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| Section | Procedure Number |
| Transportation Procedures | RCJTC AP.01.44 |
| Procedure Title | |
| Standards of Performance Procedure | |
| Date | Revised |
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The Renfrew County Joint Transportation Consortium recognizes the contribution made by a vast number of individuals to the safe and efficient transportation of students to and from schools and ancillary activities. Only a continued spirit of cooperation will ensure that such services are maintained and improved in the future. By establishing these standards and clearly defining the roles and responsibilities of transportation operators and drivers, it is anticipated that improved service will result from a better understanding of system needs by all stakeholders. The rating system will assist in determining if standards of performance are being maintained. This document will be used to establish a rating for each transportation operator. The Renfrew County Joint Transportation Consortium will communicate the outcome of the rating to the transportation operator prior to June 30 annually.

Ratings are as follows:

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| 1. "A" | Excellent | 91%-100% | Transportation operator has achieved a well balanced approach and achieves excellent in all areas |
| 2. "B" | Admirable | 81%-90% | Transportation operator is conscientious and capable of achieving a higher mark if a little more attention to detail is applied. |
| 3. "C" | Very Effective | 71%-80% | Transportation operator is working hard to progress but must remain diligent to improve their rating. |
| 4. "D" | Satisfactory | 61%-70% | Transportation operator although meeting the standard, there is still room for improvement. |
| 5. "E" | Meets Standard | 51%-60% | Transportation operator is providing inadequate service in the performance of his/her duties; there is a greater need for improvement. |
| 6. "F" | Needs Improvement | 0%-50% | RCJTC and operator will work towards an equitable solution to meet standards. |

...Providing safe, efficient, effective transportation to our students

Transportation operators will be recognized for their contributions or participation in various programs, for example: inclement weather contacts, school bus evacuations, First Rider participants, participation in workshops, etc. This recognition will be reflected in the operator ratings.

Transportation Operators and Transportation Drivers Responsibilities

All suppliers of transportation services to the Renfrew County Joint Transportation Consortium shall meet in all respects the requirements of the Highway Traffic Act and adhere to the Renfrew County Joint Transportation Consortium & Board's Policy and Procedures.

A. Transportation Operators Responsibilities

1. Be available while vehicles are transporting students to respond to inquiries, emergencies, etc. from schools, parents/guardians and Renfrew County Joint Transportation Consortium.
2. Be responsible for the performance of the contractual obligations.
3. Be expected to co-operate fully with school and Renfrew County Joint Transportation Consortium officials.
4. Report immediately all collisions involving vehicles or students to the police, ambulance and Renfrew County Joint Transportation Consortium by telephone. A written Collision Report form must be filed with the Renfrew County Joint Transportation Consortium within twenty-four (24) hours. The transportation operator will submit the Police Accident Report when it becomes available.
5. May contact Renfrew County Joint Transportation Consortium office for direction and/or assistance for serious behavioural incidents involving the immediate safety of students on the vehicle. Subsequently they must always fill in the prescribed discipline paper work and submit it to the appropriate principal or designate on the day of the occurrence.
6. Furnish accurate, legible and complete route and vehicle information (yellow sheets), including proof of insurance, vehicle registration and confirmation of Ministry compliance regarding vehicle inspections, including the most recent CVOR audit report, by September 30 of each year.
7. Assist Renfrew County Joint Transportation Consortium in maintaining accurate data on the transportation of students as well as route and stop changes/updates.
8. Ensure that no students are transported unless you have received prior approval from Renfrew County Joint Transportation Consortium, except in emergency situations, then the rider must be approved by the school. No parent/guardian or any student over the age of twenty-one (21) may ride the bus.
9. Notify the school(s) and Renfrew County Joint Transportation Consortium if a vehicle is more than fifteen (15) minutes late.

