

## **Bad Weather and Bus Cancellations**

Monday, February 13, 2017

Many families have asked STSCO how we make decisions on cancelling or delaying buses during inclement weather, such as during snow or ice storms. We're pleased to offer the following explanation.

### **1) Who makes the decision about cancelling or delaying routes?**

In all cases, student safety is the first priority.

STSCO constantly monitors weather forecasts to identify any possible problems, and makes its decisions on busing just one day at a time. In general, STSCO's day starts around 5-6 a.m. If there is bad weather, STSCO contacts all the school bus companies, as well as municipal roads departments, to check on the condition of the roads. Based on the information provided, STSCO and the bus companies decide whether buses will run or need to be cancelled.

Because STSCO is responsible for busing over a huge area (Peterborough City and County, Northumberland County & Municipality of Clarington), our decisions on busing may be different for each area. Depending on weather and road conditions, busing may be cancelled in just one, two or all three areas.

Road conditions can even vary within a specific area. One road may be fine, while another may be in poor condition. In such cases, individual bus drivers can decide, in consultation with their bus company, whether their specific bus route should run.

### **2) How do we let families know about bus cancellations and delays?**

On days when bad weather is widespread and busing needs to be cancelled in a region or across an entire school board, STSCO aims to make its decision by 6 a.m. or shortly afterwards. Board-wide and region-wide delays and cancellations are announced on STSCO's website at [www.stsco.ca](http://www.stsco.ca), as well as on Facebook and Twitter. We also contact all local news media, so that they can help us get the word out. Delays or cancellations of individual bus routes also are posted on the website, Facebook and Twitter, and sent to the media. To sign up for STSCO's Facebook and Twitter accounts, please visit [www.stsco.ca](http://www.stsco.ca).

Families also can use the Bus Transportation Look-up feature on the STSCO website to sign up for automatic email alerts on their child's or teen's bus route. To look up your child's bus information and add your email address to receive an automatic update, visit [https://www.stsco.ca/Onlineforms/Bus\\_Lookup\\_Login\\_1617.asp](https://www.stsco.ca/Onlineforms/Bus_Lookup_Login_1617.asp). You will need your child's OEN (Ontario Education Number), found on every report card, to do this.

### **3) What about recent problems with the STSCO website?**

Unfortunately, the STSCO website has not been working properly at all times. In particular, it has been slow or inaccessible during very busy periods. STSCO apologizes sincerely for the disruption and inconvenience caused to families, and is pleased to report we have taken steps to fix the problems. We have adjusted our website and increased our bandwidth to make the website more reliable. We will be monitoring it closely to make sure these improvements are working.