



STANDING COMMITTEE MEETING

Monday, November 16, 2015
Immediately following Board Meeting
20 Education Centre Dr, Hamilton, ON
Trustee Boardroom

AGENDA

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/>



EXECUTIVE REPORT TO STANDING COMMITTEE

DATE: November 16, 2015

TO: Standing Committee

FROM: Stacey Zucker, Superintendent of Business and
Treasurer David Colley, General Manager, HWSTS

RE: **Transportation Consortium Update**

Action **Monitoring**

Rationale/Benefits:

The 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 2015-16 school year was the seventh start-up for HWSTS. This report provides a preliminary overview of the student transportation solution for the 2015-16 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 2014-15.

Rich Bagdonas, who oversaw HWSTS, left in July 2015 to pursue another opportunity in the student transportation field. David Colley began as the new General Manager for HWSTS on October 13, 2015.

HWSTS staff was tasked with incorporating a number of Board directed service additions related to policy changes and elementary school closures and boundary realignments. This included ensuring that all scheduled runs were less than 60 minutes and providing black and yellow buses to Grade 6 French Immersion students. In addition, more rural French Immersion group pick up stops were added.

2015-2016 Start Up Highlights:

- HWSTS received and processed 4,496 telephone inquiries utilizing the contact centre & TRACS issue tracker software between July 15th and October 22nd; nearly 8% of these inquiries were regarding courtesy seats.
- 2015-16 fleet size increased by twenty-three (23) vehicles as compared to June 2015 to support Board- directed service additions for school closures and boundary changes.

- One-hundred ninety-five (195) HWSTS 2015-16 bus routes planned to provide service to both Member Boards – 38.6% of the fleet; thirty five (35) in 2009-10 (7.2%)
- Planned taxi students at start up two-hundred and ninety-nine (299), a decrease of nine (9) students compared to same period in 2014-15
- Portion of HWSTS bus routes that service multiple schools (multi-tier) is 70.4%; down from 77.8% in 2014-15. Breakout:
 - Multi-Tier Regular Service bus routes 75.5% (81.9% in 2014-15)
 - Multi-Tier Special Needs bus routes 61.1% (70.7% in 2014-15)
- Portion of HWSTS bus routes that service a single school (single-tier) is 29.5%; up from 22.2% in 2014-15 and 53.24% in 2009-10

2014-15 (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:

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| Hosted multiple First Rider sessions at seven (7) school sites for 375 Kindergarten students plus parents / guardians |
| Conducted one hundred and ninety-five (195) on-site school bus safety training sessions at eighty-five (85) HWDSB elementary schools |
| Conducted two train-the trainer CAA School Safety Patroller Program sessions. One session at the Peel Children's Safety Village and the second at HWSTS |
| In collaboration with the Hamilton Police Services, conducted CAA School Safety Patroller training for 846 students |
| Issued more than 4,200 identification tags to kindergarten students |

Technology Enhancement Initiatives:

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| 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 |
| Continued to enhance and standardize coding structures with the routing software |

Operational Enhancement Initiatives:

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| 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 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 raised by stakeholders – bus stops, route times and length of bus runs. |

Organizational Excellence Initiatives:

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| Conducted two school bus driver workshops reaching 210 + 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 |

Looking Ahead:

The 2015-16 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 2016.

Finally, we would be remiss to not take this opportunity and recognize the collaborative efforts of staff from both Member Boards and the Governance Structure of HWSTS. HWSTS staff worked diligently under the guidance of Elio DiCienzo after Rich Bagdonas' departure in July 2015, which greatly assisted in a successful school start up and allowing the new General Manager a smoother transition into the role.