

Section General information	Number of pages 2
Title Request for transportation, change or cancellation	Effective date August 30, 2016

Statement	Any request to update the database must be submitted to CTSE by the parent, tutor or guardian using the electronic forms available at www.ctse.ca .
Terms	<p>The database must be updated, whether the student is eligible for transportation or not, in each of the following circumstances:</p> <ul style="list-style-type: none"> • Any new student registration; • any student departure; • any change in the name, address or contact information of the student, of one of his parents or guardian. <p>Responsibilities of school administration:</p> <ul style="list-style-type: none"> • If the parent or guardian is unable to complete an electronic form, it is the responsibility of the school to provide access (computer station) or to make the request on its behalf; • Ensure of the eligibility of the application according to the transportation regulations; • record student information in the school database and ensure that it is kept up to date. <p>Responsibilities of the CTSE:</p> <ul style="list-style-type: none"> • Assess demand based on transportation regulations; • plan and organize the transportation of the eligible student; otherwise, notify the school administration, the parent or guardian of the refusal of the application; • inform the school administration and the operator of the run and the stop pickup and drop off times through the CTSE web portal. • ensure that student data is kept up-to-date in the transportation software, based on the information contained in the school database or obtained through the forms. • Inform the parent or guardian, of the processing of the request by return of email.
Time limits	Any request to modify the database shall be considered and processed within a maximum of seventy-two (72) hours, except for the month of September when the time limit may be ten (10) days.
Procedures	<ul style="list-style-type: none"> • The parent or guardian, must complete the appropriate form, available on the CTSE website and submit it electronically; • CTSE processes the request and makes the requested changes to the transportation database; • CTSE displays changes on the portals of the concerned schools and operators; • CTSE advises the parent of the processing of its request by return of email to the address indicated on the form.

Dates of review :
January 31, 2011
June 19, 2012
December 11, 2013
May 16, 2016