



### EXPECTED LEVEL OF TAXI SERVICE

#### SPECIAL DETAILS ABOUT STUDENTS BEING TRANSPORTED

The Owner/Operator is expected to inform the driver of any “Special Details” concerning special needs students transported in the Taxi Cab or Accessible Taxi Cab.

The Driver is expected to be aware of, and to maintain confidentiality concerning any “Special Details” related to the transportation of special needs students.

#### CONFIDENTIALITY

It is unacceptable to relay confidential information to drivers over the two-way radio.

#### BOARD PROCEDURES FOR SPECIAL NEEDS STUDENTS

All drivers of students with special needs must follow the procedures outlined in the Board’s manual, entitled Transporting Special Needs Students.

#### SCHEDULED TIMES FOR PICK-UP

The Driver is expected to maintain the same scheduled pick-up and drop-off time(s) each day.

#### WAITING TIME

It is the parent’s responsibility to have the student(s) ready at least five (5) minutes prior to the scheduled pick-up time.

The Driver is expected to wait no more than five (5) minutes past the scheduled pick-up time for a student before notifying the dispatcher and departing.

The Driver is expected to remain with the vehicle and/or passengers and is not expected to “ring” for a student who is late for pick-up at the school or home location.

#### REPORTING OF PROBLEMS

The Driver is expected to report any student who is:

- a) consistently late or
- b) a “no show” or
- c) a behavioural problem in the taxi or accessible taxi cab to the Board.

#### LIFTING OF STUDENTS

Unless otherwise directed by the Board, the Driver is not expected to lift a student in or out of the vehicle.

#### PARENTS TO CANCEL IF TAXI NOT NEEDED

It is the parent’s responsibility to notify the Taxi Company during normal business hours if the taxi is not required. Persistent non-compliance may result in the parent being responsible for payment of “no-show” invoices.

#### PARENT’S PAY SECOND TRIP IF STUDENT LATE

The Board will not pay for a second trip due to a student being late.

#### SPECIAL NEEDS STUDENT (S)

Special needs students must be given into the care of an adult (parent/guardian or sitter).