



COMMISSION SCOLAIRE CENTRAL QUÉBEC
CENTRAL QUÉBEC SCHOOL BOARD

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TRANSPORTATION POLICY

School Year 2026 – 2027

Transportation of students is not required by law; the Central Québec School Board offers this complimentary service to eligible students, in accordance with the conditions outlined in this policy.

This policy therefore applies exclusively to students for whom the Central Québec School Board organizes and provides school transportation services.

Transportation services are currently offered to:

- Students who reside and attend schools within the Québec City region;
- Students attending Riverside Regional Schools who reside in Alma, Chicoutimi, Chicoutimi-Nord, Bagotville, La Baie, Laterrière, or Saint-Honoré;
- Students attending MacLean Memorial School and Dollard-des-Ormeaux School;
- Certain students attending St. Patrick Elementary and A. S. Johnson Memorial High Schools in Thetford Mines.

Transportation services are committed to maintaining a safe, respectful, and professional environment for all students, parents/guardians, and staff. Abusive language, aggressive behaviour, threats, harassment, or inappropriate remarks, whether in person, by phone, or in written communications including email, will not be tolerated.

School board staff are not required to respond to communications that are disrespectful or abusive. If such behaviour occurs, the interaction may be terminated, and the matter may be redirected to school administration or higher authorities if necessary.

All communication must remain courteous and constructive to ensure effective support and service.

***Note:** The masculine gender is used throughout this document for the sake of conciseness and is meant to be inclusive of all genders.*

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1 TITLE

Central Québec School Board Transportation Policy.

2 PURPOSES OF THE POLICY

The purposes of the policy are composed as follows:

- Institute policy and guidelines governing the organizational structure of school bus transportation provided by the Central Québec School Board.
- Ensure quality, equitable, time-efficient, and safe Transportation Services to the student population under the jurisdiction of the Central Québec School Board.
- Establish a reference document to facilitate management of Transportation Services.

This is established in accordance with:

- The Education Act (R.S.Q., ch. I-13.3);
- Ministry of Education budgetary rules governing school bus transportation; and
- The Regulation Respecting Student Transportation (C.I-13.3.r7).

As stipulated in the Education Act, Article 4 “*The exercise of the right does not entail the right to require Transportation Services where the Transportation Services required for the student concerned exceed the limits established by the school board.*” 1988, c. 84, s. 4; 1990, c. 8, s. 1; 1997, c. 96, s. 4.

3 TRANSPORT ADVISORY COMMITTEE

Composition and Mandate

Article 188 of the Education Act stipulates that every School Board which provides student transportation shall establish an Advisory Committee on transportation. The composition, operation and functions of which shall meet the norms established by government regulations.

Article 2 of Division II of the Regulation Respecting Student Transportation Stipulates the following:

The Advisory Committee on student transportation of a Board shall consist of the following members:

- (1) the director general or the director of the Transportation Services of the School Board.
- (2) the director general or the assistant director general of any School Board for which the Board organizes student transportation.
- (3) the person responsible for the student Transportation Services of the Board.
- (4) the principal of a school of the Board.



- (5) a representative of the Parents' Committee of the board and, where it ensures all or part of the Transportation Services of another School Board, a representative of the Parents' Committee of that Board.
- (6) two school commissioners of the Board, and where the board ensures all or part of the Transportation Services of another School Board, 2 commissioners of that Board.
- (7) the representative of the private educational institution for which the board provides transportation for the greatest number of students.
- (8) a representative of each public transit authority whose territory intersects with that of the Board.

Rules of Order

Article 3.12 of Division II of the Regulation Respecting Student Transportation Stipulates the following:

A person holding an interest in a school transportation enterprise operating, in whole or in part, on the territory of the Board may not be a member of the advisory committee on student transportation of the Board.

One third of the committee members constitute a quorum.

A committee shall elect a chairperson and a vice-chairperson who replaces the chairperson when the latter is absent.

A committee shall fix the place, date and time of its meetings. It must meet upon the request of the chairperson or the vice-chairperson; in such case, a notice of meeting shall be sent to each member.

A committee shall give its opinion on each issue for which it must decide, submitted to it by the Board. An opinion must be given within 15 days of a request unless the board grants the committee a longer period of time.

The premises, administrative support services and facilities necessary for the deliberations of a committee shall be provided by the board.

A committee shall give its opinion on the planning, coordination, financing and administration of student transportation.

A committee shall give its opinion on the student transportation organization plan of the Board and on the terms and conditions for the granting of contracts for the transportation of students before the Board adopts that plan or sets the terms and conditions for granting those contracts.

A committee shall give its opinion on the criteria and the terms and conditions for using a service referred to in section 298 of the Education Act (Chapter I-13.3), before the board establishes those criteria or sets the terms and conditions for using that service.

A committee shall give its opinion on the use of all or a part of the amount of a subsidy granted for student transportation that may be used for other purposes.

Additional Mandates (Québec City Region)

The Transport Advisory Committee will review requests for permanent changes to pick up and drop-off points (Section 7), indefinite suspensions due to misbehaviour and make recommendations to Transportation Services.



Transport Advisory Committee Members in the Regions

Outside the Québec City region, the CQSB names representatives to sit on the Transport Advisory Committees of any *Centres de Services scolaires* that provide Transportation Services for CQSB students.

Representatives would include the local school principal, the commissioner representing that Ward, and unless otherwise specified, either the director of transportation or the transportation superintendent.

4 DEFINITIONS

CQSB

Designates the Central Québec School Board.

School Board's Website

www.cqsb.qc.ca under Administrative Services.

Transportation Services

The CQSB's Transportation Services.

Permanent Address

Legal and permanent place of residence of the mother and/or father of a student, the parent that has lawful custody or the legal guardian. Any change of address must be made through the student's school.

Second Address (complimentary address)

Second address determined by the parent, usually the address of the child's after-school daycare. The second address can be used as the regular pick-up and drop-off points.

A maximum of two pick-up and drop-off points per household will be accepted as long as they fall within the catchment area determined for the school.

The form in Appendix 6 must be used when requesting transportation from an address that is different from the permanent address. The form is also available on the CQSB's website.

Catchment Areas (Québec City elementary schools only)

Territorial limits for each elementary school defined by the CQSB.

