

STUDENT TRANSPORTATION MANUAL

Monday – Friday 7:00 AM – 5:00 PM
Thursday 7:00 AM – 4:00 PM
780-441-6078
transportationservices@ecsd.net



EDMONTON CATHOLIC SCHOOLS

TRANSPORTATION SERVICES



Let's talk about
student
transportation!



— Our Vision

The mission of Edmonton Catholic Schools is to provide a Catholic education that inspires students to learn and that prepares them to live fully and to serve God in one another.

— Student Transportation Manual

The purpose of this manual is to provide families with a brief overview of the student transportation services available at Edmonton Catholic Schools and the responsibilities of everyone involved.

English	If you prefer assistance in another language, please contact One World...One Centre at 780-944-2001.
Amharic	ይህንን የትራንስፖርትሽን ማኑዋል በአመርኛ ቋንቋ ለመረዳት ከፈለጉ ዋን ወርልድ ዋን ሴንተር በ780-944-2001 ደውለው ይጠይቁ።
Croatian	Ako vam je potrebna pomoć na drugom jeziku, kontaktirajte One World...One Center na telefon 780-944-2001.
Italian	Se volete aiuto in italiano, telefonate al One World...One Centre al 780-944-2001.
Polish	Jeśli wolisz pomoc w innym języku, skontaktuj się z One World...One Centre pod numerem 780-944-2001.
Russian	Если Вы желаете получить помощь на другом языке, обратитесь пожалуйста в One World...One Center, по телефону 780-944-2001.
Serbian	Ako vam je potrebna pomoć na drugom jeziku, kontaktirajte One World...One Centre na telefon 780-944-2001.
Spanish	Si prefiere asistencia en español, comuníquese con One World...One Centre al 780-944-2001.
Tagalog	Kung ninanais ninyo ang tulong sa ibang wika, mangyari lamang kontakin ang One World...One Centre sa 780-944-2001.
Tigrinya	እዚ ናይ ትራንስፖርትሽን ማኑዋል ብትግርኛ ከትርጉሙ ትደልዩ እንድህር ኮይንኩም ዋን ወርልድ ዋን ሴንተር በ780-944-2001 ደዌልኩም ህተቱ።
Ukrainian	Якщо Ви бажаєте отримати допомогу іншою мовою, просимо звернутися до One World... One Center, за номером телефону 780-944-2001.
Vietnamese	Nếu quý vị cần trợ giúp bằng tiếng Việt hoặc các ngôn ngữ khác, xin vui lòng liên hệ One World...One Centre, điện thoại số 780-944-2001.

Other Language

If the language you speak is not listed above, please indicate what language you require or contact Intercultural Services at 780-944-2001, ext. 514.

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STUDENT TRANSPORTATION ADMINISTRATIVE POLICY

EDMONTON CATHOLIC SCHOOLS shall arrange transportation for students eligible for transportation under the Education Act or designated by the Division to attend a specific school or program.

A student eligible for transportation under the Education Act lives at least 1.6 km from their designated school (Grades K-6) and at least 2 km from their designated school (Grades 7-12). The Division may charge a transportation fee to recover the cost of the transportation program over the transportation grant(s) provided by the province. The fee for Elementary students may differ from the fee for Junior and Senior High students.

The Division transportation requires that a parent/guardian to be present at the scheduled drop-off location and time for all students in Kindergarten, Grade 1 and students on inclusive transportation routes. In the event a parent/guardian is unable to be at the bus stop for drop off, a sibling in grade 6 or higher is permitted to take their younger sibling off the bus. If no one is available, the student will be returned to the school at the end of the route. Students in grades 2-12 will be released without a parent/guardian present.

The Division shall strive to provide safe and reliable transportation.

Edmonton Catholic Schools does not own and operate its school buses. Edmonton Catholic Schools contracts various carriers to serve over 12,500 students daily.