10. Ensure reference checks are performed and a criminal record check be completed by a police authority, before hiring a bus driver. All criminal reference checks are to be kept on file and all infractions must be reported to Renfrew County Joint Transportation Consortium.
11. Ensure that each school vehicle:
 - ✓ meets standards specified in the Highway Traffic Act;
 - ✓ be equipped with a 2-way radio or cellular communications system;
 - ✓ be in good working order each day and clean (weather conditions permitting) both inside and out;
 - ✓ has a route number displayed on the vehicle - front, back, left and right side windows.
12. Complete annual written review for each bus driver. This may include the results of ride along reviews as required.
13. Provide training sessions for drivers (e.g. bus evacuation, the use of an EpiPen® for students with life-threatening allergies, etc.)
14. Ensure all drivers follow safe driving procedures.
15. Ensure that each driver(s) and replacement driver(s):
 - ✓ complies with all Renfrew County Joint Transportation Consortium & Board's policies, procedures, regulations and guidelines for student transportation;
 - ✓ completes the daily logbook in accordance with the Highway Traffic Act;
 - ✓ attends safety functions and school bus seminars offered by operators;
 - ✓ does not change routes or stops without prior approval by Renfrew County Joint Transportation Consortium except in emergency situations;
 - ✓ reports any dangerous situations such as unsafe stops, difficult turn-arounds, detours, etc. to their transportation operator;
 - ✓ be provided with a current route report.
16. In the event that a responsible caregiver is not present at the stop of a primary aged student and they usually are, or in a special situation approved by the Renfrew County Joint Transportation Consortium, the school and transportation operator shall:
 - ✓ contact Renfrew County Joint Transportation Consortium and the school affected for direction;
 - ✓ return the child or children to the school if contact with the parent/guardian has not been made;
 - ✓ if no one is available at the school to receive the child or children, the driver and/or operator will contact the local authorities following consultation with Renfrew County Joint Transportation Consortium.
17. All student information forms should be kept in a binder or folder and located close to the driver's station on the bus. These forms must be kept confidential and visible by the driver only. The contractor must also keep a copy on file in a secure and confidential location.

18. Before a run or route is cancelled or delayed due to weather or road conditions the Renfrew County Joint Transportation Consortium must be notified. Cancellations and delays (more than 15 minutes) are posted to the web site. If a bus cannot travel on a certain road due to road conditions the Renfrew County Joint Transportation Consortium must be notified and the parents/guardians contacted (this is not posted to the web site as the route is still running).
19. Review the Accessibility Plan – Loading and Unloading Procedure with all drivers assigned to vehicles with student transportation disabilities and all drivers who operate wheelchair vehicles.
20. Seasonal decorations are not permitted on school buses.
21. Advise Renfrew County Joint Transportation Consortium when you or any of your staff do a vehicle ride along.
22. Eating and drinking is not allowed in the vehicle at anytime to protect students/drivers that have anaphylaxis.
23. All anaphylactic incidents must be reported to the school administration and Renfrew County Joint Transportation Consortium.
24. Ensure that you and/or your employees do not talk negatively about students you transport, the Boards and/or Renfrew County Joint Transportation Consortium, and that you and/or your employees conduct yourselves in a professional, courteous and businesslike manner in all dealings with Renfrew County Joint Transportation Consortium staff, parents/guardians and students.

B. Drivers Responsibilities

1. Make a thorough circle check of the vehicle each day and complete the driver's daily logbook prior to the first student pick up.
2. Adhere to collision/disruption/near hit and incident/breach of discipline procedures.
3. Ensure that the ignition is turned off and the key is removed when the driver is required to leave the vehicle under any and all circumstances.
4. Abide by the Highway Traffic Act to ensure that the rules of the road are followed.
5. Be considerate and courteous to other motorists, pedestrians, parents/guardians and all school staff.
6. Report potentially dangerous situations such as unsafe stops, difficult turn-arounds, detours, etc. to the transportation operator immediately for consideration by Renfrew County Joint Transportation Consortium.

7. Stop the vehicle only on the traveled portion of the roadway when picking up or discharging passengers.
8. Ensure that the passenger door is closed at all times and students are seated while the vehicle is in motion.
9. Check the vehicle on arrival at school and immediately after the last drop off at the end of the day, as soon as it may be done safely, to ensure all students have disembarked and check for any objects left on the vehicle by students and for any damage caused to the vehicle.
10. Ensure that the school vehicle is kept clean, inside and out, at all times, weather conditions permitting.
11. Maintain a clean, neat and professional appearance while transporting students for Renfrew County Joint Transportation Consortium. Inappropriate attire includes halter tops, short shorts, bathing suits, midriff tops, muscle shirts, t-shirts with offensive slogans or pictures, see-through or mesh clothing, ragged, torn or dirty clothing.
12. Remain in the vehicle while students are on board.
13. Maintain good order and conduct of students in accordance with the transportation policies and procedures (also refer to the Student Transportation Guide for Parents/Guardians brochure).
14. Provide direction to students in regard to safe school bus riding rules.
15. Make reasonable attempts to ensure that children use their designated stop unless directed otherwise by the school or Renfrew County Joint Transportation Consortium.
16. Report licence status to the transportation operator as well as maintain proper class of licence.
17. Submit a completed Breach of Discipline Report form to the school principal or designate if a student fails to follow safe riding practices.
18. Follow any other rules or procedures that the transportation operator requires.
19. Operate a vehicle free of any impairment due to alcohol, drugs, etc.
20. Abstain from smoking on or near an open window or door of the vehicle or school property.
21. All student information forms should be kept in a binder or folder and located close to the driver's station on the bus. These forms must be kept confidential and visible by the driver only.