The Catchment Areas as defined by the CQSB, outlines the territorial limits for each elementary school, determining which students are eligible to attend a particular school based on their residence within that area. However, it's essential to understand that residing within a school catchment area does not automatically guarantee school bus transportation.

School bus transportation operates under its own distinct "zoning" limitations, which may not perfectly align with the catchment areas. Therefore, even if a student lives within a school's catchment area, they may not necessarily qualify for school bus transportation if they fall outside the designated bus zones. Parents and guardians should be aware of these nuances when making educational arrangements for their children.

**Population centre (POPCTR)**

A population centre (POPCTR) has a population of at least 1,000 people and a population density of 400 persons or more per square kilometre. This is based on population counts from the current census of population. All areas outside population centres are classified as rural areas.

“Berline”

The word “Berline” is used to identify a vehicle (minivan, car) with a sign on the roof indicated “*Écolier*” that transports students to our schools.

School Bus Route

A school bus transportation route on a recognized public road, which has been planned and authorized by the Transportation Services.

Residence-bus Stop Distances

Walking distance on public roads between the student’s residence and the pick-up and drop-off points designated by the CQSB.

K4 students

Kindergarten 4 yr-old financed by the Ministry of Education

Bus Stop

Pick-up and drop-off points determined by the Transportation Services on a given route.

User

Student eligible for school bus Transportation Services in conformity with the present Transportation Policy.

RTC

Réseau de transport de la Capitale.

STS

Société de transport du Saguenay.

STLévis

Société de transport de Lévis.

Transporter

Person or company with whom the CQSB signs a contract with, to provide transportation.

Danger Zone (Section 6.4, taken from Statistics Canada website)

A danger zone is deemed to be a designated area that presents a risk to the safety of pedestrians, constitutes the only possible route to the school (in the case of students living within the established walking distances for purposes of eligibility for school bus transportation) and will be evaluated according to several factors including:

- Number of lanes of traffic;
- Volume and speed of traffic;
- Presence of stop signs, lights, crossing guards, etc.;
- Presence of sidewalks;
- Presence of railroad tracks.



5 ANNUAL TRANSPORTATION REGISTRATION REQUIREMENT

To ensure accurate planning and efficient allocation of school transportation services, all parents/guardians are required to complete a transportation registration form each year, regardless of whether their child(ren) previously used the school bus.

Registration must be completed by filling out the interactive online registration form, which will be made available to all parents/guardians shortly after the school registration period through end of May of every school year.

Please note that only students who have submitted a completed registration form and who qualify for transportation services in accordance with the Transportation Policy and eligibility criteria will be considered for services for the following school year.

All assigned school bus information, including bus numbers, stops and schedules, will be made available to parents/guardians in mid-August through **the Clic-École / Parent Portal**.

Note: Parents/guardians are responsible for ensuring that their child's address information is accurate and up to date with their child's school. Any change of address must be communicated to their child's school immediately.

6 ELIGIBILITY CRITERIA FOR SCHOOL BUS TRANSPORTATION

For kindergarten and elementary students in the Québec City region, transportation will be provided as previously indicated within the catchment areas established for each school (you can refer to section 16 of the policy or use our tool "*Find Your School*" on our website) and within the established transportation for specific territories only.

For students attending MacLean Memorial School, Riverside Regional Schools, St. Patrick Elementary and A. S. Johnson Memorial High, transportation will be provided within the established transportation area of each specific *Centre de services scolaire* territory

6.1 Kindergarten (K4 & K5) and Elementary

(Catchment areas apply only to schools in the Québec City region)

Kindergarten students whose place of residence within the catchment area is more than 0.8 km from the school.

Elementary students whose place of residence within the catchment area is more than 1.6 km from the school.

Kindergarten and elementary students who live within walking distance of their school, but who must walk in a designated danger zone.

Elementary students who live within walking distance of their school may be permitted to use school bus transportation if they have a sibling in kindergarten who is eligible for bus services. This service is subject to seat availability and an annual fee determined by the Transportation services.

Apart from exceptional cases, elementary students will not be required to travel on public transportation.



6.2 Day Care

Full-time day-care users (AM & PM): If a child is registered in a school daycare 5 days a week, for both morning and afternoon, the **child will not be eligible to be assigned to a school bus**. The child will not have occasional access to school transportation; ex: when parents are on holiday, sick and/or working from home, etc. It will be the parent's responsibility to transport the child.

Part-time day-care users (AM or PM only): If a child is registered in school day care 5 days a week in the afternoon only or mornings only, school transportation could be provided for the mornings or afternoon only (if places are available) and the address is part of the transport territory.

Part-time day-care users (3 days minimum): If a child is registered in a school daycare on a part time schedule (3 days minimum) eligibility to take school transportation for the 2 remaining days could be provided if places are available and the address is part of the transport territory. Note that only a fixed schedule will be permitted.

6.3 Joint Custody

Students living in a joint custody may be eligible for transportation from both parental addresses, provided that:

1. Both addresses fall within the school's designated catchment area, and
2. Each address meets the standard transportation eligibility criteria, including being located within the busing zone.

To ensure safety, consistency, and efficient routing, parents/guardians must provide a fixed, predictable custody schedule that remains the same each week. Sporadic, alternating, rotating, or last-minute schedule changes cannot be accommodated.

Failure to maintaining a consistent schedule may result in transportation being assigned to one primary address only.

6.4 High School

All secondary students registered in schools under the jurisdiction of the CQSB whose place of residence is less than 1.6 km from the nearest school must walk.

Secondary students registered in high schools under the jurisdiction of the CQSB are not eligible for school bus transportation and shall use the public transportation network.

Secondary students who reside in an area where there is no RTC, STLévis or STS service and who choose to go to a school for which there is no existing school bus transportation will not be provided transportation services.



High School Seats Available (HSSA)

In exceptional circumstances, high school students may be accommodated on existing yellow school bus routes already serving high schools. Students are otherwise expected to use available public transportation where service exists.

Access to a school bus may be granted only if all of the following conditions are met:

- The stop is an existing designated bus stop
- The bus already services the high school
- The stop is an existing designated bus stop
- There are unassigned seats available on the bus
- The request is submitted annually using the form (Appendix 4)
- The annual fee of \$220 per student is paid

Approval is strictly conditional and subject to ongoing seat availability. Authorization may be withdrawn at any time (Payment of the annual transportation fee is required within **30 days** of approval. Failure to pay within this timeframe will result in the suspension of transportation services). The annual transportation fee is a flat rate and will not be prorated, regardless of the approval date or the length of time transportation services are used.

