



TRANSPORTATION MONITORING REPORT

Presented to the Board of Trustees by Bevan Daverne, Superintendent of Schools

Resource Persons:

Tahra Sabir, Secretary Treasurer

Kelly-Anne McCarry, Transportation Supervisor

Monica Giberson, Transportation Support

Lorraine Toews, Transportation Support

February 26, 2019

REPORTING PERIOD: September 1, 2017 – August 31, 2018 and September 1, 2019 to current

OVERVIEW:

Alberta Education provides funding to school boards to operate or contract transportation systems for Kindergarten to Grade 12 students.

Annually, administration provides a Transportation Services Monitoring Report for information. This report provides opportunity to consider the impact of Transportation Policy on the education of students in the jurisdiction.

SUMMARY & IMPLICATIONS:

- Safety is paramount and Golden Hills has made this a priority with success.
- Future Initiatives – Continue to increase efficiency with increased flexibility to support Golden Hills' program initiatives while keeping costs within funding limits.
- Currently (2018/2019) Golden Hills operates 96% and contractors operate 4% of the bus route, which is the same as last years numbers, with the exception of 6 fewer routes.

72 Board Operated
3 Contracted

What's
new?

- Website Bus Status updates
- Bus Planner software implementation
- School of Choice to all Strathmore area students Rural and Urban
- Opening of new George Freeman School (K-9)
- Additional Routes to help reduce Ride Times
- Field Trips continues to increase
- Choice Ridership continues to increase
- Implementation of permanent Cameras on some Buses
- Additional Government Regulations for Bus Drivers (MELT)
- Keep Truckin App

RECOMMENDATION:

That the Board of Trustees receives the Transportation Monitoring Report for information and the record.

Safety - #1 Priority

Golden Hills transports over 3,500 students, 177 days a year over an area of 8,400 square kilometers for a total of 2,400,000 km a year. Safety of transporting students is the number one priority and continues to be successful.

Golden Hills monitors bus routes in a variety of ways which include driver and parent consultation. Golden Hills works with the busing industry to develop a standardized route risk assessment checklist to ensure that all areas of the province are consistently applying best practices concerning the safety of routes and any modifications required due to adverse conditions such as weather and geographical challenges. This government program formalizes the procedures and standardizes the assessments for all routes in Alberta.

Safe Driving Program

For the past few years Golden Hills has formalized a training and evaluation program for all our professional school bus operators. The purpose of this program is to ensure the safety of passengers on Golden Hills buses and that Golden Hills operators are equipped with the skills they need to safely operate a school bus and manage the passengers. We want to elevate the perception of school bus operators with parents and the community. School bus operators are professionals who participate in ongoing training to safely transport extremely precious cargo.

New Operator Training

| | |
|--|--|
| Dexterity Testing | ✓ A series of physical tests to ensure that the driver is physically able to: <ul style="list-style-type: none">- Execute a full pre-trip inspection- Flexibility to move in the seat to minimize blind spots- Maneuver the bus safely- Evacuate the bus in an emergency situation. |
| Classroom Training MELT 2-S | MELT 2 – S training is now mandatory in Alberta. Required topics for classroom instruction are: <ul style="list-style-type: none">✓ Employment in the Busing Industry✓ Vehicle Component & Inspection Activities✓ Basic Driving Techniques✓ Professional Driving Habits✓ Off-Road Tasks & Maneuvers✓ Documents, Paperwork & Regulatory Requirements✓ Hours of Service Compliance✓ Passenger Management, Loading & Unloading Passengers✓ Handling Emergencies 18.5 Hours Required Classroom Training |