22. Discretion should be used as to the type of music/radio station that is played while transporting students; it should be appropriate for all age groups.
23. Drivers must review the Accessibility Plan – Loading and Unloading Procedure prior to transporting students with transportation disabilities.
24. In the event that a responsible caregiver is not present at the stop of a primary aged student and they usually are, the driver is instructed to:
 - ✓ contact the dispatcher who will attempt to contact the school, parent/guardian and/or Renfrew County Joint Transportation Consortium;
 - ✓ continue on his/her run with the student(s) when notified by dispatch that no parent/guardian is available;
 - ✓ follow the instructions of dispatch when no one is available at the school to receive the child.
25. Eating and drinking is not allowed in the vehicle at anytime to protect students/drivers that have anaphylaxis.
26. All anaphylactic incidents must be reported to the school administration, transportation operator and Renfrew County Joint Transportation Consortium.
27. Ensure that you do not talk negatively about students you transport, the Boards and/or Renfrew County Joint Transportation Consortium, and that you conduct yourselves in a professional, courteous and businesslike manner in all dealings with Renfrew County Joint Transportation Consortium staff, parents/guardians and students.

C. Bus Drivers **Shall Not:**

1. Suspend a student's bus riding privileges or administer any form of corporal punishment.
2. Smoke in the vehicle or on school property at any time.
3. Operate a vehicle under the influence of alcohol, drugs or while emotionally disturbed or upset.
4. Add fuel while students are on board.
5. Have their own children in the vehicle while performing their duties unless permission from the transportation operator is granted and the children are under the age of 21.
6. Use obscene language.
7. Discuss the availability of bus seats/unauthorized transportation arrangements with parents/guardians or students. All inquiries should be directed to the Renfrew County Joint Transportation Consortium.
8. Transport unauthorized passengers.

9. Change the routes or stops unless authorized by the Renfrew County Joint Transportation Consortium.
10. Wear headphones on the bus.
11. Use cell phone while the vehicle is in motion.

D. Principal Responsibilities

It is considered that school buses under contract with Renfrew County Joint Transportation Consortium are an extension of the school system and the standards set by the individual school should be carried over to the school bus. The responsibility of the principal begins when the student steps on the bus and ceases when the child gets off the bus at the end of the school day.

Students are responsible to the principal for their conduct on the school bus. The bus driver acts on behalf of the principal and students will obey instructions from the driver. The responsibility for compensation for any damage or destruction of board property by a student is placed on the students and parent/guardian. This also applies to school buses.

1. Communicate with the bus drivers and transportation operators on a regular basis to review processes and to ensure effective communication with parents/guardians and students. Review discipline process, assigned seating, needs of physical, emotional and intellectual students needs.
2. Provide student data to the Renfrew County Joint Transportation Consortium clearly identifying home and caregiver address.
3. Inform the transportation operator and Renfrew County Joint Transportation Consortium of students who require special attention while riding on the bus, because of physical, emotional or intellectual problems. Review the exceptionalities of the student with the driver and outline any special precautions required while the student is on route. Complete a Personalized Accessibility Plan when applicable and share with the driver/operator and Renfrew County Joint Transportation Consortium.
4. Report to the transportation operator any problems with routes, arrival and departure times, student safety, loading/unloading zones, or any concerns of any description related to transportation. Failing a satisfactory response, report the situation to the Renfrew County Joint Transportation Consortium.
5. Advise your respective Plant Department office of any dangerous conditions in the bus loading zones, such as tree branches overhanging, ice and snow banks.
6. Supervise the school bus loading/unloading areas at the school.
7. Be responsible for his/her students while they are on the school bus. The school bus is considered to be an extension of the classroom.

