

Student Transportation Services of York Region
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905-713-2535
FAX: 905-713-2533
Web site: www.schoolbuscity.com

FROM: Niall Smith, Manager, Student Transportation Services of York Region

DATE: June 23rd, 2026

SUBJECT: Bus Planner Web Parent Portal User Account

Dear Parents and Guardians,

To improve access to important student transportation information and enhance the experience of the families we serve, Student Transportation Services of York Region (STSYR) is pleased to launch a Parent Portal user account through Bus Planner Web.

The Parent Portal user account will provide families with a convenient and secure way to:

- Access their child's or children's transportation information, including
 - Transportation eligibility;
 - Bus route number(s);
 - Pick-up and drop-off times and locations; and
 - The school bus service provider.
- The ability to register for email notifications regarding service delays or cancellations.
- The ability to Opt-Out of transportation if transportation services are not required.
- Utilizes multi-factor authentication to enhance security and help protect your personal information.

STSYR is committed to supporting student achievement by planning and managing safe, efficient transportation with a focus on customer service. The introduction of the Parent Portal user account will advance that commitment and make things easier for the families of York Region.

Thank you for your support, I wish you continued success for a safe and happy school year.

Sincerely,

Niall Smith
Manager, Student Transportation Services of York Region

How to Get Started:

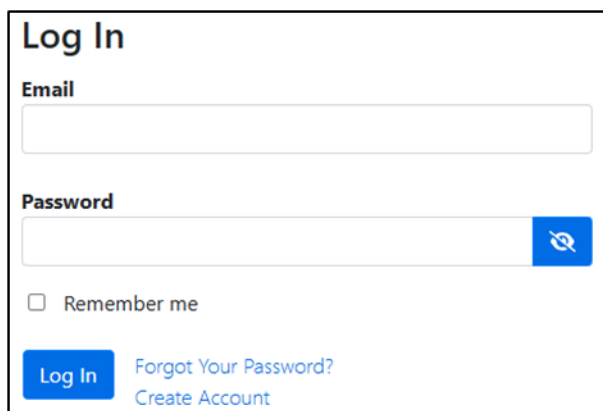
To access the Bus Planner Web Parent Portal, please go to the following secure website where you will be prompted to create an account:

<https://bp.schoolbuscity.com/Login?ReturnUrl=%2fSubscriptions%2fChildTransportInfo&LoginType=Subscriber&showParentPopup=False>

Account Creation:

Parents/guardians must register for the Parent Portal using the email address currently on file with their child's school. This will ensure that your student(s) are automatically linked to your account.

1. On the home screen, click the “**Create Account**” button to get started.

A screenshot of a 'Log In' form. At the top, the title 'Log In' is displayed. Below it, there are two input fields: 'Email' and 'Password'. The 'Email' field is a simple text box. The 'Password' field is a text box with a blue eye icon on the right side, indicating a toggle for password visibility. Below the password field, there is a checkbox labeled 'Remember me'. At the bottom left, there is a blue button labeled 'Log In'. To the right of the button, there are two links: 'Forgot Your Password?' and 'Create Account'.

2. A pop-up box will appear. Enter your **email address** and create a **password** that meets the listed requirements.

Create Account

Password Requirements

Length : 8+

At least one special character

At least one number

At least one lower case letter

At least one upper-case letter

Email

Password

Confirm Password

☐ I'm not a robot


reCAPTCHA
Privacy - Terms

By clicking 'Submit', you agree to the [Collection Notice](#).

Submit

Close

3. Once you've entered the required information, click "**Submit**".
4. Check your email inbox for a confirmation message. Follow the link in the email to complete your account creation.

Log In Instructions:

1. On the home screen, enter your **email address** and **password** in the provided fields. Click **“Log In”**.

Log In

Email

Password



☐ Remember me

Log In

[Forgot Your Password?](#)
[Create Account](#)

2. Once logged in, your dashboard will appear on the screen:



My Students



My Subscriptions



Online Forms and Requests

3. From the dashboard, you can access the following tools:

- **My Students**

Select this option to view the transportation details for the student(s) assigned to your account.

- **My Subscriptions**

Use this feature to manage email notifications, including transportation alerts and general notices.

- **Online Forms and Requests**

Use this feature to access the available online transportation forms. Currently, an Opt-Out Form to remove your child(ren) from the school bus rider list is available. You can choose to opt-out of morning service, afternoon service, or both, depending on your child's transportation needs.

Opt-Out Form:

1. Click the “**Online Forms and Requests**” icon available on your dashboard.



Online Forms and Requests

2. You will be directed to the **Online Forms and Requests** page, where a dropdown menu will display the students linked to your account.

Online Forms and Requests
Name

[Opt Out Form: Transportation Declination](#)

3. Select a student from the dropdown menu and then click “**Opt-Out Form: Transportation Declination**”.

4. The **Opt-Out** form will open. Enter the required information in the designated fields highlighted below, then click “**Submit**”. Note that student information will be pre-populated in the non-highlighted fields.

Transportation Declination

☐ I understand that my child is eligible for student transportation services provided by Student Transportation Services of York Region. However, I am choosing to decline this service and opt out of transportation based on the option selected above.

☐ I understand that the transportation choice(s) indicated on this form will remain in effect until I contact my child's school to request a change. I also acknowledge that any requested changes to transportation services may take up to three (3) business days to be processed and implemented.

District --Select--	School 	Grade
Student Last Name 	Student First Name 	Gender --Select--
Student ID 	Birth Date --/--/----	

You are declining transportation for the following school year:
2025-2026

Please select the transportation service(s) you wish to opt out of:

- ☐ Morning (AM) transportation
☐ Afternoon (PM) transportation
☐ Both morning (AM) and (PM) transportation

*By submitting this opt-out form, you acknowledge that your decision to opt out of student transportation is intended to be final for the school year. Exceptions may be considered on a case-by-case basis and only in exception circumstances through review with you school, STSYR, and the school board.

Submitted by

I have the authority to submit this request

Last Name	First Name	Email	Submit