| | |
|---|---|
| <p>In Yard Training</p> <p>MELT 2-S</p> | <p>In Yard training covers:</p> <ul style="list-style-type: none"> ✓ The Pre-trip Inspection ✓ Yard Procedures ✓ Backing Procedures ✓ Parking Procedures ✓ Health & Safety ✓ Workplace Hazardous Materials Information System (WHMIS) ✓ School Bus Inspections and Maintenance ✓ Bus Manoeuvres and Defensive Driving ✓ Emergencies, Bus Evacuations, First Aid, Emergency Equipment and Mechanical Breakdowns ✓ Passengers with Disabilities, Mobility Aids and Child Safety Seats <p>11 Hours Required In Yard Training</p> |
| <p>On Road Training</p> | <p>This covers:</p> <ul style="list-style-type: none"> ✓ The Pre-trip Inspection ✓ Yard Procedures ✓ Commentary Driving ✓ Backing Procedures ✓ General Driving ✓ Highway Driving ✓ City Driving and Procedures ✓ Town Driving and Procedures ✓ Country Driving and Procedures ✓ Student Pick-Ups and Drop-Offs ✓ Rail Road Crossings ✓ “Turn Around” and various bus maneuvers ✓ Advanced Driving Techniques and the SMITH System(5 Keys): <ul style="list-style-type: none"> 1. Aim High In Steering 2. Get The Big Picture 3. Keep Your Eyes Moving 4. Leave Yourself An Out 5. Make Sure They See You ✓ The Post Trip Inspection <p>24 Hours Required On Road Training</p> |

| Driver Training Hours | GHSD Existing | MELT 2-S (Effective March 1, 2019) |
|---------------------------|----------------------|------------------------------------|
| Classroom Training | 20 | 18.5 hours |
| In Yard Training | 5 | 11 hours |
| On Road Training | 20 (25 if necessary) | 24 hours |
| S Endorsement (Classroom) | 17 hours | N/A |
| Total: | 62 hours | 53.5 hours |

*prior to MELT 2-S the “S Endorsement” part was more flexible and the bus driver had a year to complete.

School Bus Operator Evaluations

Golden Hills performs three types of operator evaluations in addition to dexterity testing:

| | |
|--|--|
| Scheduled Evaluation | Evaluations are scheduled for the following reasons: <ul style="list-style-type: none"> • Probationary <ul style="list-style-type: none"> - Operators must complete a satisfactory on-road evaluation within three months of employment • Scheduled <ul style="list-style-type: none"> - Operators aged under 47: Every 5 years - Operators aged 47-67: Every 2 years - Operators aged over 67: Annually • Remedial, for example <ul style="list-style-type: none"> - Preventable Collision - Parent Complaint - Unsatisfactory Observation |
| On-Road Observation | Continuous monitoring involves creating a positive culture for drivers as yellow buses are monitored. |
| School Representative* and Parent Evaluation <small>*An administrator or delegate responsible for monitoring the buses at the school</small> | Golden Hills contacts the school representative and randomly contacts the parents who have children on the route to assess and identify potential issues. This is not a formalized survey, but we may consider surveys in the future. |

The Transportation department has conducted 59 evaluations this year and essentially it is a five year cycle period to evaluate all our drivers.

An evaluation (unless remedial) consists of the School Bus Operator/ Evaluator riding along on the route and assessing communication with passengers and passenger management as well as the operators’ driving skills and abilities.

As part of Golden Hills Safety Procedures we conduct Safety/Training meetings, shown in the chart below, every 3 months as well as a mandatory Professional Development day for all our Bus Operators.

| | 2018/2019 | | 2017/2018 | | |
|----------|-----------------|-----------------------|-----------|-----------------|-----------------------|
| Month | Safety Meetings | Organizational/PD Day | Month | Safety Meetings | Organizational/PD Day |
| August | | 2 | August | | 2 |
| October | 5 | | September | | 1 |
| December | 5 | | October | 4 | |
| March | | 1 | November | 1 | |
| April | 5 | | December | 5 | |
| | | | March | 2 | |
| | | | April | 5 | |

Route Risk Assessments

Route Risk Assessments are conducted at Golden Hills. These assessments are filled out by every driver in the division and then returned to the Transportation Department. Approximately **30%** of the forms returned had no issues. The other **70%** were returned with concerns such as weather conditions, sight distances, traffic volumes, and the need for parent/pedestrian education in bus loops. As drivers are learning more about the risk assessment process, they are better able to assess and prepare for potential risks.

