



Student Transportation Services

BRANT HALDIMAND NORFOLK

Services de Transport Scolaire

Title: Responsibility of Taxi Operator/ Driver	Procedure #: 037 Page: 1 of 6	Section: Roles and Responsibilities
Effective: Nov 5, 2010	Last Reviewed: October 2019	Next Review: October 2022

Statement	<p>Student Transportation Services Brant Haldimand Norfolk (STSBHN) will work with our taxi operators and taxi drivers to provide reliable, economical and efficient services to eligible students of our district.</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 entered into with STSBHN. 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 them 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



Student Transportation Services

BRANT HALDIMAND NORFOLK

Services de Transport Scolaire

Title: Responsibility of Taxi Operator/ Driver	Procedure #: 037 Page: 2 of 6	Section: Roles and Responsibilities
Effective: Nov 5, 2010	Last Reviewed: October 2019	Next Review: October 2022

<p>Responsibilities of the Owners... continued</p>	<ul style="list-style-type: none"> • Current Criminal Record Check and Vulnerable Sector Check (if not covered by licensing process of governing municipality). <p>Criminal Record and Vulnerable Sector Screening:</p> <p>Prior to transporting any student(s) entrusted to them by STSBHN, the Operator will ensure that their employee has undergone a Criminal Record Check as well as a Vulnerable Sector Check.</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. The Manager of Transportation, in consultation with the Operations Committee, in their absolute discretion, will make a determination if the employee can perform services for STSBHN.</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 drivers operate 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.
---	---



Student Transportation Services

BRANT HALDIMAND NORFOLK

Services de Transport Scolaire

Title: Responsibility of Taxi Operator/ Driver	Procedure #: 037 Page: 3 of 6	Section: Roles and Responsibilities
Effective: Nov 5, 2010	Last Reviewed: October 2019	Next Review: October 2022

	<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 Student Conduct Report (TF017) form. The principal will be responsible for taking the necessary disciplinary measures according to (025) Progressive Discipline for Infractions on School Purpose Vehicles.</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>
<p>Responsibilities of the Taxi Drivers</p>	<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



Student Transportation Services

BRANT HALDIMAND NORFOLK

Services de Transport Scolaire

Title: Responsibility of Taxi Operator/ Driver	Procedure #: 037 Page: 4 of 6	Section: Roles and Responsibilities
Effective: Nov 5, 2010	Last Reviewed: October 2019	Next Review: October 2022

<p>Responsibilities of the Taxi Drivers... continued</p>	<p>by STSBHN. Taxi drivers are not authorized to make 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 stop location(s) and suggest a more appropriate alternative(s), if known. 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 Student Conduct Report form (TF017). The principal will be responsible for taking the necessary disciplinary measures according to (006) Responsibility of the School Principal.
---	---



Student Transportation Services

BRANT HALDIMAND NORFOLK

Services de Transport Scolaire

Title: Responsibility of Taxi Operator/ Driver	Procedure #: 037 Page: 5 of 6	Section: Roles and Responsibilities
Effective: Nov 5, 2010	Last Reviewed: October 2019	Next Review: October 2022

<p>Responsibilities of the Taxi Drivers... continued</p>	<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 or vaping within 20 meters of school property or in the vehicle used to provide transportation services. 23. Contact dispatch before dropping off a primary student if there are any safety concerns. 24. In the event of an accident involving the taxi, follow the procedures outlined in (023) Accident/ Incident procedures. 25. Not allow the photography of students unless approved by the principal or STSBHN. 26. 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. 27. Always deliver students to their scheduled destination, even if they display unruly behaviour. Report such behaviour to the school's principal via the (TF017) Student Conduct form. <ol style="list-style-type: none"> 1. Not use a cell phone or other personal portable electronic device while operating a vehicle transporting students,
---	---



Student Transportation Services

BRANT HALDIMAND NORFOLK

Services de Transport Scolaire

Title: Responsibility of Taxi Operator/ Driver	Procedure #: 037 Page: 6 of 6	Section: Roles and Responsibilities
Effective: Nov 5, 2010	Last Reviewed: October 2019	Next Review: October 2022

Responsibilities of the Taxi Drivers... continued	<p>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 their passengers or to report a dangerous or life-threatening situation. If such a situation was to arise, the driver is to pull their vehicle off at the closest safe location, secure the vehicle, and only then make/ receive the phone call.</p> <p>28. Not refuel the vehicle while any students of STSBHN are on board or in the process of being transported.</p>
--	---