

School Bus Service Exception Tracker – Instructions for Families

Purpose:

Families have struggled with reliability of the regular school bus service since 2022/2023 with varying levels of improvement and action since then. The impact on families is exceptional when reliability is less than it should be. SD57 District Parent Advisory Council has created this form for families to use as a tool to document the problems so they can be collected and reported at the route, school or district level as needed and as parents are comfortable sharing.

Instructions:

This form can be filled out daily or as Service Exceptions occur. The goal is to confirm if there are patterns of problems so a family, school PAC or DPAC can provide verifiable information to SD57 staff to follow-up with the Bus Contractor for the route so the Contractor can take action to correct the problems.

After filling it in for a period of time and noticing there is a problem or pattern, families should identify the pattern, concern and impact of the service exceptions. With those details, send the tracker to one or all of the following:

- transportation@sd57.bc.ca. (if you are comfortable)
- Connect with your school PAC to share the information for collective action and pattern reporting with other families. Impact varies by school, the PAC executive can provide guidance on how or if they will assist.
- Connect with District PAC at info@sd57dpac.ca for collective action and/or escalation.

Depending on the severity and impact to your family, you should report to SD57 Transportation or the bus company through regular channels immediately while maintaining the tracker.

Definition: A “Service Exception” is a miss on the expected level of service.

Examples of Service Exceptions and how to record them:

- **Late:** The bus is scheduled to pick up your children at their bus stop at 7:55 but it does not come until 8:01, the bus is late by 6 minutes.
- **Cancelled:** The bus has been cancelled for one or more runs, record how much notice was received and how many runs are impacted. Update if the cancellation is longer or shorter than expected.
- **Application Data:** The App is not reflecting accurate information for the route, record what is not right – timing, location, no information at all; record any troubleshooting actions and if that corrected the problem (logout/login, uninstall/reinstall, reboot device).
- **Safety Incident:** Follow the steps provided by SD57 to report. Depending on severity, immediately connect with the school principal or Transportation@sd57.bc.ca but do record generic details on the tracker. Do not record names of staff or students due to privacy requirements. Record like this: “A student was causing a distraction to the driver by being loud or disruptive; reported to District.”