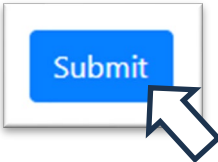


TRANSPORTATION APPLICATION

Apply For Transportation

Eligible students must complete an online transportation application to access the yellow busing service. This form is available online on the Division website, ecsd.net/apply-for-transportation. If a student is not eligible, Transportation Services will advise the family.

Completing a new application is unnecessary if a student uses transportation services. A new application is only required if an address changes or the student attends a new school.



Cancellation

If you know bus service is no longer required, please fill out a cancellation form to avoid any future bus service charges. Cancellation requests received after the 15th will incur a full monthly service fee for that month.



TRANSPORTATION FEES

Student Transportation Fee Schedule

Transportation Service	Monthly Fee
Kindergarten to Grade 12 students taking Edmonton Transit Services	\$60
Kindergarten to Grade 12 students taking the yellow bus	\$70
Pre-Kindergarten to Grade 12 students who access inclusive curbside services	\$0

Replacement Cost (lost or stolen)	Fee
ETS Arc Card	\$6

How do I pay transportation fees?

Transportation fees are located on the PowerSchool portal. Families can pay the fee in one lump sum or in monthly installments. Regardless of which option is best for your family, the payment process is quick and easy. Online payment methods are VISA, MasterCard, VISA debit, and MasterCard debit.

Are you unable to pay your fees?

We understand that family finances are sometimes really stretched, and families may be unable to pay transportation fees for a period of time. Yellow school bus fees may be partially or entirely waived in cases of financial hardship at the discretion of the school principal. Families may either meet with the principal or submit a written request for full or partial fee waiver to the principal, explaining the circumstances of their need or arranging for an alternative payment schedule.

For ETS bus passes, the City of Edmonton's Ride Transit Program provides monthly ETS passes to eligible riders at a subsidized rate. Click www.edmonton.ca/ets/subsidized-transit to learn more.

What happens if my child's ETS Arc card is lost or stolen?

If the ARC card is registered online - Log into your ARC account www.myarc.ca, report your card stolen, and block the card.

If the ARC card was not previously registered online - Ask the school for the ARC card number. You will need to Call 1-888-302-0001 and have the card blocked.

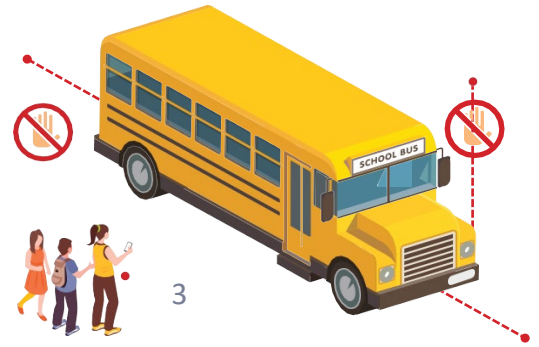
The replacement fee for an ETS Arc card is \$6.00. A new card must be purchased at the school. Arc cards purchased from external vendors cannot be used for youth pass payment reloads.

💡 Return to www.myarc.ca and register the new replacement ARC card number.

SAFETY RULES

DANGER ZONE

The area directly around a school bus, even when parked, is called the **DANGER ZONE**. The danger zone is the three-meter area around the bus where the driver cannot see or has limited vision. Students are probably within the danger zone and too close to the bus if they cannot touch the bus or see the bus driver.



GETTING ON THE BUS

Wait until the bus comes to a complete stop, and the bus driver opens the door before you step toward the bus. You must walk through the danger zone to board the bus, so please refrain from running and pushing. Hold on to the handrail every time you get on or off the bus. And watch your step—it's a big one!

GETTING OFF THE BUS

Stay seated until the bus comes to a complete stop and the door opens. Please leave the bus in a single file, and refrain from pushing or shoving. Don't forget to use the handrail and watch out for that big step. And remember, you must walk through that danger zone again, so as soon as you step down, take five giant steps away from the bus. Never, ever go back into the danger zone for any reason.

