



REPORT TO

CORPORATE SERVICES, STRATEGIC PLANNING AND PROPERTY COMMITTEE

TORONTO STUDENT TRANSPORTATION GROUP: ANNUAL REPORT 2017-18

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

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INFORMATION REPORT

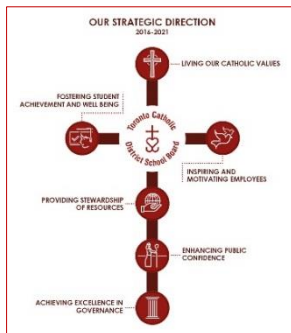
Vision:

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 uniting home, parish and school and rooted in the love of Christ.

We educate students to grow in grace and knowledge to lead lives of faith, hope and charity.



Rory McGuckin
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A. EXECUTIVE SUMMARY

This report provides an overview of the major activities and issues faced by the Toronto Student Transportation Group (TSTG) during the 2017-18 school year. The attached TSTG annual report (Appendix 'A') provides a summary of pertinent data, Key Performance indicators (KPI), challenges and successes over that same period.

Transportation Policy S.T. 01, Evaluation and Metrics, stipulates that staff provide an annual report on transportation statistics ranging from operational performance to policy adherence, and to include pertinent Key Performance Indicators (KPI).

The cumulative staff time required to prepare this report was 8 hours

B. PURPOSE

1. To provide the Board of Trustees with a summary of data, Key Performance Indicators (KPI), activities, challenges, and successes of the Toronto Student Transportation Group (TSTG) during the 2016-17 school year.
2. Transportation Policy S.T. 01, Evaluation and Metrics, stipulates:
“The effectiveness of the policy will be determined by measuring the following:
 1. *Transportation statistics ranging from operational performance to policy adherence will be included in the Toronto Student Transportation Group’s ‘Annual Report’.*
 2. *Key performance indicators are collected on a monthly basis and provided to the TSTG Operations Committee for review.”*

C. BACKGROUND

1. *The 2017-18 Toronto Student Transportation Group Annual Report summarizes the consortium’s activity over the previous school years, and*

provides information on what is anticipated in the next year. The annual report was approved at the February 2019 Toronto Student Transportation Group (TSTG) Governance Committee meeting.

Ombudsman – 6 Month Follow-up

2. *The Ombudsman report entitled ‘The Route of the Problem’ identified a number issues with respect to student transportation, and provided recommendations for areas to address.* This report, which was released in the summer of 2017, highlighted several issues related to the delivery of student transportation, and provided a total of forty-two recommendations for the TSTG to address.
3. *The final recommendation of the Ombudsmen report was for the consortia to provide a bi-annual update until the recommendations were satisfied.* This update was intended to mitigate future issues surrounding bus driver supply.

Within the first update period the consortia addressed, to the satisfaction of the Ombudsman, eleven of the original forty-two recommendations.

Call Centre

4. *In August 2017, the TSTG launched a new external call centre which provides callers with easier access to transportation-related information.* The external nature of this call centre allowed easier access to information for callers and prioritized only the most complex calls for transportation staff to handle.

New Vision

5. *The Ministry of Education wishes to define a ‘new vision’ for student transportation.* The New Vision document will be based on four pillars; Responsiveness, Equity, Safety & Well Being and Accountability. Consultation sessions to inform this document were held throughout the

province with a number of stakeholders, including but not limited to; consortia representatives and school bus operators.

A Look Ahead

Presto

6. ***The TTC will discontinue the sale and use of tickets and tokens in favour of the Presto payment system, and provide a free card to every student.*** The TSTG provides approximately 7,000 TCDSB students with TTC tickets in lieu of riding the bus. The TTC has indicated that a free Presto card will be provided to every student living in Toronto. These cards will require a free set-up which can be completed by visiting the TTC offices at Davisville station or at a Shoppers Drug Mart of choice.

Where's my Bus?

7. ***The consortia launched the Where's My Bus portal, an online tool which tracks the location of busses in real time.*** This tool was planned to launch in the 2018-2019 school year. Future enhancements to this tool will include an 'estimated time of arrival' function.

Seatbelts on School Busses

8. ***New evidence points to the potential benefits of wearing a seatbelt on the bus, and further studies will be conducted on this issue.*** Additional studies to be conducted by Transport Canada will help stakeholders make an informed decision with respect to this issue. Considerations include existing legislation which requires drivers to ensure all passengers are buckled and the possible reduction in seating capacity which would increase the need for vehicles. An increased need for vehicles would exacerbate an already problematic service delivery issue.

Cost of Fuel

9. ***Fluctuations in the price of fuel generates a varying fuel expense for the consortium.*** Both gas and diesel-type vehicles using various engines of

differing fuel economy and, travelling varying distances, generate fluctuating costs for the consortium. The fuel prices from January of 2016 trended significantly higher after a steady decrease the previous two (2) years.

Student Transportation Services

Financial

10. *The TCDSB received a 2017-2018 Transportation Grant of approximately \$24.6 million.* In comparison, the TDSB received a transportation grant from the Ministry of approximately \$51.6 million. TSTG spends approximately \$99 million on transportation services between both the TCDSB and TDSB.
11. *The gap between transportation expenditure and Ministry grants has continued to widen over the past decade.* The TSTG currently operates at a budget deficit.

Programming

12. *A majority of transportation funding is directed toward student transportation services for students with special needs.* Unique needs, geography and modified program hours are some of the factors impacting transportation for this particular student population.

D. EVIDENCE/RESEARCH/ANALYSIS

Key Performance Indicators (KPI)

1. *The TSTG collects statistics, for the purpose of identify trends with respect to service level, as part of their annual review of routes.* Technology including GIS Mapping and Google Analytics is integral to the collection of this data.
2. *In the 2017-18 school year, the number of open routes (routes without a dedicated permanent driver) averaged 2%.* This metric is satisfactory considering the widespread driver supply issues exhibited across the city

however; the TSTG strives to continually improve this measure by maintaining constant communication with its operators.

3. ***In the 2017-18 school year, the spare pool of drivers (drivers without a dedicated permanent route who are employed to backfill regular routes) averaged 7%.*** Operators are required to meet a minimum of 5% as per contract obligations.
4. ***In the 2017-18 school year, the book off rate (drivers absent on any given day due to sickness or personal appointments) averaged 2.5%.*** This metric is consistent with historical averages.
5. ***Statistics collected by the consortium reveal that accidents involving school busses are on the rise.*** Despite this, the overall percentage of incidents in relation to the number of routes operated remains quite low. A majority of the accidents involving school busses are non-preventable and can be attributed to ‘rear-ends’ and ‘side swipes’ by other road users.
6. ***Bell time changes are one of the main operational parameters which allow the Toronto Student Transportation Group to reduce costs.*** Through the staggering of these times the consortium gains the ability to maximize fleet and human resource efficiencies. The cost-benefit associated with bell time changes, however, was previously assessed by staff and it was determined that potential transportation cost savings can be outweighed by organizational costs to the Board. Bell times for Special Education students and programs can further drive transportation costs when not synchronized with surrounding schools and programs.

Please refer to the 2016-17 Toronto Student Transportation Group’s Annual Report found in Appendix ‘A’ for more detail on Key Performance Indicators and other pertinent information.

E. CONCLUDING STATEMENT

This report is for the consideration of the Board.