In these situations Golden Hills suggested possible solutions to the bus drivers as follows:

| Issue | Analysis | Recommendation |
|-------------------|---|--|
| Weather | Snow drifts, sleet, fog, rain, etc. | Encourage drivers to follow Inclement Weather procedure. Use the Smith Keys to identify and avoid potential problems. Attend the Winter Driving training session offered at staff/safety meeting. |
| Sight Distance | Visit location and review area | Possible options: <ul style="list-style-type: none"> • May change from gate service to yard service or vice versa; or • Installation of signs; or • Route reconfigured to change direction of travel for the bus; or • Re-locate stop to different location. • Encourage home owners to prune trees, shrubs, etc. to improve line of sight. • Communicate with counties to have trees/bushes on public property pruned. • Use SMITH System to improve skills (Big Picture etc.) |
| Traffic Volume | Picking up/dropping off on busy highway | <ul style="list-style-type: none"> • Warning lights on earlier and for longer periods of time. • Instruct students on safety and danger zones. |
| Left-Handed Stops | Review safety implications of left handed stops | Made changes for high traffic routes as follows: <ul style="list-style-type: none"> • Obtain permission from parents to have bus pick up student in yard, if possible. • Re-route bus route to change from left handed to right handed. |
| School Bus Loops | Review safety practices in bus loop | Work with school administration to: <ul style="list-style-type: none"> • Increase parent safety awareness • Work with town of Strathmore and By-Law Enforcement to make drivers aware of parking zones • Increase supervision in bus loop |

The bus driver route assessment is an excellent process for all drivers to reassess their route each year. One of the many benefits of this process also facilitates collaboration with the Counties. An example of this would be the request for signage (School Bus Stop Ahead Signs).

Bus Route Inclement Weather (AP 131)

In January 2015, Golden Hills implemented an updated Inclement Weather Administrative Procedure (AP 31). This Administrative Procedure introduced some significant changes to how stakeholders (parents, staff, managers, administrators and senior administration) are notified of school closures and a new procedure for the decision making process.

Three levels of school closures were introduced:

| Levels | Description |
|----------------|--|
| Green Closure | Due to weather and travel conditions, some buses are not running. School is open and regular classes will be offered. |
| Yellow Closure | Due to severe weather and travel conditions, no buses are running. School is open but regular classes are not being offered. We encourage parents and students to stay home and avoid the risks of travel. |
| Red Closure | Due to the severe weather and travel conditions school is closed. Do not send students to school. Due to the severe weather we are unable to ensure the school doors will be unlocked, or any staff will be in the building. |

- Bus drivers play a primary role in the decision making process as they are the first to evaluate weather conditions and decide if it is safe to transport students. Bus drivers are to inform administrators, transportation manager and parents/students of any service interruptions/cancellations.
- Administrators will call the Superintendent for approval to declare either a yellow or red closure level.
- Parents, students, and staff are informed as early as 6:30 am. Cancellations are posted to school websites, Facebook pages, and other social media. Messages are also sent by text and phone.
- Notice of school closure will NO LONGER be distributed by radio or television stations.
- Golden Hills continues the practice of running an afternoon bus (when the weather conditions have improved significantly and it is safe to do so) if the morning bus was cancelled due to weather conditions

| AM Bus Cancellations | | Bus Ran in PM | |
|----------------------|-----------|---------------|-----------|
| 2017/2018 | 2016/2017 | 2017/2018 | 2016/2017 |
| 218 | 60 | 94 (43%) | 28 (47%) |

No Child Left Behind

“No Child Left Behind” is a system that forces the driver to go to the back of the bus before it can be shut off. This prevents students from being left on a bus after a run. Currently all of our route buses have this system. We have 3 buses that do not have this system, our “Hockey Bus” and 2 of our spare buses which are primarily used for sporting events and field trips.

