



349 Erie Avenue Brantford, ON, N3T 5V3  
Phone: 519-751-7532 Toll Free: 1-877-226-6353 Fax: 519-751-1536  
[www.stsbhn.ca](http://www.stsbhn.ca)

Parent(s) / Guardian(s)

The transportation consortium which is responsible for arranging the home-to-school bussing of your child(ren), Student Transportation Services Brant Haldimand Norfolk, has recently adopted a new innovative way of allowing students and families to access their transportation information.

Transportation information will now be available online for you to check at any time; **students who receive bussing will no longer be receiving annual transportation details by mail.** The information contained in the portal is updated daily and will hold the most current bus information for your child(ren). Information for the 2010-2011 school year will be made available to view after August 23, 2010 and will be continually updated throughout the entire school year. If checking the transportation details prior to the first day of schools, please remember that last minute changes sometime do occur and that it is important to re-check the information prior to sending your child(ren) to their assigned pickup location on September 7, 2010.

For those who do not have internet access from home, some common sites which will allow you to access the internet are local area schools, public libraries, as well as many cell phones. Transportation information will no longer be available over the phone. For information relating to your child(ren), please contact the school at which they are registered. If you are having difficulties logging onto the portal, please contact the transportation department for assistance.

Please *follow the steps below to access your child(ren)'s information.* The information which will be required to log into the portal is: **1)** OEN/ Student ID #, **2)** child's date of Birth, **3)** Primary Residence's Street #, and **4)** School that the child will be attending in the selected school year.

Go to [www.stsbhn.ca](http://www.stsbhn.ca)

Click on the  icon

Click the Student Login

Select the school Year

Enter 9 digit OEN/ Student ID (found on students report card). Example: 123-456-789 (**need to include the dashes**)

Enter Child's Birth Date, Street Number and School

Click Login



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### Coming Changes in the 2010-2011 school year

In addition to the changes noted on the reverse side of this page, relating to how transportation information can be viewed by parents and students, there are a number of additional changes which will be put into affect as of September 2010.

#### **New Route Numbers**

2010-2011 school year will be the first year that the consortium brings a new naming convention into affect. The new naming convention standardizes the practice across all three functional areas that we serve (Brant, Haldimand and Norfolk). These changes will not effect the services that we are providing to our families, rather, the changes will allow the consortium to be methodical in how we assign, track and account for our buses. Although some buses numbers will be very similar to numbers of previous years, please expect a new bus number for your children when looking up their transportation information via the online portal.

#### **“One Off” Transportation Requests**

A one off request is any request that is outside or differs from a student’s regular transportation arrangements. Examples of one off requests include, but are not limited to: birthday parties, vacation arrangements, sleep overs, etc. All requests for students to board a vehicle that they normally would not ride on are to be denied. The only exception to this rule is when, at the principal’s discretion, the child’s wellbeing would be jeopardized by sending them via their traditional means of transportation. These emergencies should be the only situation where these alternative arrangements are approved. Drivers are to be made aware of the changes with a letter, on school letter head and signed by the principal, indicating that they, the principal, have agreed to the temporary change.

#### **Accessing Late/ Delayed Bus Information**

Another feature that the consortium will make available to families of Brant Haldimand Norfolk is the ability to be updated when a route is running behind schedule. School bus operators will post information relating to delays that they are currently experiencing for affected parties to see- delay information is updated every 30 seconds. Information contained in the post will include: *the bus route number, the operator, the amount of time that the bus has been delayed, as well as the school(s) affected.* To access the bus delay information, click on the “bus delays” icon found on the consortium’s website ([www.stsbhn.ca](http://www.stsbhn.ca)). The objective of the tool is to make bus delay information available to all stakeholders and allow all groups to be kept updated on occurring transportation delays in real time.

#### **Student Tracking – consistent schedules required**

To be able to track students, while riding on the school bus, it is important to know where the students are at all times- this includes which bus they are riding and where they are scheduled to be picked up and dropped off. In order to accomplish this, **we require pick up and drop off locations that are consistent five (5) days a week (not alternating weeks)**. Locations for the morning and afternoon may differ but must be consistent all week. This change in process was implemented as a safety feature to ensure that the students of Brant Haldimand Norfolk were transported to their final destination as safely as possible.

For families who formerly had alternating week custodial arrangements, decisions will need to be made and communicated, via the school that the student(s) are registered, as to what addresses transportation will occur – keeping in mind that the arrangements must be consistent five (5) days a week.