

# STUDENT TRANSPORTATION OF PEEL REGION

## STOPR

### INFORMATION FOR PARENTS REGARDING SCHOOL START UP TRANSPORTATION PROCEDURES

June 2011

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- If your home address will be changing during the summer, please notify the office staff at your child's school prior to June 30. STOPR will also accept address change information after June 30 and until July 15. Address changes received after July 15 will not be reflected in the planned bus routes to commence in September and may result in transportation services not being available for your child during the first weeks of school. Parents will be responsible for their children getting to and from school until appropriate transportation service is arranged.

The distance criteria for transportation eligibility is:

- 1.0 kilometer Kindergarten and Grade 1
- 1.6 kilometers for Grades 2-4
- 2.0 kilometers for Grades 5-8
- 4.8 kilometers for Grades 9-12

If your child is moving to grade 2, grade 5 or grade 9 in the 2011-2012 school year, their eligibility status for transportation may be changing. Eligibility information can be accessed at the website noted below.

- All transported kindergarten and grade 1 students are required to be met by a parent/caregiver when disembarking from their bus on their return trip from school.
- Please be aware that during September and early October, STOPR priorities are eligible students requiring transportation service, bus overloads, and route timing adjustments.
- Courtesy transportation, which is assignment of ineligible students to available, empty seats on buses, will not be initiated prior to October 3. No exceptions.
- Requests for additional or adjusted bus stop locations, route adjustments, and challenges to eligibility status will not be addressed until late October.
- Please be patient. STOPR provides transportation services for approximately 62,000 students to 350 schools on 1,300 buses. This is accomplished with an operations staff of 15. Every effort is made to complete required adjustments as quickly as possible, but there are limitations to the volume of changes which can be appropriately communicated and implemented each week.
- **Please note that the STOPR consortium administers all aspects of home to school student transportation on behalf of the Dufferin-Peel Catholic District School Board and the Peel District School Board. School Board trustees are not involved in procedures related to transportation including determining student eligibility for transportation or the criteria for establishing eligibility. Please direct all communications regarding eligibility for transportation to the STOPR consortium.**

#### Contacting STOPR

**Internet:** [www.stopr.ca](http://www.stopr.ca) This website provides up to date delay and inclement weather cancellation information in addition to policy, procedures and frequently asked questions

[Businfo.stopr.ca](http://Businfo.stopr.ca) This website allows parents to access information specific to "what school do I attend" and "am I eligible for transportation". This site also provides parents access to specific bus stop location and pick up and drop off times for their children if eligible for transportation

**Telephone:**

Transportation East (areas generally east of Highway 10)	905 890-6000
Transportation West (areas generally west of Highway 10)	905 890-0614
Special Education Transportation	905 890-6362
Toll free	1-800 668-1140
STOPR Administration	905 890-0708 ext. 23220

The following chart outlines the approved communication process for contacting STOPR or resolving transportation concerns.

**STUDENT TRANSPORTATION OF PEEL REGION (STOPR)**

**Parent(s)/Guardian(s) are directed to contact STOPR.**



**STOPR contact information is available on the Dufferin-Peel CDSB website: [www.dpcdsb.org](http://www.dpcdsb.org) ⇨ [www.stopr.ca](http://www.stopr.ca)**  
**Transportation East of Hwy 10:  
905 890 6000 or 1 800 668 1140**  
**Transportation West of Hwy 10: 905 890 0614**  
**Special Education: 905 890 6362**



**The Transportation Coordinator will process the inquiry or concern. If they are unable to satisfactorily resolve the matter, they will refer the parent(s)/guardian(s) to:**



- a) The Transportation Officer, or**
- b) The Assistant Manager of Transportation, or**
- c) The Manager of Transportation.**



**APPEAL PROCESS**  
**To appeal, parent(s)/guardian(s) are required to submit a written appeal to STOPR.**  
**Information is available at: [www.stopr.ca](http://www.stopr.ca) - school forms - TFL017**



**STOPR Administrative Team renders final decision.**

- STOPR is assessing the management of the high volume of phone calls received each September with a view to responding to parent calls in a timely fashion while being cognizant of the volume, staff resources and the priority of providing eligible students with transportation; further information will be available on the STOPR website in August.

Have a safe and enjoyable summer.

Tom Howe  
Manager, STOPR