

HWDSB

Standing Committee

Monday, November 12, 2018

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 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/>

curiosity • creativity • possibility



EXECUTIVE REPORT TO STANDING COMMITTEE

DATE: November 12, 2018

TO: Standing Committee

FROM: Manny Figueiredo, Director of Education

PREPARED BY: Stacey Zucker, Associate Director, Support Services
Dave 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 2018-19 school year was the tenth start-up for HWSTS. This report provides a preliminary overview of the student transportation solution for the 2018-19 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 2017-18.

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 has worked diligently with school staff and the bus operators to assist in any way possible and to offer temporary routing suggestions/solutions/communication 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.

2018-19 Start-Up Highlights:

	2018-19	2017-18	2016-17	2015-16
PUBLIC COMPLAINTS:	15	103	85	N/A
FRENCH IMMERSION:	30	15	67	52
ISSUE VIA TRACS:	17	22	43	29
COURTESY/EMPTY SEAT:	253	290	364	340
STOP:	646	782	768	830
GENERAL:	675	1,459	1,285	1,451
PARENT PORTAL:	105	74	N/A	N/A
SERVICE:	1,613	1,901	2,066	1,794
Total	3,354	4,646	4,678	4,496

Although driver shortages have had a significant impact on service, HWSTS and the school boards have done a better job at communicating.

Routing*Fleet Size*

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.

HWSTS also provides bus routes that service a single school (single-tier). 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. In 2018-19, the percentage of single-tier bus routes is 33.10%, which is comparable to prior years.

	2018-19 Year	2017-18 Year	2016-17 Year	2015-16 Year	Comments
Fleet Size Increase (or Decrease)	-7 vehicles		+2 vehicles	+23 vehicles	Able to reduce fleet size as direct result of bell time and routing efficiencies.
Bus Routes planned to provide service to both Member Boards	189	173	178	195	Number variation due to changes in demographics, bell times and boundaries.
Planned taxi students	276	245	271	299	An increase of 31 students for this school year
Multi-Tier bus routes (overall)	66.90%	67.40%	67.60%	70.40%	
Single-Tier Regular bus routes (overall)	33.10%	32.60%	32.40%	29.50%	
Multi-Tier Regular bus routes	79.80%	77.60%	78.80%	75.50%	
Multi-Tier Special Needs bus routes	45.05%	48.60%	49.70%	61.10%	

Reported Run Delay Posting Comparison First Full Month of School

The Run Delay Posting shows a steady increase in the number of delays over the past 4 startups. Driver coverage is consistently 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 the increased usage of spare drivers who typically follow route slower than regular driver due to infamiliarity.

Date	Avg Delay (Min)	Range of Delays (Min)	Break Down	Driver Coverage Late	Driver Sleep in	No Start	Other /Misc	Road Conditions	Student Issue	Traffic	Vehicle Collision - Bus Involved	Total
Sep 2015	20	60	49	145	1	0	33	3	19	47	6	303
Sep 2016	19	90	76	412	4	2	77	9	41	179	7	807
Sep 2017	17	90	86	1061	8	12	83	5	34	169	9	1467
Sep 2018	20	75	74	1525	12	0	77	9	45	343	8	2093

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

1. All service providers are reporting inefficient supply of professional drivers.
2. The providers are entering and updating the delays more than they have in the past. This is something that is stressed by HWSTS in order to ensure the best communication 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 provider posts an extra delay. The same run may show multiple delays for both morning and night. This updating is also stressed by HWSTS.
4. When a provider is entering a late run, it may look like the late has not been posted so the provider 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 provider to ensure this does not continue to happen.

*A bus run is a portion of a school bus route. Each school bus route may contain between 2 and 8 bus runs throughout the entire day.

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.

Date	Eligible Riders	Courtesy Riders
September 30, 2018	28033	131
September 30, 2017	27658	104
June 1, 2018	26948	2100
June 1, 2017	26702	1945

Student Management Training

School Bus Operators provide their own specific Student Management Training during the initial hiring of a new driver as well as a topic during training sessions throughout the year.

Drivers are told that law requires them to report any serious student incidents that happen on the bus to the school principal. These are serious incidents that can lead to suspension/expulsion such as:

- Uttering threats to inflict serious bodily harm to another person
- Possession drugs or alcohol
- Swearing at teachers or person of authority
- Vandalism and bullying

They are trained on how to report. Telling the principal about the incident as soon as reasonable, confirming all reports to the principal in writing using the Safe School Incident Report form. They are explained that the principal will provide a written acknowledgement that report was received and whether action was taken.

They are provided many techniques to deal with behavior before going to extreme measure of writing them up or suspension, including:

- Talking to students, giving verbal warning
- Talk to bus duty teacher, office staff or drivers on ways to deal with the issue
- Safely pull bus over until bad behavior subsided, or speak with the offending student(s)
- Return to school – making sure dispatch is informed first so they can call the school to meet the bus and deal with the issue.
- After disciplining student, be sure to leave them/greet them in a positive manner – don't let resentment build

2017-2018 (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 HWSTS participates in 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 four years.

	2017-18 Year	2016-17 Year	2015-16 Year	2014-15 Year
First Rider program for Kindergarten students and parents/guardians/care givers	336 students	483 students	487 students	375 students
On-site bus safety training sessions at HWDSB elementary schools	173 sessions	165 sessions	181 sessions	195 sessions
In collaboration with Hamilton Police Services, conducted CAA School Safety Patroller training	649 students	760 students	472 students	846 students
Identification tags to Kindergarten students	4260	4170	4,200	4,200

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. The past two years, HWSTS has hosted attendees from across Southern Ontario.

Technology Enhancement Initiatives:

- Replaced multiple physical servers with virtual cloud technology
- 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
- Ongoing routing software Map Calibration conducted with the goal of better mirroring on road timing to planned timing and efficiencies.
- Conducted software review and signed agreement to upgrade from current transportation software to a new stronger performing platform.

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
- Implemented route savings as a result member boards bell time alterations.
- 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

Organizational Excellence Initiatives:

- Supported Member Boards with participating at AODA committees
- Conducted school bus driver appreciation and training workshop reaching 240+ bus drivers and staff
- 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 2018-19 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 2019.

HWSTS Governance – Work Plan Update:

- Efficiency Study including full bell time review along with run sharing.
- Implementation of new transportation planning software
- Continue to monitor and search for driver shortage solutions.
- Review, revise and implement new and current operating procedures and policies