

HWDSB

Standing Committee

Monday, November 13, 2017

Trustee Board Room

Hamilton-Wentworth District School Board

20 Education Court, P.O. Box 2558

Hamilton, ON L8N 3L1

AGENDA: Immediately following Board Meeting

1. Call to Order
2. Approval of the Agenda
3. Declarations of Conflict of Interest

Reports from Staff:

4. [Transportation Consortium Report](#)
5. Adjournment

Meeting times and locations are subject to change. Please refer to our website for the latest information.

<http://www.hwdsb.on.ca/trustees/meetings/>

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EXECUTIVE REPORT TO STANDING COMMITTEE

DATE: November 13, 2017

TO: Standing Committee

FROM: Manny Figueiredo, Director of Education

PREPARED BY: Stacey Zucker, Associate Director, Support Services
David Colley, General Manager, HWSTS

RE: **Transportation Consortium Update**

Action **Monitoring**

Rationale/Benefits:

Hamilton-Wentworth Student Transportation Services (HWSTS) Consortium has established itself to be an innovative, efficient student transportation provider for both partner Boards. With an organizational commitment to continuous improvement and a dedicated staff driving the results we are pleased to share the following update.

Start Up:

The 2017-2018 school year was the ninth start-up for HWSTS. This report provides a preliminary overview of the student transportation solution for the 2017-18 school year and the associated impacts to both consortium member Boards. Also included are a number of start-up highlights, metrics, comparisons to prior school years and overview of key accomplishments in 2016-17.

The biggest challenge for the start of this school year was the bus driver shortage which impacted multiple school Boards/Consortiums within southern Ontario. As a result of this shortage, multiple schools experienced service issues relating to late buses/delays.

HWSTS staff worked diligently with school staff and the bus operators to assist in any way possible and to offer temporary routing suggestions/solutions to help minimize the impact on students and schools.

This issue continues to be monitored and bus operators are ensuring to log delays into the web portal to help minimize the impact and maximize communication for students and caregivers waiting for service.

2017-2018 Start-Up Highlights:**Enquiries**

	September 2017-18	September 2016-17	September 2015-16	Comments
GENERAL	1,459	1,285	1,451	
COMMUNITY COMPLAINTS	103	85	N/A	These are complaints community members with no students attending HWDSB.
FRENCH IMMERSION:	15	67	52	HWDSB has had a better communication plan with regards to French Immersion transportation.
COURTESY/EMPTY SEAT:	290	364	340	
BUS STOP:	782	768	830	
PARENT PORTAL QUESTIONS	74	N/A	N/A	These are complaints related to the use of the parent portal.
SERVICE ISSUES:	1,901	2,066	1,794	These complaints relate to service provided including as late buses.
Total	4,624	4,635	4,467	

In general, the Board has done a better job with regards to communication related to transportation. Even though there were issues with regards to driver shortages and there were more delays reported, the total number of enquires is approximately the same as the prior year.

Routing

HWSTS does have bus routes that service multiple schools (multi-tier). The purpose of this is to maximize efficiency where it makes sense to combine students on a route to service a number of schools which are close in proximity to one another. Single school routes (single-tier) are also provided in area where it is not feasible to add runs. This occurs primarily in rural areas and for schools with larger catchments areas.

	2017-18 Year	2016-17 Year	2015-16 Year	Comments
Fleet Size Increase (or Decrease)		+2 vehicles	+23 vehicles	No change in fleet size in 2017-18.
Bus Routes planned to provide service to both Member Boards	173	178	195	Numbers vary year to year, based upon efficiencies, timing, school boundaries changes and bell times
Planned taxi students	245	271	299	A decrease of 26 students for this school year
Multi-Tier bus routes (overall)	67.40%	67.60%	70.40%	No Significant Changes
Single-Tier Regular bus routes (overall)	32.60%	32.40%	29.50%	
Multi-Tier Regular bus routes	77.60%	78.80%	75.50%	
Multi-Tier Special Needs bus routes	48.60%	49.70%	61.10%	

HWSTS also provides bus routes that service a single school (single-tier). This school year, the percentage of single-tier bus routes is 32.6%, which is an increase compared to last year (2016-17) which was 32.4%.

Reported Run Delay Posting Comparison First Full Month of School

The Run Delay Posting shows a dramatic increase in the number of delays over the past 3 startups. A bus run is a portion of a school bus route. Each school bus route may contain between 2 and 8 bus runs. Driver coverage has been the highest reported cause of delays each year. Driver coverage may be the result of driver shortage, driver book offs, dispatch error in coverage and a spare driver covering a route slower than regular driver.

Reason	Sep 2017	Sep 2016	Sep 2015
Avg Delay (Minutes)	17	19	20
Range of Delays (Minutes)	90	90	60
Break Down	86	76	49
Driver Coverage Late (Includes Driver Shortage)	1,061	412	145
Driver Sleep in	8	4	1
No Start	12	2	0
Other/Misc	83	77	33
Road Conditions	5	9	3
Student Issue	34	41	19
Traffic	169	179	47
Vehicle Collision - Bus Involved	9	7	6
Total	1,467	807	303

There are a number of explanations for the increase in reported delays:

1. There are actually more delays due to driver shortage.
2. The bus companies are entering and updating the delays more than they have in the past. This is something that HWSTS has been insisting on in order to promote increased and effective communications with its users.
3. The numbers in chart reflect not only the delay of individual runs, but also updates in delays. If a run is reported as 10 minutes late, and the driver communicates additional 5 minutes delay, the bus company posts and extra delay. The same run may show multiple delays for both morning and night. This is also something that HWSTS has been insisting on.
4. When a bus company is entering a late run, it may look like the late has not been posted to the bus company is entering it again. There were a number of times where the same late was entered multiple times. The General Manager has followed up with the bus companies to ensure this does not continue to happen.

