



REPORT TO

## Regular Board

# TORONTO STUDENT TRANSPORTATION GROUP: ANNUAL REPORT 2019-20

*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*

**Created, Draft**

**First Tabling**

**Review**

February 23, 2021

April 22, 2021

[Click here to enter a date.](#)

M. Loberto, Superintendent, Planning and Development Services

## INFORMATION REPORT

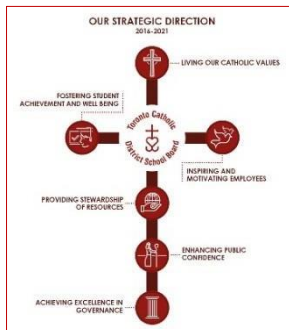
**Vision:**

*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.*



**B. Browne**  
Director of Education

**D. Koenig**  
Associate Director  
of Academic Affairs

**S. Camacho**  
Acting Associate Director of  
Facilities, Business and  
Community Development, and  
Chief Financial Officer

## **A. EXECUTIVE SUMMARY**

This report provides an overview of the major activities and issues faced by the Toronto Student Transportation Group (TSTG) during the 2019-2020 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.

TCDSB 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 5 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 2019-20 school year as outlined in the attached TSTG Annual Report.
2. This report addresses the requirement for an annual report, as found in **TCDSB Policy S.T.01 Transportation**.

## **C. BACKGROUND**

1. *The 2019-2020 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 March 2021 TSTG Governance Committee meeting.
2. *As in all other areas, the COVID-19 pandemic impacted student transportation.* As schools moved to remote learning following March break 2020, bus service did not resume before the conclusion of the school year. Bus operators were paid at 85% of the contracted rates during this time to ensure drivers would be available when operations resumed which was in line with other boards across the Province and met Ministry of Education expectations. Additionally, uncertainty surrounding the format of a return to in-class learning and the accompanying restrictions delayed much of the

Transportation planning that takes place from March to July of any given school year to the final weeks of the summer.

3. ***A fire at York Memorial Fire Collegiate Institute on May 6, 2019 required the relocation of TSTG offices to the former Our Lady of Mount Carmel facility.*** As repairs were underway at the Tretheway facility staff continued to work at Mount Carmel or remotely for the remainder of the 2019-2020 school year.

### **Cost of Fuel**

4. ***The cost of fuel saw decrease year over year as a result of reduced demand due to Covid-19.*** The five year trend shows a slow increase in fuel cost with large yearly variances.

### **Financial**

5. ***The TCDSB received a 2019-2020 Transportation Grant of approximately \$33.3 million from the Ministry.*** In comparison, The TDSB received a transportation grant from the Ministry of approximately \$63.3 million. The TSTG spent \$104 of a \$106 million budget on transportation services for both the TCDSB and TDSB. The savings in 2019-2020 were derived from paying operators at 85% of the contracted rates when routes were not active during the period of online learning.
6. ***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**

7. ***A majority of transportation funding is directed towards 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 identifying 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 2019-20 school year the number of open routes (routes without a dedicated permanent driver) averaged 0.9%.* This is down from 3.1% over the 2018-2019 school year. Despite the improved performance, there still exists industry wide challenges in hiring and retaining drivers.
3. *In the 2019-20 school year, the spare pool of drivers (drivers without a dedicated permanent route who are employed to backfill regular routes) averaged 3.7%.* Operators are required to meet a minimum of 5% as per contract obligations.
4. *In the 2019-20 school year, the book off rate (drivers who are absent due to illness or personal appointments) averaged 7.3%, a significant increase from the 4.7% average in 2018-19.*
5. *Statistics collected by the consortium reveal that accidents involving school busses are on the rise but experience significant year over year fluctuation.* While percentage of incidents in relation to the total number of routes remains quite low, the consortium has hired a new safety officer to work with operators to reduce accident numbers going forward.

**Please refer to the 2019-20 Toronto Student Transportation Group's Annual Report, found in Appendix 'A', for more detail on Key Performance Indicators and other pertinent information.**

## **E. METRICS AND ACCOUNTABILITY**

TCDSB will continue to work closely with the Toronto Student Transportation Group to address areas of concern.

## **F. CONCLUDING STATEMENT**

This report is for the consideration of the Board.