Requests submitted prior to the start of the school year will be reviewed and confirmed by the end of September. Requests submitted during the school year will be reviewed based on seat availability and operational constraints.

Priority for seating is always given to eligible elementary students. In the event that a seat is required for an elementary student, the oldest high school student will be required to resume use of public transportation.

School bus access for high school students is a revocable privilege, not an entitlement, and is provided solely at the discretion of the CQSB.

6.5 Transportation for Specific Territories

For students attending the following schools, the territory for transportation purposes is determined by the *Centre de services scolaire* that provides transportation. Transportation services are subject to the parameters of their local transportation policy:

- La Tuque High School (La Tuque);
- Shawinigan High School (Shawinigan);
- Mauricie English Elementary School (Trois-Rivières);
- Three Rivers Academy (Trois-Rivières);
- St. Patrick Elementary School (Thetford Mines);
- A. S. Johnson Memorial High School (Thetford Mines);
- Portneuf Elementary School (Portneuf);
- Riverside Regional Schools* (Jonquière);
- MacLean Memorial School* (Chibougamau).

(*) The CQSB organizes student transportation for certain routes for the Riverside Regional schools and for certain routes for MacLean Memorial School.



6.6 Students Outside the Limits of the School Bus Transportation Network

Designated Centralized Drop off points

As a regional school board, the CQSB schools serve a vast territory where some families find themselves outside the school bus territory. In some cases, we designate centralized drop-off points “Point de Chutes” that allow us to efficiently serve families across the area. These stops are strategically placed to group students together, minimizing travel time for all bus riders.

6.7 Allocation compensation

We offer financial assistance to families who reside more than 10 km or 20 km from the nearest pick-up/drop-off location. The compensation amounts below are allocated per family, per month:

A. Room and Board Allocation - \$225/month per family

Families whose child(ren) live more than 20 km from the nearest school may be eligible for a room and board allocation. In this case, parents must provide proof that the student is residing at a different address than either parent.

B. Travel Allocation - \$100/month per family

Families whose residence is located more than 10 km from the nearest existing school bus stop may be eligible for a travel location.

Appendix 1 must be completed and sent for review and processing before mid October (This deadline is essential to allow for necessary updates to be entered ensuring that the school board’s system has accurate information before submitting their reports to the Ministry). No requests received after the end of the current school year will be accepted.

Allocations are paid at the end of each month from September to June (please fill Appendix 5, to receive payment). The request form is also available on the CQSB’s website.

Please note: Any compensation for previous school years will not be granted. Allocations can only be authorized and paid within the school year to which they apply.

Note: *Only one allocation can be applied for per family.*



7 SCHOOL BUS ROUTES

7.1 Defining Bus Routes

Elements Considered

The Transportation Services are responsible for determining the school bus routes of vehicles used for school bus transportation. The elements considered in the development of a route are:

- The safety of the route;
- The accessibility of the route;
- The distance of the route;
- Travel time & starting time*;
- Optimal and cost-efficiency;
- Pick-up and drop-off points;
- The elimination of maneuvers requiring the bus to back up.

As a matter of logistics, students in elementary and secondary levels may be transported on the same bus.

(Given the extent of CQSB's territory, the Transportation Services does its utmost to limit the duration of the time CQSB students spend on the bus.*

Route Adjustments & Changes

Bus stops and routes are not guaranteed to remain the same from year to year. Transportation Services may adjust schedules, stops, and routes at any time during the school year to address various operational or safety concerns, such as:

- Changes in student addresses
- Traffic or roadwork issues
- Efficiency and travel-time optimization
- Addition of new students
- Overall balance of route length and timing

When a change affects a specific student or family, the transport services will contact the families directly to inform them of the adjustment.

Due to the high volume of change requests and route updates at the start of each school year, it may take some time for all routes to stabilize. In many cases, a required change for one student may impact multiple routes, and adjustments must be coordinated to meet the needs of all riders.

The CQSB reserves the right to change its bus routes when required.

Private Roads

School buses are not authorized to travel on private roads unless they meet the standards for safe and passable roads by the Ministry of Transportation of Québec and are properly maintained at all times.

For private roads, where it is permissible to provide bus transportation services, walking distances to the nearest pick-up and drop-off points could be superior to the ones required on public roads.



A school bus may not enter narrow roads or lanes that do not have sufficient space for an oncoming car to advance safely or without sufficient space for the bus to turn around without having to back up.

A school bus can access a cul-de-sac if it has a roundabout at least 31 meters in diameter and has adequate space to provide safe room for the bus to always maneuver safely.

7.2 Pick-up and Drop-off Points

A maximum of two pick-up and drop-off points per household will be accepted as long as they fall within the catchment area determined for the school.

For security reasons, when alternating between two addresses, the schedule must be consistent and regular: meaning, the same address in the morning and in the afternoon for a period of a week at a time.

There is no requirement for the Transportation Services to pick up or drop off children at home. Pick-up and drop-off points will be organized according to the points enumerated in Section 7.1.

The form in Appendix 6 (Complimentary 2nd address request transportation form) must be used when requesting transportation from an address that is different from the permanent address. The form is also available on the CQSB's website.

7.3 School Bus Stop Distances

For students living within a population centre (POPCTR) area, the walking distance from their residence to the school bus stop shall normally not exceed the following for each grade level.

KINDERGARTEN (K4 & K5) *	0.15 KM	(150 M)
GRADES 1–2–3	0.4 KM	(400 M)
GRADES 4–5–6	0.6 KM	(600 M)
HIGH SCHOOL	1.0 KM	(1000 M)

(*) *K4, K5 and elementary students may be required to walk up to 0.6 km when accompanied by an older sibling. Walking distance is measured using the shortest safe pedestrian route, not by driving distance.*

For students living outside a population centre (POPCTR) area regardless of their age and grade; throughout the bus route, pick-up points will be determined by the Transportation Services according to, but not limited by, the following criteria:

- Availability of a location where students may safely wait, ideally with access to a building and means of communication;
- A location where the bus can stop to pick up and drop-off safely.

**Bus stop distance guidelines do not apply when a Designated Centralized Drop off point is provided.

Parents/guardians are responsible for ensuring the safety and supervision of their child(ren) while waiting for the bus and once they disembark the bus in the afternoon.



