

Student Transportation for Balmoral Hall

Frequently Asked Questions

Q. Whom should I call if my child's bus does not arrive on time?

A. Parents are asked to check that buses are operating and are not cancelled due to inclement weather. Cancellation of school bus service will occur when the combined temperature and wind chill is equal to or greater than -45°C .

School bus cancellation will be announced on local radio stations.

Generally, we ask that your child be at the bus stop five minutes before the scheduled arrival time. If the bus is ten minutes late, please call the First Student Canada at 257-0696 the contracted service provider for school bus transportation.

If your child has not arrived home at the end of the day, please contact your child's school or 257-0696 (until 5:30 p.m.) if your child's school is already closed.

Q. Why is the bus late and why wasn't I called?

A. There are a variety of circumstances that can cause the school bus to run late including traffic volume, road closures or inclement weather. The Contractor operates 220 bus routes and transports thousands of students. Consequently, it is not possible for the Transportation Department to contact parents / guardians when a bus is running late. Should a driver foresee that he will be running late, he or she will inform the dispatcher.

In addition, at the beginning of the school year, please understand that school buses may run several minutes late, for usually one to two weeks. The beginning of the school year is an exciting time for parents. It takes time for parents to take pictures and to say and wave goodbye. Some of our students may also be reluctant to leave their parents to ride on the school bus your patience at the beginning of the year is appreciated.

Q. What are the hours of operation of the Transportation Department?

A. The dispatch department at First Student Canada (257-0696) is open 6:30 a.m. until 5:30 p.m.

Q. Can the driver stop at my home to pick-up or drop-off my child?

A. School bus drivers are not permitted to adjust their school bus routes. Only certain students with special needs are eligible for curb side home service. For other students, transportation service is provided in accordance Balmoral Hall guidelines, every effort is made to improve transportation efficiency by clustering students to bus stops and by providing service on major streets.

Q. Am I required to meet my child at the bus stop?

A. To maximize child safety, and arising from parents' / guardians' shared responsibility for that safety, the Division expects that parents / guardians assume responsibility to supervise their children prior to their children boarding, and following their children's departure from, a First Student Canada vehicle.

The Division strongly recommends that parents / guardians of students in Kindergarten and Grade 1 receive or arrange supervision to receive students in Kindergarten or Grade 1 when they leave a school bus at the end of their school day.

Q. What happens if a parent / guardian does not meet his or her Kindergarten or Grade 1-aged child at the bus stop?

A. Upon reaching the stop, the bus driver will call the dispatcher to inform him or her that the driver is not able to release the kindergarten student at the bus stop. The dispatcher will contact the parent / guardian. The dispatcher will also inform the school principal that the driver was not able to release the student to the care of the parent or guardian. The child will remain on the school bus and the driver will complete the remainder of the route before returning the student to the care of the school principal.

Q. Can my child be dropped off at a different stop or travel on a different bus?

A. Students must ride on their assigned bus only. Parents / guardians must use the same before- and after-school address for students and the same daily schedule.

This procedure ensures consistency and a regular schedule for students receiving transportation and for our school bus drivers. A consistent daily schedule provides safety to students so that they do not inadvertently board a school bus or leave a school bus at a different bus stop.

Q. Whom should I contact if I have a question or concern regarding school bus transportation?

A. When you have a concern regarding school bus transportation, please contact the First Student Canada directly at 257-0696 or your school principal.

First Student Canada believes that constructive communication is the key to a healthy learning environment and encourages dialogue between members of the school community.

One of the most important aspects of communication, especially when resolution of concerns is the goal, is that it occurs with the person who can most appropriately respond to the question or concern. In all cases, clear, timely and direct communication assists effective resolution of concerns.