

Notice of Bus Cancellations or Delays

Procedure 223

Revised: 2/4/2025

Statement

School bus services can be canceled or delayed for many reasons throughout the school year. Whenever a bus is canceled or delayed by 15+ minutes, notification is broadcast through BusPlanner Web, simultaneously sharing to the website, emailed to affected subscribers, and posted on the BusPlanner Delays app. Families relying on transportation must use at least one of these alert methods so they are aware of service disruptions and can make alternative travel and/or care arrangements.

Major service disruptions, such as system-wide shutdowns due to inclement weather, may also be posted to Tri-Board's social media channels. Individual route updates are not shared on social media.

There is no notification process for when buses are ahead of schedule, and it is Tri-Board's expectation that a Driver is never more than five (5) minutes early. Families are expected to be at their stop five (5) minutes ahead of the planned pick-up time.

Procedure

Bus Operators are contractually obligated to post on BusPlanner Web if their bus is canceled or delayed by fifteen minutes or more. Drivers are trained to report delays to dispatch as soon as possible. Dispatchers post delays/cancellations manually through BusPlanner. Notifications should be updated when/if the delayed time changes. Notifications are not cumulative: posted delays are based on planned time. Access to all methods of alerts can be found on triboard.ca/alerts.

Email Subscriptions

Email subscriptions are managed through the [Student Portal](#). Families can customize their bus alerts by student, bus, or school.

BusPlanner Delays Smartphone Application

This app is available for [iOS](#) and [Google Play](#). Families need to use the verification code TSTS instead of selecting their school board. Users can subscribe by bus route or school.

Search List of Current Alerts

Use the search field at triboard.mybusplanner.ca/Alerts to look up daily alerts by school, route number, or bus company/Operator.