The Transportation Services retains the authority to determine the number and location of pick-up points within a specific area. (Ex.: Fire Department parking lot, store parking lot, an arrangement made with local partner/another family.)

7.4 Danger Zones

Alternative pick-up and drop-off points shall be established for areas declared danger zones, which constitute a risk for students' safety (see definitions).

Procedure for Establishing a Danger Zone

- a) Dangers zones are established as required by the Transportation Services.
- b) When advised of a potential danger zone, the Transportation Services takes appropriate measures.
- c) When required, the Transportation Services forwards a recommendation for approval or rejection, to the Transport Advisory Committee.

7.5 Disruption of transportation services

In the event of a labour dispute between a transporter and its employees or for other reasons specific to the transporting company, such as a mechanical failure, a shortage of drivers or operational constraints, the transportation of certain students or entire routes may be cancelled for one or more days.

In addition, in exceptional circumstances, transportation services may be suspended immediately, without prior notice, when student behaviour on a bus route becomes unmanageable, non-compliant, or unsafe, and poses a serious risk to the safety of students, the driver, or the general public. In such circumstances, transportation for the entire route may be cancelled until the situation is assessed and deemed safe to resume.

In all cases of service disruption or cancellation, the parent or guardian is responsible for transporting their child.

The Transportation Services will notify the parents of students affected by a disruption in service as soon as possible by email. The email addresses used are the ones on file for the student. It is therefore important that parents keep their contact information up to date to ensure that they receive all important communications.

The School Board does not undertake to provide alternative transportation or to cover the cost for any alternative transportation on days when regular transportation cannot be provided. As school transportation is a complimentary service, the School Board will not be held liable for, nor provide reimbursement or compensation for any expenses incurred by parents or guardians as a result of transportation delays, disruptions or cancellations including, but not limited to personal vehicle use, fuel, taxi, rideshare, or lost time.



8 PUBLIC TRANSPORTATION

High school students whose place of residence is more than 1.6 km from the nearest school, must use the public transportation network to and from school. In the case where the CQSB provides school bus transportation, but the student chooses to take municipal transportation, there are no reimbursement.

The Transportation Services send out a communication every year, before the beginning of the new school year, to inform all parents when busing details will be available on the Parent Portal. This platform will provide information on whether their child is assigned a school bus or if they will travel using public transportation starting in September.

When students use public transportation, the CQSB is responsible for the student once they have arrived at the school.

Note: *Section 6.4, paragraph 3 also applies to this section.*

The CQSB also provides complimentary city bus passes for the Quebec City and Saguenay area. However, the process for obtaining each pass varies depending on the region.

8.1 City Bus Passes

RTC

For students living on the north shore and using the RTC, the parent will purchase (at their own cost) the Opus card. They will then present themselves at the RTC information center with their child and a piece of their child's ID which in turn will allow them to load the yearly bus pass onto their OPUS card. This pass is valid from the first day until the last day of school. This pass can be used anytime from Monday to Friday inclusively.

STLévis

For students residing on the south shore, the parent will purchase (at their own cost) the Opus card. They will then present themselves at the RTC information center with their child and a piece of their child's ID which in turn will allow them to load the yearly bus pass onto their OPUS card. This pass is valid from the first day until the last day of school. This pass can be used anytime from Monday to Friday inclusively.

STS

For students using Société de Transport du Saguenay, the parent will purchase (at their own cost) the Accès card. They will then present themselves at the STS service center with their child with a piece of their child's ID which in turn will allow them to load the yearly bus pass onto their Accès card. This pass is valid from the first day until the last day of school.



9 ALTERNATIVE TRANSPORTATION

9.1 Transportation by “Berline”

Exceptionally, transportation by “Berline” is used for students with special needs and will vary according to CQSB’s financial resources, pick-up location, local resources, and location of the school.

Students transported by Berline must comply with the same Code of Conduct outlined in Section 10 of this policy. However, given that Berlins are smaller, more confined vehicles with limited supervisory presence, behaviour expectations are heightened and disciplinary measures are stricter than those applied on standard school buses.

In cases of repeated infractions or serious behaviour that endangers safety (physical aggression, threats, or severe non-compliance), the student may lose access to Berline transportation for the remainder of the school year.

9.2 Medical condition (Temporary)

In the case of a temporary medical situation, where the child is unable to use regular transportation, parents are responsible for their child’s transportation. It is important to note that the policy applies solely to the medical condition of the student. While we understand that a parent or guardian’s medical condition (e.g., a broken leg, back pain, or other temporary impairments) may impact their ability to drive or accompany their child, this does not transfer transportation responsibility to the school board.

9.3 Restrictive measures

Restrictive measures are "safety" or "control" measures used in the context of imminent risk.

In specific situations involving students who may compromise their own safety or that of others while being transported, the use of restrictive measures may be necessary. These restrictive measures can include a seatbelt equipped with a buckle cover, a backrest-equipped booster seat (5-point harness booster seat), a standard booster seat, or a safety vest.

The sole purpose of these restrictive measures is to ensure the safety of students. These restrictive measures are not and will not, under any circumstances, be used for preventive, educational, punitive, or administrative purposes. Restrictive measures, which are defined as physical devices that prevent students from unbuckling themselves or limits their movements beyond standard safety and positioning protocols in school transportation, should only be employed to safeguard the said student or those around. Such restrictive measures must only be implemented as part of an intentional intervention, detailed within an intervention plan, overseen by an occupational therapist.

It is important to note that these restraints will only be provided to students who have been professionally assessed and can only be authorized if parents/guardians and the school administration have obtained approval from a legally qualified professional at the School Board level (psycho-educator, psychologist or occupational therapist).



The decision to use a restrictive measure is a collaborative one involving the parents/guardians, the school administration, the school professionals, and the school board. Other safety strategies will be put in place before applying any restrictive measure. It is seen as a last recourse. If parents/guardians do not consent to the use of the recommended restraint measure, they will then be responsible for arranging alternative transportation for their child.

It is the responsibility of the parent/guardian and of the school to ensure that the restraint measure is properly secured before the bus departs. When the child boards the bus in the morning, the parent/guardian is responsible for securing the restraint measure and ensuring the safety of the child on the bus seat. When the child leaves the school in the afternoon, a school staff member will secure the restraint measure and ensure the child's safety on the bus seat.

