



REPORT TO

REGULAR BOARD

INCIDENT ON BUS ROUTE PSN0963 ST. CHARLES CATHOLIC ELEMENTARY SCHOOL

Let everyone be subject to the governing authorities, for there is no authority except that which God has established. The authorities that exist have been established by God. Romans 13:1 / NIV /

Created, Draft	First Tabling	Review
May 14, 2018	May 17, 2018	Click here to enter a date.
J. Volek, Acting Comptroller of Planning and Development Services		

RECOMMENDATION REPORT

Vision:

At Toronto Catholic we transform the world through witness, faith, innovation and action.

Mission:

The Toronto Catholic District School Board is an inclusive learning community rooted in the love of Christ. We educate students to grow in grace and knowledge and to lead lives of faith, hope and charity.



R. McGuckin
Director of Education

D. Koenig
Associate Director
of Academic Affairs

TBD
Associate Director
of Planning and Facilities

L. Noronha
Executive Superintendent
of Business Services and
Chief Financial Officer

A. EXECUTIVE SUMMARY

On the afternoon of Wednesday, May 2, 2018, an incident occurred on a bus route from St. Charles Catholic School, whereby students were not dropped off at their designated home stops and were subsequently returned back to their school. Affected parents were not adequately informed of the incident or the resulting delays at the time, and this led to some parental confusion and complaints. The driver has since been removed from the route and has been replaced by a different driver.

An internal investigation revealed that the students were returned to their home school due to unruly behaviour of some students on the bus.

On Monday, May 15, 2018, the Toronto Student Transportation Group (TSTG) issued a letter of apology for the delays and for the poor communication to the affected parents.

The cumulative staff time dedicated to developing this report was 2 hours.

B. PURPOSE

Arising out of a Trustee inquiry at Corporate Services, Strategic Planning and Real Property Committee, May 10, 2018, staff were directed to prepare a report about an incident on bus route PSN0963, and ensure that an apology was provided to the affected parents of students who were not delivered to their home stops as scheduled on May 2, 2018.

C. BACKGROUND

1. On the afternoon of Wednesday, May 2, 2018, bus route PSN0963 from St. Charles Catholic Elementary School did not deliver some students to their designated home stops as scheduled and were subsequently returned back to their school.
2. According to accounts of children on the bus, three (3) stops were completed as per normal, but the bus driver drove past remaining bus stops.
3. Several students attempted to inform the bus driver that a stop was missed, however no additional students were let off the bus.

4. The bus driver eventually stopped the bus along a nearby road and gave the children a stern warning. No children were allowed off the bus.
5. The bus driver returned back to St. Charles to deliver the children to the Principal.
6. There were several parental complaints due to lack of notice of the delay on the Toronto Student Transportation Group website (TSTG delay portal).
7. Results of an internal investigation by the bus company, Stock North, revealed that the students were returned to their home school due to unruly behaviour of some students on the bus.
8. The Toronto Student Transportation Group directs carriers to ensure drivers complete their routes as scheduled and to report any incidents to the school the following day, so as to not impact families waiting at the bus stops.
9. The bus company's Safety Officer also travelled to the school that evening to inspect the bus and found no sign of damage.
10. On Monday, May 14, 2018, Stock North completed its investigation of the incident and the driver was removed from this route. A different driver has assumed this route.
11. On Thursday, May 3, 2018, the Principal of St. Charles sent a letter home to affected parents/guardians, informing them of the situation (*Appendix 'A'*).
12. On Tuesday, May 15, 2018, the TSTG issued an apology for the delays and for poor communication with the affected parents (*Appendix 'B'*).

D. CONCLUSION

This report is for the information of the Board