



Student Transportation Status Update

To: Finance, Budget and Enrolment Committee

Date: 17 September, 2019

Report No.: 09-19-3740

Strategic Directions

- Allocate Human and Financial Resources Strategically to Support Student Needs

Recommendation

It is recommended that the Update on Student Transportation be received.

Context

This report will contain two components. The first will be a written report to provide background information on student transportation, with the second part of the report being a verbal update on the current status of drivers and routes.

The Toronto District School Board (TDSB) is in a consortium with Toronto Catholic District Board (TCDSB) to provide student transportation to students from both boards based on each board transportation policies. The name of the consortium is the Toronto Student Transportation Group (TSTG). It is overseen by a governance committee made up of two members from each board; one of the members is a trustee while the other member is a senior staff member. The TSTG is led by a General Manager who oversees daily operations. The staff is composed of both TDSB and TCDSB staff, both of which have a manager who supervises them. There is also an operational committee made up of senior staff from both boards and the General Manager of transportation.

The fire at York Memorial CI impacted the adjoining 2 Trethewey location in the spring, which is where TSTG is located. As all transportation applications are submitted by fax, there were a number of applications that were lost as a result of the fire and efforts were made to have applications re-sent but there were still some that were not recovered. As a result of this, the transportation team will be moving forward with a pilot launch of the e-applications in January with a full roll out expected for September, 2010.

Current Statistics

Item	TDSB	TCDSB	Total
Number of students served	16475	30144	46619
Number of routes	1223	635	1858
Total Transportation Budget	\$67,181,174	\$38,239,824	\$106,720,999
Number of staff in consortium	15	13	28
Number of carriers	7	7	7

Each board maintains their individual policies on transportation which the TSTG must implement when developing routing and pick-up of students. Below is a listing of some of the significant differences between the two transportation policies of the boards.

Policy	TDSB	TCDSB
Walk distances	1.6 km for Grades JK-5 (Yellow bus), 3.2 km for Grades 6-8 (TTC) and 4.8 km for secondary school (TTC). Optional attendance not eligible and special education bussing provided for those with IPRC indicating need for bussing.	1.5 km for JK-8. No secondary school bussing.
French Bussing	Currently eligible as per policy above. 2019-2020 budget removed eligibility for TTC for secondary students except in cases where there is financial hardship through the appeals process	None provided.
Eastern Rite		This is a magnet program for Catholic students wanting to attend a school that offers the Ukrainian heritage program.
Complimentary/Unqualified	Where space is available assigned in early October. Students will be removed if eligible riders require the seat.	TCDSB provides several thousand "exception" cases for special exceptions as deemed by the Board.

Communication

Below is a listing of the different communications with parents and students that has occurred during this year's school start-up.

Event	Description	Date
Spring Newsletter	Hard copy sent home to students	June
Transportation Update	Posted to TSTG web and Social Media	July
Transportation Portal	Portal opened for school year 2019-20	Aug 12
Phone blast	Phone blast to all transported students	Aug 16
E-Mail blast	E-mail to all portal subscribers	Aug 19
Mailing to mini bus students	Letters sent to parents of students with special needs	Aug 19
Parent letter 1	Posted on TSTG web and all portal subscribed parents	Aug 27
TDSB web update	Transportation update posted to board website	Aug 29
Parent letter 2	Posted on TSTG web and all portal subscribed parents	Aug 30
TDSB web update	Transportation update posted to board website	Aug 30
Schools called and emailed	Providing listing of student impacted	Aug 30
Stock and Call Centre	Called all impact students to inform them of possible delays.	Aug 30
News You Can Use	General information schools could use in the own news letters to parents was provided by Communications	Sept 01
Temp Phone lines	Due to technical issues additional phone lines added. Information on numbers to call updated on TSTG web, Social media and board website	Sept 03
TDSB web update	Transportation update posted to board website	Sept 06
Stock and Call Centre	Called all impact students to inform them of possible delays.	Sept 07

During the school start-up numerous tweets were done by communications as well as many responses to tweets from parents asking questions.

The weekly calling to impacted students will continue each weekend for the upcoming week until all routes have permanent drivers. Also we will provide weekly updates in Trustees weekly and our website as information changes.

Appeals Process

Those TDSB students disputing eligibility or putting forward their case for temporary medical, long term medical, hazard, financial hardship or other appeal grounds will first appeal to the Manager of Student Transportation. The Manager will review based on policy and render a decision. The student/parent/guardian will then have the opportunity to appeal to the Appeals Committee. The Appeal will first be reviewed by the Senior Manager of Student Transportation and based on the nature of the appeal, the remainder of members will form the committee. For example, if it is a medical or special education appeal, a representative from the special education department will join the committee. If it is a human rights related appeal, a legal representative may join the committee and/or be consulted on the outcome. Once all relevant information is gathered, it is presented with a recommendation to the Executive Superintendent of Business and Operations who will provide the response in writing to the applicant. This process is to be concluded within 10 working days.

Action Plan and Associated Timeline

Not applicable.

Resource Implications

Not applicable.

Communications Considerations

Not applicable.

Board Policy and Procedure Reference(s)

- Student Transportation Policy (P020)
- Student Transportation Procedure (PR504)
- Behaviour on Buses (PR 557)

Appendices

Not applicable.

From

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