8. Advise all parents/guardians each school year through newsletters that transportation policies, procedures, forms, and guidelines are available on the Renfrew County Joint Transportation Consortium web site (www.onthebus.ca)
9. Investigate all reported disciplinary problems on the bus. If two or more schools are involved, the principal should collaborate with the other schools' administration to ensure consistency in the evaluation of the incident and imposition of appropriate consequences.
10. Discipline students for breaches of acceptable conduct in accordance with the following disciplinary actions.

School Bus Discipline Guidelines

These guidelines are designed to deal with chronic offences of a disruptive nature (e.g. swearing, excessive noise, distracting the driver). The following three-step system will be implemented.

Step One: Verbal Warnings

The driver warns the student that his/her behaviour is unacceptable and unsafe.

Step Two: Breach of Discipline Report(s)

The driver completes a Breach of Discipline Report and delivers it to the school official the day of the incident. The school official and the student discuss the problem behaviour and attempt to correct the situation. The driver may be included in the discussion. The school official signs the driver portion of the Breach of Discipline Report for presentation to the driver before re-admission to the bus. Parents/Guardians are provided with a copy of the form and may also be advised by phone.

Step Three: Suspension of Riding Privileges

Persistent misbehaviour will result in suspension of riding privileges of the student for a discretionary period of one or more days. The school official will notify the parent/guardian and transportation operator/driver.

Waiving of the Three-Step Procedure

In situations which directly threaten the physical safety of the driver and/or passengers, (e.g. fighting on the bus), the three steps may be waived and the principal is authorized to suspend the riding privileges immediately (at the end of the run). The driver/transportation operator informs the school official immediately of such incidents and the Renfrew County Joint Transportation Consortium. The school official shall notify the parents/guardians of the loss of riding privileges.

The loss of riding privileges may remain in effect until after a satisfactory meeting with the school official.

11. Inform the transportation operator and parent/guardian as soon as possible after a bus suspension has been imposed.

12. Offer bus evacuation programs to all elementary students by the end of October of the school year.
13. Ensure that school events/activities do not delay school bus departures at the end of the day.
14. Be aware of school bus collision/disruption/near hit and incident procedures.
15. Make every attempt to follow the school bus collision/disruption/near hit procedures, in the event of a school bus collision/disruption/near hit/injury.
16. Inform the transportation operator of any subsequent injuries resulting from a previously reported collision/disruption/near hit occurrence in or around the school bus.
17. Be aware of the guidelines regarding the use of video cameras on school buses.
18. Ensure that students ride to and from school on their designated routes as per Board Policy.
19. Inform parents/guardians of the Inclement Weather, School Closure and Emergency Evacuation Transportation Arrangements Procedure set out by the Renfrew County Joint Transportation Consortium (i.e. via school newsletter).
20. Ensure field trip transportation is properly supervised.
21. Make arrangements with transportation operators before allowing students to bring articles on a school bus (e.g. musical instruments, approved sports equipment, school projects, etc.). Please refer to the Student Transportation Guide for Parents/Guardians brochure and/or the Equipment on Vehicle Procedure for more detail on allowable articles.

E. Renfrew County Joint Transportation Consortium Responsibilities

Renfrew County Joint Transportation Consortium oversees the contracted transportation of students to and from schools as set out by the Boards and Ministry of Education as follows.

1. Co-ordinate, maintain and communicate with the co-operation of transportation operators and schools, all bus routes to meet the transportation requirements of the Boards.
2. Provide transportation operators and schools with route data identifying students, stop locations and schools serviced.
3. Determine the replacement, cancellation, modification or addition of bus routes.
4. Provide transportation operators with a contract prior to school start up.

5. Update and make the Renfrew County Joint Transportation Consortium policies and procedures available to schools and transportation operators/drivers on the Renfrew County Joint Transportation Consortium web site (www.onthebus.ca)
6. Co-ordinate bus evacuation programs with schools and transportation operators before October 31 of the school year.
7. Co-ordinate with transportation operators and schools the 'First Ride' program.
8. Co-ordinate with schools and transportation operators' student transportation safety programs as required.
9. Update and circulate the Inclement Weather, School Closure and Emergency Evacuation Transportation Arrangements Procedure by October 31 of the school year.
10. Ensure that student transportation information is available to school personnel in order that they may inform new parents/guardians to their school.
11. Provide transportation operators with Breach of Discipline Reports as required.
12. Establish the safety of school bus loading and unloading zones in co-operation with the school principal

School Bus Collision Procedures

A school bus collision is a most serious event and requires immediate action on the part of the bus driver, transportation operator, school and administration. Every attempt will be made in co-operation with the transportation operator, school and Renfrew County Joint Transportation Consortium to contact the parents/guardians of the students on the bus when a collision occurs.

