



REPORT TO

CORPORATE SERVICES, STRATEGIC PLANNING AND PROPERTY COMMITTEE

STUDENT TRANSPORTATION – STOCK WEST SERVICE DELIVERY UPDATE

Dear friends, since God so loved us, we also ought to love one another. No one has ever seen God; but if we love one another, God lives in us and his love is made complete in us. - 1 John 4:11-12

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M. Loberto, Superintendent Planning and Development Services

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
Director of Education

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Associate Director of Facilities,
Business and Community
Development, and
Chief Financial Officer

A. EXECUTIVE SUMMARY

A shortage of school bus drivers has negatively impacted the on-time delivery of student transportation at the beginning of the 2019-2020 school year. While several companies had small issues, the Toronto West division of Stock Transportation has been particularly affected with driver shortages and route coverage issues extending throughout the school year.

As outlined in the attached report to the Governance Committee of the Toronto Student Transportation Group (TSTG), this report provides information on the efforts of the TSTG and Stock Transportation to address the issues impacting the delivery of student transportation services at Stock's Toronto West division.

The cumulative staff time required to prepare this report was 4 hours

B. BACKGROUND

1. *The Toronto West Division of Stock Transportation currently provides student transportation services to 86 Toronto Catholic District School Board schools in North York, Etobicoke and the former City of Toronto.*
2. *This division of Stock Transportation has experienced a school bus driver shortage since the beginning of the 2019-2020 school year.* Despite reporting a surplus of drivers throughout the summer of 2019, Stock Transportation reported a significant shortage of drivers when final signup was completed at the end of August 2019. While this is not a new issue for bus carriers, the shortage was significantly greater than a normal year over year average.
3. *TSTG and Stock Transportation have taken a number of steps to mitigate the effects of the driver shortage on TCDSB student transportation.* As outlined in *Appendix 'A'*, these measures include:
 - Deploying all spare drivers to cover open routes;
 - Cancelling charters and using charter drivers to cover routes;
 - Utilizing drivers from other divisions within Stock;
 - Transferring routes to other Stock divisions; and
 - Subcontracting a company specializing in school bus charters to help fill open routes.

4. ***The TSTG is in the process of moving open routes to other school bus carriers.*** This could not be done sooner as no drivers had sufficient available drivers to take on new transportation routes.
5. ***As of the publishing of this report, Stock West has 6 open routes (bus routes without a permanent driver).*** Spare drivers from the East and North divisions are being dispatched to assist with coverage on the west routes, and Stock's York division has been tasked with taking over some routes in the northern part of the City to further minimize disruption.
6. ***A communication from Stock, attached as Appendix 'B', outlines the issues and corrective measures they are taking to address gaps in service delivery.*** There is new senior management in place at Stock who have committed to addressing this issue and ensuring that contract commitments are kept going forward. Stock has made changes to its training and recruiting programs in order to meet its transportation service requirements.
7. ***The TSTG will continue to remove routes as new drivers become available, and will also reduce the number of routes operated by Stock for the beginning of the 2021-2022 school year.***

C. CONCLUDING STATEMENT

This report is for the consideration of the Board.