Students are not to cross in front of the bus when getting off the bus. Wait until the bus is six bus lengths away before crossing the street. After the bus leaves, the student must go to the corner or crosswalk and check traffic in all directions. Follow the **Point–Pause–Proceed** pedestrian safety rules on the next page.

Under no circumstances should children in an urban area attempt to cross in front of the bus!



**HOLD ON TO
THE HANDRAIL**



**NO PUSHING
NO RUNNING**



**ALWAYS WATCH
YOUR STEP**



AND READ THIS IMPORTANT SAFETY MESSAGE

PEDESTRIAN SAFETY RULES: POINT – PAUSE – PROCEED

First, look all ways for traffic

POINT

Next, you should **POINT** across the road with your arm to signal that you want to cross.

PAUSE

Now **PAUSE** until all vehicles stop.

PROCEED

PROCEED across the street with your arm extended. Make eye contact with the drivers and look for vehicles in each lane you cross. If you cannot see into a lane, stop and take a good look to ensure it is safe before you cross.



OVERSIZED ITEMS

Oversized items are not permitted on a school bus as they can become a safety hazard if the bus must stop suddenly or is involved in a collision. This includes but is not limited to the following: skateboards, hockey equipment, curling brooms, ski equipment, scooters, and musical instruments that do not fit within a backpack. This requirement is based on the Alberta Traffic Safety Act and National Safety Code Standards. **Only items securely stored in a backpack will be transported on the yellow bus.**



BUS STOPS

All bus stops are created with student safety in mind. Students board and get off at designated school bus zones, transit zones, future transit zones or the far side of intersections. These locations promote consistent practices that are safe for students.

Eligible students must access established bus stops and can be expected to walk up to the following distance to bus stops:

- ▶ Elementary (Kindergarten – Grade 6) – 400 metres
- ▶ Junior High (Grades 7 – 9) – 600 metres
- ▶ High School (Grades 10 – 12) – 800 metres



Stop locations are based on applications before the application deadline. Stops are designed to be equitable while accommodating students in the same geographic area. Transit stops are the preferred locations as they have snow clearing in the winter, and transit stop signs increase visibility, improving student safety.

Stop change requests will not occur if your child's stop location is within the above guidelines or if road structures and neighbourhood design prohibit a closer stop. We try to ensure your child has the nearest and safest stop possible.

Note: A minimum of 10 business days is required to add an approved stop on an established yellow bus route.

SCHOOL BUS ZONES

Parking in school bus zones is illegal and presents a serious safety hazard. Such parking forces a bus to double park when loading or unloading students. Parking in school bus zones creates a highly unsafe situation for students. Unauthorized vehicles will be ticketed.

KINDERGARTEN TRANSPORTATION

There are two distinct types of bus services available to Kindergarten students:

REGULAR YELLOW BUS SERVICE

is available one way, either to the morning class or from the afternoon class. Since the regular bus service is shared with students in other grades, Kindergarten students must access designated stops on bus routes. Families are responsible for getting their children to and from designated stops or making arrangements for their children's supervision.



NOON-HOUR SERVICE is different from the regular morning and afternoon routes. Only one address can be accommodated for the noon hour service. Since only Kindergarten students access noon-hour routes at this time of day, a stop will be created as close to the front door as possible without entering private parking lots, cul-de-sacs, or no-exit areas. Students may be required to access a designated stop location further from the requested address if roads are undeveloped or winter conditions impede access.

NOON HOUR ELIGIBILITY

Eligibility criteria include the following:

- ▶ Students are attending their designated schools
- ▶ The address requested must be located within the transportation catchment area for the school
- ▶ Sufficient demand



IMPORTANT:

A parent/guardian must be present to receive a Kindergarten student at the scheduled drop-off. If no one is available, bus drivers will contact the carrier, communicate this information, and continue the route. At the end of the route, drivers will return the student to the school.