Listed below are guidelines to assist you. Actions taken will depend on the severity of the collision. In the event of a school bus collision/injury the driver shall:

- ✓ evacuate the bus only if necessary, otherwise no students are to get off the school bus;
- ✓ ensure the safety of all students;
- ✓ contact dispatch immediately and advise the transportation operator of the collision, location and the status of passengers;
- ✓ offer immediate assistance to injured students;
- ✓ ensure that each student is accounted for;
- ✓ set out immediately warning flares or reflectors if necessary;
- ✓ co-operate with the police in their investigation into the cause of the collision;
- ✓ complete and submit a written Collision Report form to the transportation operator;
- ✓ not comment or speak to anyone else regarding the collision.

In the event of a school bus collision/injury the transportation operator/dispatcher shall:

- ✓ ask the following questions to driver:
 - location of collision;

- are there passengers on board and confirm how many and names;
- are there any injuries;
- ✓ contact police and ambulance;
- ✓ advise the Renfrew County Joint Transportation Consortium office and the principal(s) immediately, and supply all known details of the collision/injury;
- ✓ go to the scene of the collision to investigate ensuring dispatch remains covered;
- ✓ dispatch another bus to the scene if necessary;
- ✓ submit a Collision Report form to Renfrew County Joint Transportation Consortium within twenty-four (24) hours followed by a copy of the Police Report as soon as possible;
- ✓ co-operate with the school and Renfrew County Joint Transportation Consortium to contact the parents/guardians of the students on the bus when a collision occurs.

In the event of a school bus collision/injury the principal shall make every attempt to:

- ✓ notify the parents/guardians immediately of students with major injuries;
- ✓ notify the parents/guardians of students with minor injuries;
- ✓ notify the parents/guardians of students and advise parents/guardians of potential undetected injuries;
- ✓ report collision/injury information to O.S.B.I.E., if required.

In the event of a school bus collision/injury Renfrew County Joint Transportation Consortium shall:

- ✓ document the collision;
- ✓ communicate with Senior Administration and school official(s);
- ✓ obtain a Collision Report from the transportation operator and police and share a copy with Senior Administration;
- ✓ go to the scene of the collision if necessary.

Related RCJTC Policy

- P.01 *Transportation Policy*
- P.03 *Safety Policy*

Related RCJTC Administrative Procedures

- AP.01.29 *School Vehicle Complaint Flow Chart*
- AP.01.40 *Responsibility of Transportation Operators Procedure*
- AP.01.41 *Responsibility of Drivers Procedure*
- AP.01.42 *Responsibility of Schools Procedure*
- AP.01.81 *Inclement Weather, School Closure, and Emergency Evacuation Transportation Arrangements*
- AP.03.02 *First Aid/CPR Certification Procedure*
- AP.03.07 *Vehicle Collision/Disruption/Near Hit Reporting Procedure*
- AP.03.07.1 *Collision Preventability Determination Guideline*
- AP.03.08 *Incident Reporting Procedure*

Related RCJTC Forms

- F.01.29 *School Vehicle Complaint*
- F.01.81.1 *Inclement Weather Spotter Report*
- F.01.81.2 *Record of Transportation Cancellations/Delays*

- F.01.81.A *Communication Procedures for System Wide Transportation Cancellations*
- F.01.81.B *Communication Procedures for General Area Transportation Cancellations*
- F.01.81.C *Communication Procedures for Individual Route Cancellations*
- F.01.81.D *Communication Procedures for Individual Route Delays*
- F.01.81.E *Communication Procedures for Individual Vehicle Breakdown*
- F.01.81.F *Communication Procedures for the Transportation Service Sector During
Emergency School Closure and/or Early/Late Dismissal*

- F.03.07.1 *Collision Report Form*
- F.03.07.2 *Disruption Report Form*
- F.03.07.3 *Near Hit Report Form*
- F.03.08.1 *Safe Schools Incident Reporting Form*
- F.03.08.2 *Breach of Discipline Report Form*