10 RULES OF CONDUCT AND BEHAVIOUR CODE

(Québec City region and Riverside Regional Schools)

- The Rules of Conduct and Behaviour Code as found below apply to all students being transported by the CQSB.
- Students must adhere to the CQSB's Transport Policy and rules of conduct.
- When students are being transported by another school or *Centre de services scolaire*, the other School Board's (Centre de service scolaire) transportation policy supersedes the CQSB's policy.

To ensure student safety and support the management of incidents, Transportation Services may install video surveillance systems in school vehicles, either on a temporary or permanent basis, depending on operational needs.

In accordance with applicable Québec legislation regarding the protection of personal information, all recordings are treated as confidential information and are accessible only to authorized personnel for the purpose of investigating incidents, ensure safety, or supporting disciplinary decisions.

Video data is stored for a limited period and is automatically overwritten. All remaining footage is deleted and in compliance with provincial privacy regulations.

Subject to the exceptions stipulated in the Act respecting access to documents held by public bodies and the protection of personal information, neither the recordings nor the images collected will be communicated to third parties.

10.1 Students' Responsibilities

1. Students must be assembled at assigned stops at least ten (10) minutes before the designated time. Times displayed found on the Parent Portal (Clic-École) are approximate, and may vary during the year;
2. Students must wait until the bus has come to a complete stop before approaching and then walk to the bus and board in an orderly fashion, proceed to their seat and sit down immediately. There will be no pushing or shoving;



3. Students who have to cross the street must wait until the bus has come to a complete stop, and the driver has indicated that it is safe to cross, before crossing at least 3 meters in front of the bus;
4. Students must remain correctly seated in their assigned seat on the bus. It is extremely dangerous to be standing, kneeling on the seat or moving around in the vehicle;
5. When disembarking, students must move immediately and calmly away from the bus. There will be no pushing or shoving;
6. Students must not place any belongings in the aisle. Objects that cannot be safely contained in a school bag or a sturdy sports bag under the seat are not permitted on the bus. This includes, but is not limited to, large musical instruments, sports equipment, skateboards, etc.;
7. THE BUS DRIVER HAS AN ENORMOUS RESPONSIBILITY—THE SAFETY OF ALL OUR CHILDREN. NO BEHAVIOUR, WHICH IS DISTRACTING TO THE DRIVER, WILL BE TOLERATED—i.e., no yelling, whistling, throwing of objects, no radios other than portable audio players with earphones, etc.;
8. Students must never put any of their body parts out of the windows;
9. Students must never throw anything inside the school bus and/or out of the window;
10. Students may not eat on the buses;
11. Students must not exchange, share, or distribute any food, beverages, medication or personal items (This measure is in place to protect students with allergies, health conditions etc).
12. There will be no spitting or discarding of rubbish in the bus;
13. Smoking (including e-cigarettes) or distributing cigarettes in the bus, or possession of alcohol, drugs or weapons is strictly forbidden;
14. Inappropriate or vulgar language will not be tolerated;
15. Pornographic or inappropriate material is forbidden;
16. Any form of violence, including but not limited to physical aggression such as pushing, shoving, hitting, as well as verbal or physical bullying and any acts of sexual violence will not be tolerated.

Note: *The CQSB may have a camera system installed on any bus at any time in order to monitor behaviour.*

10.2 Parent's Responsibilities

1. The safety of their child between their residence and the school-bus pick-up and drop-off points or the school;
2. Their child's behaviour at the assigned bus stop;
3. Informing their children of aspects of safety and rules of conduct;
4. Under penalty of suspension of service, reimbursing the CQSB or the transportation company, as the case may be, for any damages caused by their child to others' property or to the vehicle;
5. Ensuring that their child is at the bus stop at least ten (10) minutes before the vehicle is expected;
6. Collaborating with the school principal and the driver in taking the necessary steps if their child breaches the rules of conduct and safety measures;
7. When necessary, separately transporting any object or equipment which is not authorized for the school bus;
8. Making the decision to keep their child at home if they are concerned about inclement weather conditions;



9. Immediately informing the students' school of any change of address, phone number or other contact information;
10. Informing Transportation Services of any problems or situations which could affect the students' safety;
11. Under penalty of suspension of service, at no time may a parent board a school bus without the prior permission of the CQSB.

10.3 Bus Drivers

1. Bus drivers must not smoke (including e-cigarettes) in the vehicle, whether there are children on the bus or not;
2. Bus drivers must not hold a conversation while driving;
3. Bus drivers must have a neat appearance;
4. Bus drivers must never leave the vehicle when students are still in the bus, except in an emergency situation;
5. Bus drivers must not consume or be under the influence of alcohol or drugs when on duty;
6. Bus drivers must not engage in solicitation of any kind;
7. Bus drivers must not swear or use abusive or discriminatory language;
8. Bus drivers must ensure that, if a radio is played on the bus, the content must be suitable for students;
9. Bus drivers must follow the bus route as indicated and must refer parents requesting changes to the Transportation Services;
10. Bus drivers must immediately advise the Transportation Services of any accident and/or unusual incident involving persons transported;
11. Bus drivers must, upon request, provide the Transportation Services with their driver's license;
12. Bus drivers must allow the CQSB representative to have access to the bus at any time;
13. Bus drivers must check the vehicle at the end of each run to ensure that no student is left inside;
14. Unless necessary, bus drivers must not stop elsewhere than at the stops indicated on the route sheet or at traffic signs;
15. Bus drivers must not open doors until the vehicle has come to a complete stop;
16. When students are getting on, bus drivers must not resume driving until all passengers are seated;
17. When students are getting off, bus drivers must not resume driving until the students have had time to move away from the bus;
18. Bus drivers must not let anyone else drive the vehicle;
19. Bus drivers must not let anyone take the controls of the vehicle;
20. Bus drivers cannot refuse or expel a student on his own initiative;
21. Bus drivers must not leave the bus at any transfer point or allow students to leave the vehicle at the transfer point until the appropriate transfer time.

The complaint form for the use of parents is available on the CQSB's website.



