



Administrative Procedure 4930 TRANSPORTATION INCIDENTS – RESPONSE AND REPORTING

Responsibility: Superintendent, Business Services & Treasurer of the Board

Legal References:

Related References: [Board Policy 4009 – Student Transportation](#)
[Administrative Procedure 4260 - Student Transportation](#)

Revisions: November 2023

Reviewed: June 2016

1. Preamble

1.1 The procedures that follow provide guidelines and expectations for responding to transportation incidents on vehicles providing student transportation where students, staff, parents or others are on board the vehicle.

2. Procedure

2.1 In the event of an incident involving a vehicle under contract providing student transportation, where students, staff, parents or others are on board the vehicle, the following responses and reporting procedures shall occur: (As necessary based on severity of circumstances).

2.2 Bus Driver (or designate based on driver condition)

2.2.1 Call Police and/or 911 Emergency Services—depending on severity of situation;

2.2.2 Call Bus Operator,

2.3 Bus Operator

2.3.1 (May have already been contacted by driver and may have contacted police);

2.3.2 Advise Student Transportation Services of Waterloo Region (“STSWR”) of the situation; and contact the school administrator.

2.3.3 Dispatch back-up vehicle(s);

2.3.4 Advise impacted school(s);

2.3.5 Respond to the scene as required.

2.4 STSWR Staff

2.4.1 Advise school(s) (if not already done);

2.4.2 Advise Board staff as appropriate; Director’s Office, Superintendent, Student Achievement & Well-Being, Superintendent, Business Services & Treasurer, Chief Communications Officer, Health and Safety;

2.4.3 Respond to media as appropriate;

2.5 School Staff (Principal or designate)

2.5.1 Confirm with STSWR staff, students on vehicle/location of run or field trip;

2.5.2 Advise parents/guardians;

- 2.5.3 Prepare to either receive students when released from accident scene and/or provide a location for parents to meet if trip is from out of town;
- 2.5.4 Complete Incident Report as appropriate, listing all parties whether injured or not and return to Health and Safety;
- 2.5.5 May need to follow-up with passengers in days following incident (often symptoms will occur a day or two after the incident);
- 2.5.6 Request Trauma Team or other support as appropriate;
- 2.5.7 Direct questions from media to the Senior Manager Communications;
- 2.5.8 Review any concerns with routing, vehicle operator response, and/or communications with STSWR staff and Superintendent, Business Services & Treasurer.