HWSTS Transported Students

Each school years students are allowed to apply for courtesy transportation. Due to the high volume of phone calls and requests in September, HWSTS completes courtesy transportation by the end of October. Courtesy transportation is granted for one year only and is subject to available room on school buses. Caregivers must reapply every year. The table below shows the eligible vs the courtesy students assigned to school buses.

	September 30, 2017	June 1, 2017	June 1, 2016
Eligible Riders	27,658	26,948	26,702
Courtesy Riders	104	2,100	1,945
Eligible (Give up Seat)	1,000	930	890
Courtesy (Give Up Seat)	0	0	0

Incident Reporting

Tracking

Incident reports with regards to behavior is currently completed at the school level. HWSTS does not currently track student behavior on buses nor lost bus privileges. If an incident occurs, bus companies are requested to fill out an incident form and submit it to school administration. Upon review, school administrators are requested to fill out a portion of the form with the outcome of their investigation and give a copy back to the bus company who keep on file and send a copy HWSTS. The form is not kept electronically so currently, this information is not tracked.

Training

Training is the responsibility of each bus company. Bus companies cover material provided by the Ontario Safety League. Tools or techniques include how to interact with students and learn how to recognize verbal and non-verbal indicators of potential issues, learning how to deal with aggressive behavior, how to maintain a positive environment and importance of bus driver as a leader that ensures a friendly environment. Drivers are also taught proper usage and duty to report behavior issues.

2016-2017 (Last School Year) Accomplishments

In addition to supporting daily operations, HWSTS staff also completed a number of value-adding initiatives. While the following list is not exhaustive, it does provide a high level overview of the deliverables from the staff.

Safety Initiatives:

Each school year HWST participates and promotes first rider education, on site bus safety training, safety patroller training and implementation of kindergarten identification tags. The chart below shows the number of participants or number of sessions over the past three years.

	2016-17 Year	2015-16 Year	2014-15 Year
First Rider program for Kindergarten students and parents/guardians/care givers	483 students	487 students	375 students
On-site bus safety training sessions at HWDSB elementary schools	165 sessions	181 sessions	195 sessions
Number of HWDSB schools participating in the on-site bus safety training sessions	75	84	87
In collaboration with Hamilton Police Services, conducted CAA School Safety Patroller training	760 students	472 students	846 students
Identification tags to Kindergarten students	4170	4200	4200

The sessions offered for on-site bus safety training varies with the numbers of schools able to participate. Every HWDSB elementary school is contacted and asked if they would like to schedule safety training. In the 2015-16 School year, the number of students enrolled in School Safety Patroller training dramatically decreased as a result of teacher job action. The number of students participating as bus patrols is directly related to the availability of teacher and student volunteers at the school level.

The sessions or number of student participating in the first rider sessions could be increased with initial communication during registration at the schools which begins as early as February. Currently the first rider program information is mailed to families in late July early August for all Kindergarten student eligible for bussing. Site locations, contacts and dates are also listed on the HWSTS website.

In addition to the above safety initiatives, HWSTS staff also conducted a “train-the-trainer” CAA Safety Patroller Programs session. This past year, this session was hosted by HWSTS in our parking lot and meeting room with attendees from across Southern Ontario. Twelve (12) trainers were trained.

Technology Enhancement Initiatives:

- Continued data integrity enhancements within routing software and automated assignment procedures
- Maintained daily student data downloads into HWSTS routing software from both Boards’ student information systems
- Routing software Map Calibration conducted with the goal of better mirroring on road timing to planned.
- Continued to enhance and standardize coding structures within the routing software

Operational Enhancement Initiatives:

Implementation of HWSTS start-up project plan with specific team member responsibilities/timelines and deliverables

- Conducted scenarios and prepared cost estimates to examine transportation impacts to support Member Boards’ program and/or catchment changes
- Supported Boards’ changing school accommodation needs during the school year
- Liaised with Hamilton Street Railway Management to explore future service provisions and ways to enhance collaboration
- Conducted service-based assessment on key issues by stakeholders – bus stops, route times and length of bus runs
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Efficiency study:

In the fall of 2016, HWSTS undertook an efficiency study to determine potential savings feasibility for the partner schools boards with emphasis of bell time changes. The results of the study were evaluated and implemented with a shared savings of 4 bus routes.

Organizational Excellence Initiatives:

- Conducted a school bus driver appreciation and training workshop reaching 240+ bus drivers and staff
- Supported Member Boards with participating at AODA committees
- Conducted HWSTS branding initiatives including a start-up package to all schools
- HWSTS was represented at multiple OASBO student transportation committee meetings/workshops

Looking Ahead:

The 2017-18 school year will continue to present opportunities for HWSTS to provide valuable support services for both of the Member Boards. In addition to maintaining a focus on operational excellence, the HWSTS team will once again be undertaking multiple initiatives to position the organization for future service needs.

From an efficiency perspective, HWSTS will also resume its focus on fleet savings by seeking out future routing savings opportunities to reduce costs for the Boards. As with past initiatives, these scenario-based planning exercises will occur over the winter months with a goal of implementation for start-up 2018.

HWSTS Governance – Work Plan Update:

- Efficiency Study including Bell Time and run sharing in the Waterdown Geographical Area
- Hiring of an Operations Supervisor
- Extension contract Specialized Transportation Agreement
- Review, revise Implement new and current operating procedures and policies
- Review and recommend transportation software replacement with a goal of improved efficiencies data tracking for partner school boards.