

STSBHN Communication Protocol

STSBHN strives to provide value to their stakeholders when delays, interruptions or cancellations of transportation services occur. STSBHN utilizes the following protocols to communicate:

Daily run delays/ cancellations

- School bus operator posts delay/ cancellation updates on the transportation portal (available at: <https://transinfobhn.ca/Cancellations.aspx>) when notified by the driver or other technology that the route is running more than 10 minutes behind schedule or has been cancelled.
 - The posted delay pushes an email notification to STSBHN staff (transportation@stsbhn.ca), impacted school staff (principal and secretary generic accounts) and all impacted parents/ students who have subscribed to the notification service.
 - Stakeholders can subscribe by going directly to the transportation portal, <https://transinfobhn.ca/Subscriptions/Login.aspx> . Step-by-step instructions on how to subscribe can be found by visiting: <http://www.stsbhn.ca/faqs>

Zone delays, cancellations or early dismissals

Determinations that impact wide area(s) of the board are made through the process outlined in STSBHN procedure 024 – Bus Cancellations, Delays and Early Dismissals due to Inclement Weather (<http://www.stsbhn.org/application/files/2415/0281/8221/024.pdf>). In general, on days of inclement weather the Manager of Transportation Services (the Manager) will:

- Communicate with external resources (bus companies, meteorological service and municipal roads crews) and make a recommendation to the Senior Business Officials (SBOs) of the local school boards. The SBOs will render the final decision on what services will or will not be provided during the inclement weather event. If the decision is to delay, cancel or have an early dismissal in a zone(s), the Manager will:
 - Phone STSBHN staff to advise of the cancellation
 - Staff communicate directly with transportation service providers in the effected zone(s) and media sources
 - Phone the Managers of Communications for GEDSB and BHNCDSD to advise of the decision
 - Update the voice message at the STSBHN office to indicate the zone(s) decision (519-751-7532 ext 7)
 - Update www.stsbhn.ca with the zone decision
 - Post the decision on the transportation portal
 - Emails are sent to all impacted schools and parent/ student subscribers in the effected zone(s)
 - Use @STSBHN Twitter handle to communicate the zone(s) decision
 - Email media sources on the Media Distribution list the exact wording of the zone(s) decision

- Phone the General Manager of Transportation Services in Halton if the zone decision impacts zones 3 (Brant County) or zone 4 (Brantford)
- Email the Manager of Transportation Services for Provincial Demonstration Schools if the zone decision impacts zones 3 (Brant County) or zone 4 (Brantford)

School Bus Driver Shortages

When a school bus driver shortage is experienced, or information indicates that a shortage is likely, the Manager of Transportation Services will work with the Managers of Communications from GEDSB and BHCDSB and the school principal(s) in the impacted area(s) to create and distribute messaging to the impacted families.