11 SCHOOL BUS CONDUCT OBSERVATION REPORT

11.1 Purpose of the School Bus Observation Conduct Report

The Code of Behaviour for school bus transportation allows the driver to issue school bus observation reports (Appendix 2) to any student who does not respect the rules. This report primarily serves as a communication tool to ensure that the driver, school administration, School Transportation Services and parents/guardians are informed of a student's behaviour on the bus.

The school bus is considered an extension of the school environment. Therefore, all school rules, codes of conduct, and behavioral expectations apply while students are being transported. Misconduct on a school bus may also result in school-based disciplinary measures.

11.2 Progressive Response Model - Québec City region

School bus discipline follows a progressive response model. Depending on the nature, frequency, and safety risk of the behaviour, one or more of the following actions may be taken:

- Issuance of a conduct report may be issued and shared with parents/guardians
- Parents/guardians may be informed or contacted
- A warning letter may be issued
- Assigned seating may be implemented
- School administration may be involved to review or investigate the incident
- Transportation privileges may be temporarily restricted
- A suspension from transportation may be imposed

Repeated minor infractions (such as refusal to remain seated, loud or disruptive behaviour, or failure to follow the driver's instructions) may be escalated and treated as gross misbehaviour when they compromise the safety of other passengers or disrupt safe transportation.

In situations involving dangerous, unsafe, or life-threatening behaviour, School Transportation Services may bypass progressive steps and impose immediate suspension from transportation. Parents/guardians will be notified as soon as possible.



11.3 Gross Misbehaviour

As well as certain specific offences, gross misbehaviour can be deemed to be anything, which will jeopardize the safety of other passengers, or anything which infringes on the personal rights of other passengers, including all acts of violence or intimidation.

Examples of gross misbehaviour may include, but are not limited to:

- fighting or any act of violence;
- gross insolence towards driver—direct disobedience;
- throwing any object inside and or/out of a school bus window;
- vandalism to the bus or another individual's property*;
- smoking (including e-cigarettes) or distributing cigarettes on the bus;
- Possession of alcohol, drugs or any weapon;
- Any acts of sexual violence.

As per the CQSB policy, against all forms of harassment, physical aggression, bullying, cyberbullying, and intimidation are strictly prohibited while using school transportation services. These behaviors are not tolerated and may result in disciplinary consequences, up to and including immediate suspension or revocation of transportation privileges, in accordance with applicable policies and procedures.

Please also refer to clause 11.9 (Act to Prevent and Deal with Bullying and Violence in School) for more information.

The student and their parents may be held financially responsible for vandalism of the victim's property.

Gross misbehaviour can be punishable by immediate, indefinite suspension. All cases will be reviewed by the Transportation Services on an individual basis.

11.4 Reporting and Communication Process

For all levels of offence, the driver completes a School Bus Conduct Observation Report and submits it to School Transportation Services.

School Transportation Services forwards the report to the Principal/Vice-principal and parent(s)/guardian(s) by email.

In more serious cases, The Principal/Vice-principal is responsible for reviewing the incident with the student and determining any school-based disciplinary measures.

Email transmission of a conduct report is considered sufficient notification. No acknowledgment from parents is required.



11.5 Suspension Authority & Notification

In the event that a suspension from transportation is imposed, School Transportation Services will issue a written notification to both the school and guardian/parents.

A suspension from transportation does not exempt a student from attending school. Parents/guardians remain responsible for ensuring transportation during the suspension period.

School Transportation Services reserves the authority to apply consequences appropriate to the severity and safety risk of the behaviour, including immediate suspension when necessary.

Cases involving an indefinite suspension may be submitted to the Transport Advisory Committee for review. During this period, the student(s) involved will not be permitted to use school buses in the interim but will be required to attend school. Truancy will be reported to Youth Protection Services.

11.6 Non-Compliance and Parent responsibility

Failure to comply with behavioural expectations may result in suspension or revocation of transportation privileges.

Parents/guardians are expected to interact respectfully with drivers, school staff, and Transportation Services. Abusive or aggressive behaviour may result in restricted communication methods or involvement of school administration.

Parents are not permitted to board school buses under any circumstances.

11.7 Reinstatement Following Indefinite Suspension

Reinstatement of transportation privileges following an indefinite suspension will be determined by School Transportation Services in consultation with school administration.

Students may be gradually reintegrated into transportation services once appropriate conditions have been met and safe transportation can be maintained.



11.8 Use of Cell phones and Electronic Devices on the School bus

Electronic devices (cell phones, tablets, handheld gaming devices, etc.) may be used on the school bus under the following conditions:

1. Sound must be off or played only with headphones/earbuds, Bluetooth speakers or external sounds devices are strictly prohibited.
 2. Students are forbidden to take pictures, videos, audio recordings, livestreams or screen captures without permission.
- The student can watch and listen to videos or images that have appropriate content;
 - The student remains seated calmly and does not share his device with other students on the bus.

If a student is caught using internet sites, videos, movies, music, etc. that have inappropriate language or images (content), which is against school and bus rules, they could be suspended from school bus transportation. Thus, the device will be confiscated and returned to the parent of the child. The child will not be permitted to use any devices on the bus for a determined length of time decided by the school principal and Transportation Services.

**Transportation Services strongly recommends that parents consider putting a parental control on their child's electronic device.

Please refer to your child's school policy for further information on their cell phone regulations.

11.9 Act to Prevent and Deal with Bullying and Violence in School

In the case of severe misbehavior which goes beyond the scope of the CQSB Transportation Policy, progressive discipline consequences will be superseded by the student's school Bullying Prevention Plan (Bill 56, Act to Prevent and Deal with Bullying and Violence in Schools).

As incidents arise, it is recognized that each situation is unique. Mitigating circumstances will be considered for student age, frequency of incidents, nature and severity of incidents, student exceptionalities, extenuating circumstances, impact on the school environment.

¹Bill 56, An Act to Prevent Bullying and Violence in our Schools, was adopted on June 15, 2012, instructing every school across the province to develop an Anti-Violence and Antibullying Plan. The goal of the plan is to prevent and stop all forms of bullying and violence targeting a student, a teacher or any other school staff member.

¹ <http://www.education.gouv.qc.ca/en/current-initiatives/bullying-and-violence-in-the-schools/bill-56/>



12 REQUESTS FOR CHANGES TO BUS STOPS AND ROUTES

All requests for permanent changes in pick-up or drop-off points, along with supporting motives, are to be forwarded in writing to the Transportation Services using the form found in Appendix 3. The form is also available on the CQSB's website.

