



MEDIA RELEASE

TO ALL ASSIGNMENT EDITORS/EDUCATION EDITORS *For Immediate Release*

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Improving Access to School Bus Information for Toronto Parents

Toronto Student Transportation Group and Boards Launch Transportation Portal

Starting today, Toronto District School Board and Toronto Catholic District School Board parents will be able to access their children’s transportation information online and receive email notifications if there are any school bus cancellations or delays, thanks to the launch of a new online transportation portal.

Created by the Toronto Student Transportation Group, which oversees bussing for the TDSB and TCDSB, the portal is one of several improvements being made to ensure an effective start to the 2017-18 school year, including:

- **Installing GPS on all buses for the 2017-18 school year** so that the school boards and bus operators can track the status of buses and improve the timeliness and accuracy of communication to parents. Efforts are underway to integrate the GPS with the Transportation Portal so that in the future, parents will be able to track their children’s buses in real time.
- **Increasing call centre staff during peak times**, such as the start of school, to improve responsiveness and communication to schools and parents.
- **Assigning all Principals from special needs congregated schools to a bus operating division** to provide advice and insight on school issues with transportation and assist with driver training.
- **Providing bus operators with routes earlier in the planning process** to give them enough time to match all routes with drivers.
- **Improving collaboration and communication with the bus operators on route planning**, which will continue throughout the summer to provide additional time to address any driver coverage issues that may arise.
- **Establishing the Transportation Working Group**, comprised of central and school-based staff from the TDSB and TCDSB, to assist in identifying bus service issues and develop solutions.

Quick Facts:

- Parents with children who are transported by school buses can register for the new Transportation Portal by visiting www.torontoschoolbus.org.
- Formed in 2011, the Toronto Student Transportation Group is responsible for planning, maintaining and coordinating the operations of TDSB and TCDSB school bus routes.
- Unlike last year, school bus operator contracts will not be changing this year.

“With the launch of the transportation portal, parents and guardians will now have immediate access to their children’s transportation information and have delay notifications sent directly to their inboxes. This new portal is one of a number of steps being taken to increase communication with parents and guardians to ensure that student transportation runs smoothly and safely, and meets the needs of Toronto families.”

- **John Malloy, Director, TDSB**

“The transportation portal supports our collective efforts to ensure the safety and well-being of all of our students as they travel to and from school. We are certain that it will prove to be a valuable tool allowing parents and caregivers to access timely information about school bus transportation. We congratulate everyone involved with the development of this new resource.”

- **Angela Gauthier, Director, TCDSB**

Media Contacts:

Toronto District School Board

Ryan Bird
416-540-4449, ryan.bird@tdsb.on.ca

Toronto Catholic District School Board

John Yan
416-222-8282 Ext. 5331,
john.yan@tcdsb.org