



HSTS Operating Procedure

Halton Student Transportation Services

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HS-3-011 – Moving a Bus Stop Due to Property Owner Complaint	1 of 1
	Effective Date: Sept 2013 Reviewed: Sept 2016

Preamble

HSTS recognizes that, on occasion, bus stops may need to be moved due to concerns raised regarding student/parent behaviour, property damage or property access.

Implementation

If a ratepayer/property owner requests the removal of a stop, the following steps will be taken:

Step 1

HSTS staff will notify the appropriate Principal(s) or designate. The Principal will assess the situation (students involved, justification, possible solutions, etc.). The Principal shall speak to the students, requesting that they respect private property. The Principal will advise HSTS of the assessment made and actions taken. HSTS will inform the property owner of the action taken.

Step 2

Upon receipt of a second complaint, the Principal(s) or designate and HSTS staff will discuss alternatives. The Principal will send a letter home to the parents/guardians informing them that if there is no improvement in behaviour, the stop will be moved, and it may be to the disadvantage of the students.

Step 3

Upon receipt of a third complaint the bus stop may be moved to the closest logical location. HSTS will inform the school(s) and the bus companies of the new stop location and the date it becomes effective.