



student
transportation services

service de transport scolaire

Brant Haldimand Norfolk

Title : Responsibility of Taxi Operator/ Driver	Procedure # : 037	Effective : Nov 5, 2010
Section : Roles and Responsibilities	Page : 1 of 6	Review : October 2019

Statement	<p>Student Transportation Services Brant Haldimand Norfolk (STSBHN) will work with our taxi operators and taxi drivers to provide reliable, economically efficient services to serve student transportation.</p>
Responsibilities of the Owners	<p>Taxi Operators must:</p> <ol style="list-style-type: none"> 1. Abide by the policies and procedures of STSBHN and its member school boards. 2. Abide by the terms and conditions of the service agreement. 3. Adhere to the taxi routes and schedules as set out by STSBHN. 4. Ensure that all driver operating a route have the most current route schedule and passenger list, including any supplementary information and Life-Threatening Management and Prevention Plan (TF002) forms as provided by STSBHN. 5. Update BusPlanner Web immediately in the event of any delay of more than 10 minutes. 6. Ensure means of communication are available to STSBHN, schools, parents, and guardians. Communication must be made available up until the last student exits the taxi, whatever time of day this may be. 7. Provide STSBHN with the following documents: <ul style="list-style-type: none"> • Proof that the taxi driver holds a valid driver's license allowing him/her to drive a taxi • Proof of insurance (as detailed in the service agreement) • Copy of MTO Motor Vehicle Inspection A and B inspection reports for all vehicles annually • Vehicle Information form (TF025) (electronic copy) • Taxi Contract Submission form (TF018) • Taxi business licence and driver's taxi licence



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<p>Responsibilities of the Owners... continued</p>	<ul style="list-style-type: none"> • Current Criminal Record Check and Vulnerable Sector Screening (if not covered by municipality of operation). <p>Criminal Record and Vulnerable Sector Screening:</p> <p>Prior to transporting or supervising any students entrusted to them by STSBHN, the Operator will ensure that their employee has undergone a Criminal Record Check as well as a Vulnerable Sector Search.</p> <p>The Operator shall not allow any employee to transport students if the following offences, regardless of whether a pardon has been granted, appear on the individual's record(s):</p> <ul style="list-style-type: none"> -any sexual offence under the Criminal Code; -any violation under the Controlled Drug and Substances Act; -any criminal offence involving minors; -crimes of violence which include, but are not limited to threats, assaults, and use, possession or concealment of a weapon or imitation of a weapon; propagation of hate literature or incitement of hatred; -possession, distribution or sale of any illegal, pornographic or violent material; <p>After the initial record checks, an annual declaration is required to be signed off by the employee stating that there has not been a change in their record since the initial checks were completed.</p> <p>Any identified offences must be forwarded to STSBHN by the Operator where, in their absolute discretion, a determination will be made as to if the employee can continue to perform services for STSBHN by the Manager of Transportation Services in consultation with the Operations Committee.</p> <ol style="list-style-type: none"> 8. Ensure that the necessary steps are taken in the event of an accident, as stipulated in (023) Accident/ Incident Procedures. 9. Maintain its vehicles and ensure that taxi drivers drive them according to the requirements of the Highway Traffic Act and the regulations thereunder, and any other public vehicle laws and any transportation rules established by STSBHN.
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	<p>10. Keep the vehicles clean and free of any hazards.</p> <p>11. Not refuse transportation to an eligible student. A student's misconduct must be reported to the school principal using the Report of Student Conduct on Bus (TF017) form. The principal will be responsible for taking the necessary disciplinary measures according to (025) Progressive Discipline for Infractions on a School Bus.</p> <p>Complaints that are made about the taxi driver must be followed up with by STSBHN and/ or the school principal depending on the nature of the complaint</p> <p>The Manager of Transportation Services is empowered to insist on the removal of a driver for any improper practice or while a serious complaint is being investigated.</p> <p>In the event that a child has been left unattended on a taxi vehicle as a result of the driver's failure to complete a routine inspection, the driver shall be removed from the route immediately and not permitted to drive any other pupils of the board unless permission is obtained from the Manager of Transportation Services.</p>
Responsibilities of the Taxi Drivers	<p>Taxi Drivers must:</p> <ol style="list-style-type: none">1. Obey all rules and regulations of the Highway Traffic Act at all times.2. Adhere to the route schedules that have been established by STSBHN.3. Ensure that the child-locks are engaged on the doors where student(s) may be exiting before they board the vehicle.4. Pick-up and drop-off students only at the stops designated by STSBHN.5. Follow the routes that have been planned and approved by STSBHN. Taxi drivers are not authorized to make



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Responsibilities of the Taxi Drivers... continued	<p>changes in the routes, except in unavoidable situations. Route deviations must be reported to the dispatcher immediately.</p> <ol style="list-style-type: none">6. Make suggestions to STSBHN concerning route changes through their operator. No changes can occur until approved by STSBHN.7. Notify STSBHN through their operator about any unsafe stops and may suggest a more appropriate alternative. No changes can occur until approved by STSBHN.8. Ensure that students are never left alone in the taxi.9. Refuse to allow any unauthorized persons to board the vehicle and report any incidents of unauthorized persons attempting to board the vehicle to your dispatcher immediately.10. Check at the end of each trip to ensure that no students or personal objects have been left in the taxi. Notify your dispatcher immediately of anything that was left on the taxi.11. Keep the vehicles clean and free of any hazards.12. Use an appropriate tone of voice and vocabulary when speaking to students. Refrain from shouting, swearing or using offensive and aggressive language.13. Allow the students in the taxi to speak to each other in the language of their choice.14. Ensure that all the students are informed about the safety rules.15. Report a student's misconduct to the school principal using the Report of Student Conduct on Bus form (TF017). The principal will be responsible for taking the necessary disciplinary measures according to (006) Responsibility of the School Principal.
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Responsibilities of the Taxi Drivers... continued	<ol style="list-style-type: none">16. Support any disciplinary action on the taxi as assigned by the principal.17. Avoid stopping or starting abruptly.18. Cooperate with the principal when establishing a seating plan for the taxi.19. Ensure that students remain seated until the taxi comes to a full stop at its destination.20. Never leave the vehicle when the motor is running.21. Notify the dispatcher in the event of a breakdown or an emergency.22. Refrain from smoking on or near school property or in the vehicle used to provide transportation services.23. Refrain from any activity which could impair the ability to provide safe and timely transportation services (ex: alcohol, medications, etc)24. Contact dispatch before dropping off a primary student if there are any safety concerns.25. In the event of an accident involving the taxi, follow the procedures outlined in (023) Accident/ Incident Procedures.26. Not allow the photography of students unless approved by the principal or STSBHN.27. Not allow a student under the age of 12 years to sit in the front seat of the taxi as a safety precaution against injuries from air bags.28. Always deliver students to their scheduled destination, even if they display unruly behaviour. Report such behaviour to the school's principal via the (TF017) Report of Student Misconduct Form.29. Not use a cell phone or other personal portable electronic
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<p>Responsibilities of the Taxi Drivers... continued</p>	<p>device while operating a school purpose taxi or any other vehicle transporting students, including while loading and unloading students, except in an emergency. For the purpose of this policy, an emergency exists if the driver requires immediate assistance to ensure the safety of his/her passengers or to report a dangerous or life-threatening situation.</p> <p>30. Not refuel the vehicle while any students of STSBHN are on board or in the process of being transported.</p>
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