



REPORT TO

**CORPORATE SERVICES, STRATEGIC  
PLANNING AND PROPERTY  
COMMITTEE**

**TRANSPORTATION SERVICES UPDATE**

*Commit to the Lord whatever you do, and he will establish your plans.  
Proverbs 16:3 | NIV*

Created, Draft	First Tabling	Review
September 15, 2016	September 15, 2016	September 15, 2016
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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 rooted in the love of Christ. We educate students to grow in grace and knowledge and to lead lives of faith, hope and charity*



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## **A. EXECUTIVE SUMMARY**

The Toronto Student Transportation Group (TSTG) which serves approximately 47,000 students at 800 schools, experienced service disruptions that currently affect 1,391 students with the Toronto Catholic District School Board (TCDSB). The response to date is focused around strategies to improve the number of bus drivers serving the routes affected. Reports from schools are monitored to ensure the effectiveness of actions to date, and communications to the Director, trustees and the Ministry have been prepared daily on the progress of improvements to date.

## **B. PURPOSE**

To inform Trustees of the status of the Transportation crisis arising from the shortage of bus drivers, and the response from the carriers and the Toronto Student Transportation Group (TSTG).

## **C. BACKGROUND**

1. The Toronto Student Transportation Group was formed in 2011 between the Toronto Catholic District School Board (TCDSB) and the Toronto District School Board (TDSB).
2. In 2006 the Ministry mandated the formation of transportation consortiums between coterminous school boards in an effort to realize efficiencies through economies of scale. Service contracts have been entered into with carriers.
3. Contracts expired in August 2016, following a seven year term with two one-year extensions. The new contract was effective September 1, 2016 and resulted in a reallocation of all bus routes and the introduction of two new vendors.
4. The rationalization of all routes along with pursued efficiencies such as a shift to larger buses were planned and in some other cases a swapping of routes between carriers was explored.

5. On June 2<sup>nd</sup> 2016 transportation service reductions were approved by TCDSB. The consortium in consultation with the carriers prepared plans for implementation September 2016.
6. At a special Board meeting on June 27<sup>th</sup> 2016, the previously approved service reductions were rescinded and the consortium rerouted all bus routes again.

#### **D. EVIDENCE/RESEARCH/ANALYSIS**

1. Staff believed service providers were ready to deliver service effective the first day of the school year. The response to the identified service gaps were consistent with those experienced in previous years.
2. On the first day of school, there were numerous delays and service disruptions reported. In addition to the normal delays reported at the beginning of the school year, there were additional delays related to the new contract, new service providers and driver shortages.
3. The initial impact to the consortium was 2,536 students by the end of the first week along routes assigned to three carriers.
4. As of September 14, 2016 the number of impacted students is 2,159.
5. Schools were issued taxi chits on September 9<sup>th</sup> and 12<sup>th</sup> as a means of last resort.
6. Communication updates were provided as required to apprise parents, principals and trustees of actions taken in response to the driver shortage.
7. Senior staff meet on a daily basis to review the status on reported impacts and the progress of contingencies developed by the consortium in collaboration with the carriers.
8. Among the key strategies developed to address service reductions are the following:

- Subcontracting of services to new carriers
- Utilization of ‘surplus’ drivers among existing carriers
- Ongoing recruitment and training of new drivers
- Recruitment of out-of-province experienced drivers
- On-site school based responses have been implemented to accommodate the extended bus drop-off and pick-up times.

## **E. METRICS AND ACCOUNTABILITY**

1. Ongoing communications with the Transportation officials will remain in effect until service levels have returned to normal.
2. Updates to the Ministry, with copies to TCDSB senior staff, have been provided on a daily basis.
3. School reports have been submitted daily and reviewed by TCDSB officials at all levels regarding any progress or continued disruption and impact to students, families and schools.
4. A further update report to Board will be provided.

## **F. CONCLUDING STATEMENT**

This report is for the consideration of the Board.