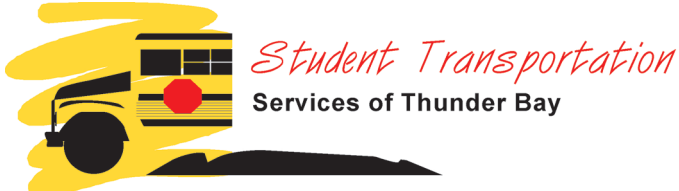
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Statement	Requests for transportation services, whether new or changes to existing service, must be made <u>through the school</u> to Student Transportation Services of Thunder Bay with the exception of transportation requests for Lakehead DSB Secondary School students. Transportation for students of LDSB Secondary Schools may be arranged by contacting STSTB directly.
Practice	The parent/guardian must request new transportation or any permanent/temporary changes to existing service, including cancellations, through the school office unless the student is enrolled at a Lakehead DSB Secondary School who may make these arrangements by contacting STSTB directly. Other than for LDSB secondary school students, requests for new or changes to existing transportation must be made by the school principal or their authorized designate (ie. school secretary) to Student Transportation Services of Thunder Bay via STSTB's online system - BusPlanner Web. Training on the use of BusPlanner Web for school professionals is available to any school principal and their authorized designates by contacting their STSTB Transportation Officer. STS-MAN-008 BusPlanner Web Professional Portal Reference Guide for Schools is also available to these individuals for self-learning and reference by contacting STSTB or through the Professional Portal Media Library at www.ststb.ca. Please also see: • STS-ELG-007 Temporary Transportation Requests practice for <u>temporary changes</u>.

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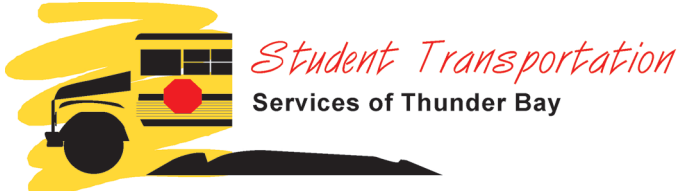
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	• STS-ELG-013 Specialized Transportation practice for transportation for <u>special needs students</u>. Student Transportation Services of Thunder Bay will: 1. Evaluate the request based on criteria established in the STSTB Eligibility Practices: • STS-ELG-001 Transportation Eligibility • STS-ELG-002 Walk Distance to Stop • STS-ELG-003 Alternate Address Requests • STS-ELG-004 Joint Custody Transportation • STS-ELG-005 French Immersion • STS-ELG-007 Temporary Emergency Transportation Requests • STS-ELG-008 Crises Housing • STS-ELG-009 Co-Op Students • STS-ELG-010 Courtesy Transportation • STS-ELG-011 Cultural Exchange Students • STS-ELG-012 International Baccalaureate Program • STS-ELG-013 Specialized Transportation • STS-ELG-014 Transporting Students with Service Animals • STS-ELG-015 Orthopedic Transportation 2. Plan and organize transportation for eligible students; or communicate reasons for denied requests; 3. Provide the requesting school and the school bus operator with the student's bus route, pick-up / drop-off times and bus stop location; 4. Ensure that any students significantly impacted by
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	changes on the affected bus route are notified in a timely manner. 5. Ensure that only current student transportation data is maintained in the transportation software.
Time Requirement	Throughout most of the school year, Student Transportation Services of Thunder Bay requires three school days' notice before the start of any new or changes to existing transportation arrangements. During busy periods such as the start of the school year when demand for new and changes to existing transportation are at their greatest, the time needed to process requests may be extended.

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