

CLASS Business Unit:	Student Transportation
Operating Procedure:	Issue Management
Reference:	STS-PRO-013-2011
Adopted:	April 26, 2011
Revised:	March 20, 2020 July 24, 2025

1.0 Scope

CLASS is committed to effective, timely and transparent issue management practices and accessibility for stakeholders. This procedure addresses the protocol and responsibilities for bus incidents / accidents and general problem-solving contacts.

2.0 Bus Incidents/Accidents and Student Incidents

In the event of a school bus being involved in an incident/accident while transporting students or a student is involved in a serious incident, the following procedures shall be followed:

1. It is the responsibility of the school bus operator to call 911 if necessary, for the event.
2. It is the responsibility of the school bus operator to contact CLASS with details of the incident or accident.
3. It is the responsibility of the school bus operator to contact the schools affected by the incident.
4. It is the responsibility of the school bus operator to provide CLASS with a copy of the Accident Report/Police Report within 48 hours following the accident.
5. It is the responsibility of CLASS to prepare a report to be sent out to Senior Administration for the Boards including the following information:
 - general description of incident including known information regarding injuries, police and emergency services response
 - bus route identification number
 - location of accident
 - number of students on board at the time and associated schools
 - the type of damage to vehicle(s)
 - information on whether the students will be transported on their bus or another bus if there is damage, where the students will be transported to and indicate length of time that the bus will be delayed

6. If appropriate, it is the responsibility of the school administration to notify the affected families of the incident in accordance with their respective Boards' procedures.

3.0 Problem Solving Contacts

To ensure that problems or concerns are given prompt attention, the following schedule outlines the appropriate contact depending on the nature of the concern.

Nature of concern:	Contact
Student Discipline	School Principal
Student Safety	Student Transportation Services
Loading Problems	Student Transportation Services
Stop Change/Additions	Student Transportation Services
Requests For:	Contact
Courtesy Seats	Application available online: CLASS Parent Portal
Shared Custody Calendar	Application available online: CLASS Parent Portal
General Information:	Contact
Policy/Procedure	Student Transportation Services
Driver Concerns	School Bus Operator or Student Transportation Services
Lost Items	School Bus Operator
Vehicle Related Problems	School Bus Operator or Student Transportation Services