Requests will be treated in the order received and treated within a maximum of 30 days. The Transportation Services reserves the right to determine the priority of the request.

Transportation Services will not accept any requests for changes to bus stops and routes for the first month of the beginning of the school year, as ongoing adjustments are continuously being made.

The Transportation Services shall evaluate the request in accordance with the transportation policy. The applicant will be advised of the decision within thirty (30) days. In the case where a request is denied, the request may be forwarded to the Transport Advisory Committee for a final decision.

12.1 Alternative or Temporary Transportation Requests

For safety and operational reasons, requests for students to take a different bus than the one assigned (for example going to a friend's house, attending a birthday party, staying with friends over the weekend etc.) will not be permitted.

Transportation is provided solely between the student's designated residence and their assigned school. Temporary or sporadic exceptions (such as during a parent's vacation or due to an injury) will not be considered unless approved in advance by the Transportation Services department.

Exceptional requests must be submitted to the Transportation Services which shall evaluate the request in accordance with the Transportation Policy (School Principals/Vice-principals may forward the information by email).

Requests involving transportation outside the student's designated catchment area will not be approved under any circumstances.

Please note that requests made to the bus drivers are not valid. According to their contract, drivers are not authorized to make any route or stop changes without approval from the Transportation Services.



13 SCHOOL CLOSURE PROCEDURES

Québec City Region

- 1.1 These procedures apply to all the schools on the CQSB's territory located in the Québec City region including the Eastern Québec Learning Centre and the Board Office.
- 1.2 It is understood that CQSB schools must have 180 school days. Therefore, if schools are closed due to inclement weather or other circumstances, a pedagogical day will be recuperated.
- 1.3 Schools for which transportation is provided by the local French *Centre de services scolaire* are, by necessity, subject to school closure as determined by those boards.

The information will be published on the CQSB website, and an email is sent to all parents and staff.

Riverside Regional Schools

In the event that Riverside Regional Schools must be closed due to inclement weather, the *Centre de services scolaire de La Jonquière* will inform the Superintendent of Transportation Services whom in turn will advise the bus company and the elementary school principal. The elementary school principal will inform the high school principal of Riverside Regional High School. Riverside Regional Schools also place the news of school closure on their Facebook page.

The information will be published on the CQSB website, and an email is sent to all parents and staff.

All other schools: the decision is rendered by the local *Centre de services scolaire*.

14 REVIEW OF POLICY

This policy will be revised annually by the Transport Advisory Committee or as required.

15 COMING INTO FORCE

This policy shall come into force on July 1, 2026.



17 APPENDIX 1: APPLICATION FOR ROOM AND BOARD / TRAVEL ALLOCATIONS

Two types of financial assistance may be available to eligible students. If eligible, complete this form and submit it to transport@cqsbc.ca as soon as possible. Requests received after the end of the current school year will not be accepted. All applications are subject to verification and approval under CQSB transportation policies.

A — Identification of the Student

NAME OF STUDENT

DATE

NAME OF PARENT #1

NAME OF PARENT #2

TELEPHONE (HOME)

TELEPHONE (WORK)

PERMANENT ADDRESS

TEMPORARY ADDRESS (BOARDING)

SCHOOL STUDENT WILL ATTEND

GRADE LEVEL

B — Select Your Allocation

Room and Board

\$225 / month per family

Child(ren) live more than 20 km from the nearest school. Proof that the student resides at a different address than either parent is required.

Travel

\$100 / month per family

Residence is located more than 10 km from the nearest existing school bus stop.

C — Declaration

I (we) hereby apply to the CQSB for financial assistance for the 20__ – 20__ school year as indicated above. If approved, I (we) agree to notify the CQSB immediately by email (transport@cqsbc.ca) should the student withdraw from school, change residence, or no longer meet the eligibility requirements during the school year. I (we) understand that failure to do so may result in cancellation of the allocation and/or recovery of funds issued.

PARENT'S SIGNATURE

PARENT'S SIGNATURE

DATE



18 APPENDIX 2: SCHOOL BUS CONDUCT OBSERVATION REPORT

Thank you for helping keep our students safe. Use this form to share any safety or behaviour concern you observed — tap or click each box and field to fill it in.

STUDENT & TRIP INFORMATION

Student's Name		Date	
School	--	Time	<input type="checkbox"/> AM <input type="checkbox"/> PM
Driver Name		Route #	

BEHAVIOUR OBSERVED (check all that apply)

<input type="checkbox"/> Refusal to follow driver instructions	<input type="checkbox"/> Excessive noise (screaming)	<input type="checkbox"/> Damaging property (vandalism)
<input type="checkbox"/> Not remaining seated	<input type="checkbox"/> Inappropriate language / gestures	<input type="checkbox"/> Fighting or aggressive behaviour
<input type="checkbox"/> Standing / moving while bus is in motion	<input type="checkbox"/> Ongoing disruptive behaviour	<input type="checkbox"/> Possession of unsafe object
<input type="checkbox"/> Physical contact with another student	<input type="checkbox"/> Intimidation / bullying	<input type="checkbox"/> Throwing objects
<input type="checkbox"/> Not following bus rules	<input type="checkbox"/> Eating / drinking	<input type="checkbox"/> Other: <input type="text"/>

DESCRIPTION OF INCIDENT (factual details only – no personal comments)

Incident Severity (check one)

<input type="checkbox"/> Minor	<input type="checkbox"/> Repeated	<input type="checkbox"/> Serious
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◆ FOR SCHOOL / TRANSPORTATION ADMINISTRATIVE USE ONLY ◆

ACTION TAKEN	ADMIN NOTES / COMMENTS
<input type="checkbox"/> Information only – parent / guardian informed <input type="checkbox"/> Reminder / verbal warning issued <input type="checkbox"/> Report sent to parents / guardians <input type="checkbox"/> School administration involved <input type="checkbox"/> Warning letter issued <input type="checkbox"/> Assigned seating implementation <input type="checkbox"/> Suspension from transportation (up to <input type="text"/> days) Dates: <input type="text"/> <input type="checkbox"/> Immediate <input type="checkbox"/> Indefinite suspension as of <input type="text"/>	

Sanctions are determined according to the Transportation Policy and are based primarily on the **severity and nature of the incident**, not solely on the number of reports. Some reports may be issued for communication or documentation purposes only.