SPECIALIZED TRANSPORTATION

The Division provides Inclusive Curb Service Transportation to designated schools upon authorization from the consultant responsible for the program.

Applications for Inclusive Curb Service for Division-provided programs should be directed to Learning Services. Once approved, Transportation Authorization for Students in Division Programs forms will be completed by the consultant and forwarded to the Division Transportation Services office.

Transportation Services will arrange for an appropriate carrier. It may take up to 2-3 weeks to arrange for transportation. Students using Inclusive Curb Services are not required to purchase a bus pass.

Requests to arrange transportation to more than one address cannot be accommodated. An example would be to request a pick-up at the home address on Monday, Tuesday, Wednesday, and Friday, but at a different pick-up address on Thursday mornings only. Wherever possible, the Division will try to accommodate a different pick-up location from

the drop-off location as long as these points remain consistent and the locations are within the transportation area. For example, if a child is to be picked up at home and dropped off at a daycare every day of the week; this can usually be accommodated.

Bus drivers typically operate on tight schedules. Families are responsible for having the student ready at least 5 minutes before the scheduled pick-up time. Bus drivers cannot grant requests for waiting, delays, or late pick-ups.



IMPORTANT: A parent/guardian must be present to receive a student on curb service transportation at the scheduled drop-off. If no one is available, bus drivers will contact the carrier, communicate this information, and continue the route. At the end of the route, drivers will return the student to the school.



ROUTE DESIGN

Transportation routes and schedules are designed in accordance with Division guidelines. Carriers and individual drivers are not permitted to change the established routes. Yellow bus routes travel on arterial, collector, and major roadways designated as transit routes to reduce ride times and avoid delays. Buses do not travel on cul-de-sacs, crescents, or streets less than 11 metres wide (38 feet).



ROUTE CHANGES

Changes to the route design will affect all riders. Therefore, requests for adjustments must be authorized through the Division Transportation Services office. Route changes only occur on Wednesdays and can take 2-3 weeks to process. Families will be contacted, if necessary, to follow up on requests. Requests for route changes can be made online at ecsd.net/apply-for-transportation.

SCHEDULES

All route information, including bus number, stop location/description, and stop times, is on PowerSchool. Please ensure you have access to PowerSchool through your respective school to retrieve your transportation information.



SEVERE WEATHER CONDITIONS

Given the potential extremes of Edmonton's weather, there is a risk of unexpected mechanical difficulties, and it is impossible to guarantee that buses will run on time or at all. A route can take significantly longer in adverse weather conditions.

If weather delays or cancellations happen, we will notify families via our transportation portal as soon as possible. Families are encouraged to monitor and subscribe to the transportation portal and BusPlanner Delays App notifications.

Families are advised that if a bus does not arrive within 10 minutes of its scheduled time, they should call Transportation Services (780-441-6078). Families must ensure that their child knows to return home or to a pre-selected location, and it is the responsibility of families to make alternate arrangements to get their child to school.



Families should also ensure that children:

- ▶ are supervised at the bus stop
- ▶ have a place to go in the event the bus does not arrive at the scheduled time
- ▶ have alternate arrangements for getting to school should the bus be significantly delayed
- ▶ are suitably clothed to withstand weather extremes

DELAY NOTIFICATIONS

- ▶ Notifications are manually sent by Transportation Services staff to the BusPlanner Delays app as soon as the carrier reports a delay
- ▶ The BusPlanner Delays App is available for both Android and iPhone devices. The app is free; however, standard data rates still apply
- ▶ Any delayed routes are also posted on the Division website: ecsd.mybusplannerweb.ca/Alerts
- ▶ In the event of a collision, Division notification procedures apply regardless of severity. Families will be notified by email or by phone call with details regarding the collision.





PARTNERS IN SAFETY

Family support and student cooperation are essential in ensuring the school bus is a safe and enjoyable experience. The school bus driver's primary objective is to ensure the safe transportation of students to and from school. The driver must focus on the road and traffic conditions, not student behaviour. The school bus is considered an extension of the classroom. Students must always follow the rules and safety procedures during transport and while at bus stops. The school administration will be notified of students who violate the code of conduct.

