



KAWARTHA PINE RIDGE DISTRICT SCHOOL BOARD

ADMINISTRATIVE REGULATIONS

Section	Business and Administrative Services	Regulation Code: BA8.1.3
	• Transportation	
Regulation:	TRANSPORTATION CONCERN REVIEW AND APPEAL PROCEDURES	Policy Code Reference: BA8.1 Page 1

This administrative regulation is written in accordance with the guiding principles in Board Policy No. BA-8.1, Student Eligibility.

It is a parent's obligation and responsibility to get their children to school and home again. The Board is able to provide assistance with getting students to school and home, under certain circumstances outlined in Board Policy No. BA, Student Eligibility.

The policy includes the following:

- x "The Education Act states that a Board may provide student transportation service; therefore, such service is not the right of every student, but rather a privilege to be accorded to those students who qualify within the parameters established by the Board."
- and
- "Student Transportation Services of Central Ontario (STSCO), through the Chief Administrative Officer, has the authority for implementation of a student transportation service."
- x Item 6, Transportation Safety Issues, which specifies that:
 - "STSCO will establish bus stops at safe and appropriate locations that meet with the provincial standards set by the Ontario Ministry of Transportation."
 - and
 - "The Board's responsibility for the supervision of students who are transported on a school bus will commence with the student's entrance onto the school bus and will end with the student's exit from the bus at the designated stop locations."
- x Item 9, Transportation Exceptions, which indicates that as a result of individual circumstances any exceptions to this policy may be brought forward in writing to the Chief Administrative Officer for consideration and possible approval. As final recourse, parents may appeal policy exceptions to the Board through the Resource Committee."

Transportation Appeal Process

The Board contracts its school bus transportation service through Student Transportation Services of Central Ontario (STSCO) a consortium with our coterminous boards, Peterborough Victoria Northumberland and Clarington Catholic District School Board, and the Conseil Scolaire de District Catholique Centre-Sud. STSCO is charged with implementing Board policy in a fair and consistent manner.

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To that end, if a parent contacts senior administration, trustees, principals, or other Board staff, it is important that the parent be referred back to STSCO for follow-up and possible appeal. STSCO will assist the parent through the following process:

1. Parent calls to advise STSCO of a concern (with respect to walk to stop, stop location, eligibility for transportation etc.). Their first contact at STSCO will normally be the Route Planner responsible for their geographic area.
2. If the parent is not satisfied with the information provided by the Route Planner, they are referred to the Route Supervisor, or the Operations Manager, depending on availability of staff, and level of concern involved, who will investigate the matter, visit the site, and attempt to address the parent's concern, wherever possible, within Board policy and administrative regulations.
3. If the parent is still not satisfied, they may appeal to the Chief Administrative Officer (CAO) of STSCO, in writing. Following receipt of the written appeal, a thorough investigation is undertaken by the CAO, and the findings of the investigation are reported to the family in writing.
4. In the event that the parent cannot be satisfied, the written report to the family will include the following:

“As final recourse, the parent has the option of appealing to the Board through the Resource Committee. This appeal is directed to the Administrative Assistant to the Superintendent of Business and Corporate Services, who will arrange for the parent to attend as a delegation at the next Resource Committee meeting, and a report with background information pertinent to the transportation matter review will be included with the agenda.”
5. If a parent wants to appeal to the Board through the Resource Committee, the parent contacts the office of the Superintendent of Business and Corporate Services.
 - 5.1 The parent will be informed of the time and date of upcoming Resource Committee meetings, and be provided with a copy of the Board Resource Committee Guidelines for Delegations (Appendix A).
 - 5.2 Once a parent confirms that they want to appeal, they are included in the in-camera session agenda and advised of an approximate time.
 - 5.3 A written report outlining the circumstances of the appeal, prepared by STSCO, will be reviewed by the committee.

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- 5.4 The parent is given ten minutes to explain their issue and state their request.
- 5.5 Once complete, the parent is thanked for their presentation, and advised that the committee will further review the matter and inform the parent in writing of their final decision.
- 5.6 Following deliberations and a recommendation from the committee, a written response will be sent to the parent by the appropriate superintendent, in a timely manner.

It is important when Board staff or trustees are communicating with a parent, and referring them back to STSCO, that the parent is aware of the steps in this appeal process, and that responses are handled in a consistent manner.

Established: November 26, 2009 Revised/Reviewed

June 18, 2015
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