Completed form is to be forwarded to School Transportation Services: transport@cqsb.qc.ca



19 APPENDIX 3: REQUEST FORM CHANGE DESIGNATED BUS STOP

IMPORTANT INFORMATION

- School bus stops are established to serve groups of students safely and efficiently. Students may be required to walk a certain distance to their designated stop, as per our transportation policy.
- Requests to move a bus stop closer to a residence are rarely approved and will only be considered in cases involving safety or exceptional circumstances, in accordance with the transportation policy.
- Submission of this form does not guarantee approval of a bus stop change.
- Requests must be submitted by email with the completed form to transport@cqsbc.ca. Requests will not be accepted by telephone.
- Please allow up to 30 business days for your request to be reviewed and processed.
- Changes to bus stops will not be processed during the first month of the school year, as routes are still being finalized.

Parent/guardian responsibility: Parents/guardians are responsible for ensuring their child's safety while travelling to and from the designated bus stop and while waiting for the bus.

Student Information

SCHOOL

--

STUDENT'S NAME

PARENT'S / GUARDIAN NAME

PERSON IN CHARGE

TELEPHONE

ROUTE NUMBER (BUS #)

CURRENT DESIGNATED STOP

ADDRESS — STREET

CITY

POSTAL CODE

Reason for Request

Please provide specific details explaining your request. Requests are reviewed based on safety, operational feasibility and transportation policy. Requests based solely on convenience (for example: closer to home, bus passes in front of home, weather conditions, schedule preferences, or supervision needs) are generally not approved.

Acknowledgement

I understand that:

- Submitting this request does not guarantee approval.
- All requests are reviewed according to the transportation policy and operational requirements.

SIGNATURE

DATE



20 APPENDIX 4: REQUEST FORM FOR SCHOOL BUS TRANSPORTATION HIGH SCHOOL STUDENTS

School bus transportation for high school students is considered only in exceptional circumstances, when space is available. Students are expected to use public transportation where service exists. Access to a school bus is a **conditional and revocable privilege**, not an entitlement.

Requests are considered only if ALL the following conditions are met:

- ✓ The bus already services the high school.
 - ✓ The stop is an existing designated bus stop.
 - ✓ Seats are available on the bus.
 - ✓ Public transportation is not a viable option.
 - ✓ The annual fee is paid.
- Priority for seating is always given to eligible elementary students; if a seat is required for an elementary student, high school access may be withdrawn at any time.
 - Routes will not be modified or extended, and no new stops will be added, to accommodate high school requests.
 - Requests submitted before the school year are reviewed by the end of September; requests submitted during the year are reviewed based on seat availability and operational constraints.

Identification

STUDENT NAME

DATE OF BIRTH

NAME OF MOTHER

NAME OF FATHER

PERMANENT ADDRESS

SCHOOL

SCHOOL BUS NUMBER

DESIGNATED STOP

Declaration

I agree to pay the annual transportation fee of **\$220 per student** if my request is approved.

PARENT'S SIGNATURE

DATE

Completed form must be submitted to School Transportation Services at transport@cqsb.qc.ca.



21 APPENDIX 5: DIRECT DEPOSIT FORM

Complete this form only if you wish to start, change, or stop your direct deposit information. You do not need to submit it each year unless your banking information changes. Completed forms are sent to School Transportation Services at transport@cqsb.qc.ca.

PART 1 Applicant Information

PARENT'S FULL NAME

SOCIAL INSURANCE NUMBER (SIN)

STUDENT'S FIRST NAME

STUDENT'S LAST NAME

SCHOOL

PHONE NUMBER

PERMANENT ADDRESS

EMAIL (REQUIRED)

REASON FOR DEPOSIT

PART 2 Choose an Option

Select one:

Start

Set up a new direct deposit.

Change

Update existing banking details.

Stop

Cancel direct deposit.

PART 3 Financial Institution

NAME OF FINANCIAL INSTITUTION

BRANCH PHONE NUMBER

BRANCH ADDRESS

BRANCH (TRANSIT) NUMBER

ACCOUNT NUMBER

SIGNATURE

DATE

PART 4 Reimbursement Eligibility — Why We Ask for Your SIN

Under fiscal administrative law, when the school board issues a payment to someone who owes money to Revenu Québec, it must withhold that amount and remit it to Revenu Québec. To process the reimbursable portion of your child's public transport costs, your Social Insurance Number and complete address are required. You will not receive payment without this information.

PART 5 Void Cheque

Attach your VOID cheque

— or include it as an attachment with your email —



22 APPENDIX 6: COMPLIMENTARY ADDRESS FORM (2ND ADDRESS)

A complimentary address may be requested when a student needs transportation to or from a second location chosen by the parent/guardian — such as an after-school daycare, a caregiver, or a parent’s work address. The complimentary address must fall **within the school bus zone** for transportation to be considered.

A maximum of two transportation addresses per student are accepted: the primary home address and one complimentary address.

Shared custody: if each parent requires transportation to or from a separate complimentary address, each parent should complete their own copy of this form.

Student Identification

STUDENT NAME (FIRST / LAST)

GRADE

MOTHER’S NAME (FIRST / LAST)

SCHOOL

FATHER’S NAME (FIRST / LAST)

BUS #

Student’s Addresses

1 Primary Home Address *as shown on enrolment form*

ADDRESS BELONGS TO

Father’s Mother’s Other (specify):

ADDRESS (NO. & STREET)

HOME TEL.

CITY

PROVINCE

POSTAL CODE

TRANSPORTATION

No transportation required A.M. only P.M. only A.M. & P.M.

2 Complimentary Address *for transportation purposes*

ADDRESS OF (E.G. DAYCARE, CAREGIVER, GRANDPARENT, WORK)

ADDRESS (NO. & STREET)

HOME TEL.

CITY

PROVINCE

POSTAL CODE

TRANSPORTATION

A.M. only P.M. only A.M. & P.M.

SCHEDULE — when is the student transported from each address? (e.g. 3 days/week, or 1 week on / 1 week off)

FIRST WEEK OF TRANSPORT

For the first week of transport, the child will be at:

Primary home address Complimentary address

AUTHORIZATION

SIGNATURE OF ADULT RESPONSIBLE

DATE

Completed form is to be forwarded to the Transportation Department at transport@cqsb.qc.ca.