FAMILY RESPONSIBILITIES

Families should familiarize themselves with their responsibilities and review the information below:

- ▶ Understand that only students with an assigned designated stop can use the bus. It is not permitted for students to use other stops on the route not assigned to them
 - ▶ Instruct your child(ren) in safety and the rules for riding school buses
 - ▶ Explain the danger zone that exists near school buses to your child(ren)
 - ▶ Review Student Transportation Manual and discuss bus safety with your child(ren) regularly, such as the following:
 - What to do if the bus does not arrive on time at the pick-up point
 - What to do at the drop-off point
 - What to do if the child(ren) miss(es) the bus at the end of the school day (report to the school office)
- ▶ Familiarize your child(ren) with the pick-up and drop-off points
 - ▶ Download and/or update the BusPlanner Delays App to receive delay notifications of 10 minutes or more
 - ▶ Arrive at the designated pick-up point approximately 5 minutes before the scheduled bus arrival time
 - ▶ Ensure your child(ren)'s safety while getting to and from the bus pick-up/drop-off points
 - ▶ Parent/guardian is required at the drop off location for Kindergarten & Grade 1 students; siblings in Grade 6 or higher are permitted to take siblings off the bus
 - ▶ Assist your child(ren) in organizing and securing belongings before leaving home. Ensure that your child(ren) do not wear items that may get caught on parts of the bus, such as loose clothing, scarves, drawstrings, or long, dangling straps on backpacks
 - ▶ Instruct child(ren) to wait in an orderly fashion, well back from the side of the road, and to respect the property of others when waiting (keep off lawns and driveways)
 - ▶ Demonstrate procedures for getting off school buses. See the **Point, Pause, Proceed** pedestrian safety rules in the Safety Rules section of this manual
 - ▶ Families are advised that serious or ongoing student misconduct will be reported to the school principal. Concerns about drivers should be directed to the Division Transportation Services office at Edmonton Catholic Schools
 - ▶ Families of students enrolled in programs that require special equipment, tools, or instruments are responsible for transporting these items to and from school. Students are not permitted to transport oversized items on a school bus (refer page 5)



AND READ THIS IMPORTANT SAFETY MESSAGE

STUDENT RESPONSIBILITIES

While riding the school buses, students must:

- ▶ walk directly to their seat as specified by the driver, sit down and always remain seated
- ▶ keep books stored in a backpack and always keep aisles clear
- ▶ promptly follow the driver's directions
- ▶ behave in a considerate manner
- ▶ use the emergency exits only in the case of a genuine emergency or as instructed by the driver
- ▶ speak in a moderate and polite tone of voice
- ▶ never eat or drink on the bus

When getting off school buses, students must:

- ▶ be familiar with their assigned stop
- ▶ have belongings organized and adequately secured before arriving at their stop
- ▶ remain seated until the bus comes to a complete stop and the door is open
- ▶ walk to the front of the bus and use the handrail while exiting
- ▶ get off the bus only at their designated stop
- ▶ immediately move away from the bus to the sidewalk, recognizing the danger zone close to the bus.



SCHOOL RESPONSIBILITIES

The school is responsible for:

- ▶ providing orientation on student transportation procedures and safety
- ▶ arranging adequate supervision at the school for students utilizing transportation provided by the Division
- ▶ addressing and resolving student conduct concerns on the bus
- ▶ taking attendance of students riding the bus
- ▶ complying with Edmonton Catholic School Division and Alberta Education requirements for collecting and reporting transportation-related information
- ▶ create seating plans

DIVISION RESPONSIBILITIES

The Division is responsible for:

