rely on Bus Operators to lead decisions on morning route cancellation, shortening, and delays.

Generally, there are four levels of inclement weather decisions:

- individual route delays
- individual route cancellations
- blanket school cancellations
- blanket region or county cancellations

i) Individual Route Delays

Drivers are the first to become aware of their route being significantly delayed (i.e. they fall behind schedule by 10 minutes or more due to delay in vehicle starting, unfavourable local road conditions, etc.). It is expected that the driver will inform their Manager or the Bus

Operator's Office of the delay and a mutual decision will be made on how far behind schedule the route will be.

The Operator is to contact the designated media outlets, which include radio and television stations, for the given school area and ask that an announcement be made indicating: delayed route #, amount of delay, school served. The Operator is to post delay information on the stsko.ca webpage in the inclement weather notice section. The Operator is also to directly notify the affected school in a timely manner.

ii) Individual Route Cancellations

On the basis that STSCO expects that *drivers are paid their daily rate by all companies* on cancellation days, it is agreed that either the driver of an individual route that is cancelled or the Bus Operator will contact the school to advise of the cancellation. The party assigned to this task will need to either leave a message on the school answering machine or speak directly with a school staff member in order to adequately cover the responsibility. The call should be made as soon as it is apparent that the route is cancelled. It is imperative that the driver or Operator fulfill this reporting responsibility to the school.

The Bus Operator will be responsible for notifying the appropriate media outlets (radio and TV stations) of individual route cancellations, indicating route # and school served.

The Operator is to post delay information on the stsko.ca webpage in the cancellation and delay section.

The Operator is also to report the cancellation to the STSCO Route Supervisor for their area.

ii) Blanket School Cancellations

When the majority of routes serving a school cancel due to inclement weather conditions, it is deemed advisable for all routes to be cancelled. Such cancellations require coordination on the part of all of the Bus Operators serving a given school. Therefore, each Operator should have an understanding of which of their fellow operators serve the school.

Operators are responsible for notifying both the school and appropriate media outlets (radio and TV) of single school blanket cancellations, indicating the name of the school affected and the fact that all routes serving the school are cancelled.

Operators are also responsible for posting notice of the individual routes cancelled on the stsko.ca webpage in the cancellation and delay section.

The Operator is also to report the cancellation to the STSCO Route Supervisor for their area.

iii) Regional or County Blanket Cancellations

Recommendations regarding regional or county blanket cancellations will be communicated by Operators to the STSCO Chief Administrative Officer or designate before 6:00 a.m. in order that decisions can be made and adequately communicated to the public. As in the past, Operators will utilize a phone tree system (see attached) for purposes of consulting with one another prior to contacting STSCO.

Once a decision has been made and confirmed by STSCO, Bus Operators will notify media outlets (radio and TV) and attempt to notify schools by phone as well. Operators are also responsible for posting notice of the individual routes cancelled on the stsco.ca webpage in the cancellation and delay section.

3) Bus Operator Phone Tree -

A phone tree summary is attached for use by County in considering blanket cancellations and related recommendations.

4) Company and Board Staff Contact Numbers -

A list of company and STSCO staff phone numbers, both general and emergency, have been supplied to all Operators.

5) A.M. Cancellation = P.M. Cancellation -

An a.m. route cancellation means that the p.m. portion of the route is cancelled as well. All Operators, in notifying media outlets (radio and TV), are to emphasize this fact.

6) Media Outlet (Radio and TV) Contact Numbers -

List attached for your information.

7) School Role -

By copy of this Memo, Principals are reminded to provide their school communities with information about cancellation procedures, including:

- notice of cancellation and delay information being available via the stsco.ca website;
- notice of media outlets (radio and TV stations) to be used;
- confirmation that an a.m. bus route cancellation means a p.m. cancellation also;
- confirmation that parents should log onto www.stsco.ca and/or tune into local media outlets as the primary means of notice;
- reminder of which family of schools area or region their school is located in (i.e. Clarington, Northumberland or Peterborough) since blanket announcements will refer to busing being cancelled by area or region; and
- reminder to note their child's bus route number and company name for use in monitoring delays and cancellations.

STSCO Inclement Weather Procedures
Bus Operator & Transportation Service Provider
Phone Tree – 2011/12 School Year

1. Peterborough

- a. Student Transportation of Canada (STC), Coach Canada coordinate as primary STSCO contact.
- b. Hamilton, Call-a-Cab contact and consult with STC, Coach Canada, disseminate information to rest.
- c. Boyce and Thompson contact and consult with appropriate one of Hamilton, Call-a-Cab on whether to cancel.
- d. STC, Coach Canada contact STSCO CAO or designate to advise of plan for school or regional cancellation decision.
- e. Group disseminates information to area Taxi companies.

2. Norwood/Havelock (note those in this subgroup who operate secondary busing serving Peterborough Secondary Schools will also need to contact the appropriate companies in the main group above when necessary)

- a. STC, Gerow and Hamilton coordinate as primary STSCO contact.
- b. McCoy, Coach Canada contact and consult with STC, Gerow and Hamilton.
- c. Crowley and Stewart contact and consult with appropriate one of other companies to consult on whether to cancel.
- d. STC, Coach Canada contact STSCO CAO or designate to advise of plan for school or regional cancellation decision.
- e. Group disseminates information to area Taxi companies.

