

June 1, 2009

Dear Students, Parents and Guardians:

The school year will soon draw to a close and, in looking ahead to next year, I would like to provide you with the following information on behalf of your School Board and Student Transportation Services (STSCO).

Over the summer and throughout the school year, in order to increase student awareness of bus safety and to provide families with bus routing information, the following events and services will be offered:

- ★ **Interactive Voice Response System (IVR)** - This is a phone based system which you can access after August 11 by calling the local (Peterborough area) telephone number **748-9240** or the toll free, long distance number **1-866-433-4441**. Upon calling, you will need to provide a nine digit student number specific to each child (this is found on the top of the first page of their June Report Card directly to the right of their name and is normally identified as their "OEN" or "ID") and their birth date. In the weeks prior to August 11, we will also be using the IVR system to call-out to families and provide automated, summary information. After receiving such a call, you can check for changes after August 11 by calling into the IVR.
- ★ **Student Transportation Services Website** - To learn more about bus safety, student transportation (including summer school routing) and STSCO, please visit our website at "[www.stsco.ca](http://www.stsco.ca)".
- ★ **First Rider Program sessions** - These events will be held over the last few weeks of August and will involve a fun introduction to safety training and a first bus ride for young students. Dates for your area are posted on the STSCO website and will also be sent home by your school. Please note the dates on your home calendar and take part if your family includes young children.
- ★ **Wrist Band Program** - For Kindergarten and other young students, schools will be provided with wrist bands which will be offered to parents for use in recording the student's first name, bus route and stop information. At the start of the school year, this will help the student, as well as school staff and bus drivers, to determine their proper bus. Families are encouraged to take part in the program.
- ★ **"Buster the Bus"** - Buster is a motorized, talking miniature school bus which, along with his friendly operators, will visit many elementary schools to provide a presentation on school bus safety.
- ★ **Bus Safety and Emergency Evacuation Training** - Periodically, during each school year, bus companies will visit schools to offer training sessions aimed at teaching students bus safety rules and what to do in case of an emergency. The program helps to keep safety in the forefront for students.
- ★ **Transportation Services Survey** - STSCO's purpose is to safely and effectively serve students in accordance with Board policies. As was the case last year, in order to collect feedback, we will be conducting an end of year survey via both our "[www.stsco.ca](http://www.stsco.ca)" website and through random calls to families. We welcome participation by families and all members of our school communities. Please feel free to access the survey on our website on or after June 16.

Families and students are encouraged to take advantage of the above offerings. Please call the STSCO office if you have any questions concerning any of the above programs (local phone number 748-5500 or toll free 1-800-757-0307, ext. 241 or 242 for Peterborough, ext. 232 for Northumberland and ext. 231 for Clarington).

All of us at STSCO wish you and your family a safe and enjoyable summer and we look forward to serving you in the fall.

Joel Sloggett, C.A.O.