

**DISRUPTION CHECKLIST AND COMMUNICATION TEMPLATE
FOR RCJTC STAFF**

In the event of a disruption, RCJTC staff is to record the following pertinent information in writing:

1. Date and Time	
2. Route # and Transportation Operator	
3. Exact Location	
4. Are there students aboard?	
5. Appropriate assistance has been called?	
6. Sending another vehicle? Determine how long the run will be delayed Tier 1 and 2.	
7. Email: RCJTC General Manager & RCJTC Staff Superintendent of Education (effected) (if required) School(s) Principal/Secretary (effected) Superintendent of Business (both Boards) Time permitting and if details known include in email; otherwise email as soon as possible and follow up later with details.	

Email example:

To:... RCJTC General Manager; RCJTC Staff; Effected School(s) Principal/Secretary

cc:... Effected Superintendent of Education, Superintendent of Business (both Boards)

Subject: DISRUPTION <insert route number here>

Attach: **Route Manifest**

Today <insert date here> at around <insert time here>, it was reported from <insert Transportation Operator name here> that <insert route number here> was <insert details here, such as> *unable to continue its run due to* <insert details here, such as> *an engine malfunction*. *The children on the bus were loaded onto a spare vehicle and* <insert what happened to children, such as> *delivered home/to school as normal*. Please find attached a copy of the route manifest of who should have been on from each respective Board.

Special Note:
Principals are reminded that a letter should be sent home with students regarding the disruption, informing parents/guardians what occurred.

(Always cover off: When, Who, Where, What Outcome)

8. Get student list (manifest) out and ready in the event of a call out (use Edulog Reports, Student Transportation, MASTER Collision/Incident Manifest).	
9. Follow up immediately with a phone call and fax to the school, and then to the effected Superintendents if required.	
10. The RCJTC General Manager and/or designate may go immediately to the site.	
11. Phone calls to parents/guardians may be required; school's responsibility with assistance from RCJTC if required.	
12. Transportation operator completes Disruption Report within 24 hours or sooner.	
13. Clearly document, with times, all conversations, calls, emails, etc.	
14. Print all emails, keep all documents/logs together, file.	