3. Northumberland

- a. Coach Canada, Rutherford, Boldrick, Ames coordinate as primary STSCO contact.
- b. Carr, Freeman, Montgomery, First Student Bowmanville, Pearsall, Phoenix, Porter, Smith contact and consult with appropriate one of Coach Canada, Rutherford, Boldrick, Ames on whether to cancel.
- c. Coach Canada, Rutherford, Boldrick, Ames contact STSCO CAO or designate to advise of plan for school or regional cancellation decision.
- d. Group disseminates information to area Taxi companies.

4. Clarington

- a. First Student Bowmanville, Coach Canada Whitby and Phoenix coordinate as primary STSCO contact.
- b. First Student Bowmanville, Coach Canada Whitby and Phoenix contact STSCO CAO or designate to advise of plan for school or regional cancellation decision.
- c. Group disseminates information to area Taxi companies.

5. STSCO Emergency Contact Phone Numbers (cell)

(705) 761-1213 Joel Sloggett, C.A.O.
(705) 740-4076 Stephen Jackson, Operations Manager
(705) 772-0855 Russell Emery, Computer Systems Supervisor
(705) 875-2117 Kevin Forrest, Route Supervisor, Peterborough
(905) 439-4869 Glenn Mutton, Route Supervisor, Clarington/Northumberland
Bus Company list of contact numbers attached

October 19, 2011

Operators

OPERATOR	PHONE	ALT PHONE	EMAIL	FAX
AMES COACH LINES	705-653-2520	705-653-6181	amescoachlines@appletonet.com	705-653-5670
BOLDRICK BUS SERVICE	613-392-3292	613-478-3322	boldrick@bellnet.ca or bservices@copeco.net	613-392-0076
BOYCE	705-652-8678		mboycecolline@copeco.ca	705-652-8678
CALL-A-CAB	705-745-2427	705-930-4980	mdonnelly@callcab.ca	705-745-8039
CARR	613-988-8588	613-475-0259	dcarr@copeco.ca	613-988-8794
COACHCANADA - DURHAM	905-666-2048	905-243-9638	brian.bellon@coachcanada.com	905-666-1327
COACHCANADA - PETERBOROUGH	705-748-6301	705-875-5821	toni.lear@coachcanada.com	705-748-0853
COACHCANADA - PORT HOPE	905-885-9419	905-376-1370	brian.bellon@coachcanada.com	905-885-7769
CROWLEY BUS LINE	705-639-1338	705-872-8248 - Dave 800-372-0186 cell: 705-875-4842	jw.crowley@sympatico.ca or Dave's: dcrowley@personalintranet.com	705-639-1867
DEVITT SERVICES	705-738-2461	705-875-0154	jkdevit@bellnet.ca	705-738-3544
FREEMAN	613-392-9473	613-521-9439	pdfreeman@sympatico.ca	613-392-0337
GEROW	705-778-2092	705-653-7504	ron.gerow@sympatico.ca	705-778-3088
HAMILTON BUS LINES	705-652-6090	705-761-1450 or cell 927-2228	hambus@rexicom.net	705-652-6413
LAIDLAW-FIRST STUDENT - BOWMANVILLE	1-800-381-1950	905-404-5627	lianne.landy@firstgroup.com or emergency bowmanville@firstgroup.com	905-623-8888
LAIDLAW-FIRST STUDENT - HALIBURTON	1-888-218-9727	705-455-2048	dave_freeman@psg.com	705-457-2611
MCCOY BUS LINES	705-639-5384	705-741-8953	mccoybuses@hotmail.com	705-639-5364
MONTGOMERY SCHOOL TRANSIT	613-394-3403	613-391-8538	montgomeryschool@bellnet.ca	613-394-3403
PEARSALL	613-475-1686	613-475-0460	dougpearsall@sympatico.ca	613-475-2827
PHOENIX TRANSPORTATION	905-697-0503	905-697-0509 or emerg: 905-697-0111	phoenix2@bellnet.ca	905-697-0561
PORTER SCHOOL BUSES	705-896-2694	705-872-1701	donporter@parsona.ca	705-896-3456
RUTHERFLO TRANSPORTATION	905-355-2986	905-376-2446	rutherford@eagle.ca	905-355-1886
SMITH BUS LINES	1888-512-4424	613-821-4386	craig@csmithbuslines.com or dispatch@csmithbuslines.com	613-397-1429
STC	705-743-0166	905-259-1757 or 705 721 2626 (in Burre)	ltaylor@ndestc.com	705-743-0640
STEWART MOTORS	1 888 633 5383	705-639-5383	sales@jstewart.com	705-639-2274
TAXI - APPLETON	613-475-1119	613-475-0817	appletontaxi@bellnet.ca	613-475-3063
TAXI - BLUE LINE	905-440-2011	905-438-1111	rwilliams@blueinletaxi.com	905-434-2571
TAXI - BOWMANVILLE DELUXE	905-623-4422	705-653-7759 (CELL)	joe@bowmanvilletaxi.com	905-623-5593
TAXI - I & S	705-653-4742		debbieellstaxi@hotmail.com	
TAXI-CAPITOL	705-743-2111		dramey@liflock.ca	
TAXI-PORT HOPE	905-885-7264		porthopetaxi@bellnet.ca	
TAXI-SIDNEY	613-394-1462		sidneytaxi@copeco.net	613-394-3218
THOMPSON	705-932-2174	705-872-5382	tbthompson@naxicom.net	705-932-2175
TRANSIT - DURHAM	905-579-2471 ext 214	905-261-2488	mark.reid@durham.ca	
TRANSIT - PETERBOROUGH	905-579-2471			