- ▶ developing policy, regulations, and operating guidelines for student transportation services
- ▶ liaising with appropriate authorities regarding the establishment of safe and efficient student transportation services (e.g. Edmonton Transit and Alberta Transportation)
- ▶ disseminating information to students, families, schools and carriers
- ▶ arranging contracted services with qualified carriers
- ▶ providing necessary student information to carriers
- ▶ addressing questions and concerns about the operation of the student transportation system



BUS DRIVER RESPONSIBILITIES

The bus driver is responsible for the following:

- ▶ Adhering to Division policies, procedures, and contractual obligations
- ▶ Ensuring Kindergarten and Grade 1 students are dropped off and met by a parent/guardian. If no one is there to meet the student, the bus driver is responsible for contacting dispatch and transportation and then returning the student to the school
- ▶ transporting students to and from school safely, courteously, and reliably
- ▶ orienting students on procedures and safety
- ▶ developing seating plans and assigning students to specific seats (Kindergarten, Grade 1, and Grade 2 students occupy the front row seats of the bus)
- ▶ following the route and schedule provided
- ▶ picking up or dropping off students only at the designated stop on the bus route. This practice will ensure that students are not missed when new or spare drivers operate the bus route
- ▶ maintaining discipline among students on the bus following the guidelines set out by the Division
- ▶ reporting student behaviour in the communication booklet to the school principal as necessary
- ▶ displaying the route number clearly on three bus windows (right-hand side of the windshield, next to the entrance and rear window)
- ▶ conducting bus evacuation drills

CONTRACTED CARRIER RESPONSIBILITIES

All our contracted carriers must:

- ▶ contact Transportation Services immediately regarding unmet students (Kindergarten and Grade 1) and collisions
- ▶ operate routes according to the schedules provided
- ▶ provide an effective bus driver training program
- ▶ provide statistical information as required by the Division
- ▶ fulfill all requirements outlined by law and the Division contract and as directed by the Division



VIDEO SURVEILLANCE

Student behaviour plays a significant factor in the safety and efficiency of school transportation systems. The Division supports video surveillance practices on contracted yellow buses to promote student safety, security, and the protection of personal property. Such procedures shall, through deterrence, encourage good behaviour and promote safe practices.



CAMERA LOCATION, OPERATION AND CONTROL

The Division requires cameras to be equipped on contracted school buses (vehicles) used for regular routes with video recording devices and to use video practices for the following:

- ▶ to promote safe and efficient school transportation practices
- ▶ to encourage good behaviour in students through deterrence
- ▶ to decrease the potential risk of injury or damage to students and Division property
- ▶ to deal with student discipline
- ▶ to deal with inquiries and proceedings relating to law enforcement
- ▶ to detect or deter criminal offences which occur within the view of the cameras
- ▶ or for any other reason deemed appropriate

***Note:**

- ▶ Video monitoring equipment is in operation continually
- ▶ Video recordings of passengers are the property of the Division

NOTIFICATION AND USE OF DIGITAL VIDEO RECORDERS

One or more signs of an evident nature shall be placed in each vehicle, notifying passengers that an audio and video recording is in place.

Designated Division administration and school administration may have access to and review the video on a random or non-random basis for (1) determining adherence to Division, Division contractors, and school rules respecting the safety, security, or transportation of passengers; (2) the safety and security of any passenger and board property; or (3) for any reason deemed appropriate.

EDMONTON TRANSIT SERVICE (ETS)

Edmonton Transit is the preferred mode of transportation for Junior High and High School students. For more information on ETS visit: edmonton.ca/edmonton-transit-system-ets or call 311.

TRANSPORTATION SERVICES

Monday – Friday 7:00 AM – 5:00 PM

Thursday 7:00 AM – 4:00 PM

780-441-6078

transportationservices@ecsd.net

CONTRACTED YELLOW BUS CARRIERS:

- ▶ Cunningham: 780-458-3255
- ▶ First Student: 825-410-5980
- ▶ Golden Arrow: 780-447-1538
- ▶ Southland: 780-288-0471
- ▶ Stock: 780-960-0753