A two part “post-trip” inspection has been introduced which drivers perform shortly after drop-off at their last stop and then again when the bus is parked at the park-out to ensure that no students or belongings are left on the bus.

Budget / Financial Implications

The Chart below shows the Projected Revenue and Expenses for the Transportation Department for 2018/2019 and provides the 2017/2018 Audited Financial Statements.

| Description | Budget 2018/2019 | % of Budget | AFS 2017/2018 | % of Budget |
|---|--------------------|-------------|--------------------|-------------|
| Revenue | | | | |
| Grants | 3,720,030 | 98% | 3,661,140 | 97% |
| Fees/Other sales & Services | 75,000 | 2% | 131,267 | 3% |
| Total Revenue | 3,795,030 | | 3,792,407 | |
| Expenses | | | | |
| Salaries and Benefits | 1,767,114 | 44% | 1,799,740 | 44% |
| Supplies and Services | 1,538,588 | 38% | 1,495,927 | 37% |
| Amortization | 736,238 | 18% | 767,498 | 19% |
| Total Expenses | 4,041,940 | | 4,063,165 | |
| Net Deficit | -246,910.00 | | -270,758.00 | |
| Adjustments since November 2018 | | | | |
| Added 2 new routes to reduce ride times | 75,000 | | | |
| Additional Contracted Fees | 28,000 | | | |
| Revised Deficit Amount | 349,910.00 | | | |

Challenges to our Budget

- Carbon Tax
- Fuel funded at \$0.60 per litre; (cost can be as much as double)
- Sparsely populated Rural areas impact efficiency.

Fuel Costs

| | 2018 | 2017 |
|------------------------------|--------|--------|
| Average Cardlock Fuel (\$/l) | \$1.16 | \$0.99 |
| Average Fuel at Pump (\$/l) | \$1.23 | \$1.06 |

Fee Structure

Golden Hills eliminated all transportation fees as of the 2012/13 school year. We believe this has positively impacted our enrolment.

Fleet

Pursuant Administrative Procedure 555, *Bus Replacement*, it is desirable to replace buses on a timely basis for the safety and efficiency of the operation. Urban buses are replaced within 14 years and rural buses are replaced within 12 years. Golden Hills continues to ensure buses are replaced within the appropriate time periods while taking budget constraints into consideration.

| Age of Bus | 2018/2019 | | 2017/2018 | |
|--------------|------------|-------------|------------|-------------|
| | # of Buses | % of Fleet | # of Buses | % of Fleet |
| 0-2 years | 14 | 15% | 20 | 20% |
| 3-5 years | 48 | 50% | 42 | 41% |
| 6-10 years | 26 | 27% | 30 | 29% |
| 11-17 years | 5 | 5% | 7 | 7% |
| 18+ years | 3 | 3% | 3 | 3% |
| Total | 96 | 100% | 102 | 100% |

Currently Golden Hills operates 72 routes; however spare buses (22%) are needed for the fleet to operate efficiently while maintaining the current levels of service. Some of the challenges are:

1. Allowing for optimal amount of wheelchair buses;
2. Having buses available for field trips that overlap regular routes; and
3. Golden Hills is a large geographical area and we need to ensure there are spare buses distributed throughout the division to ensure they are quickly available when needed.

Field Trips

Golden Hills Transportation supports all schools in the division with busing for students on field trips and extra-curricular events. The following table shows how many field trips occurred.

| | 2017/2018 | 2016/2017 |
|--------------------------------|--|------------|
| In Town Field Trips | 370 (31%) | 78 (11%) |
| Out of Town Field Trips | 526 (44%) | 443 (61%) |
| Non School Field Trips | 158 (13%) | 10 (1%) |
| International | 132 (12%) | 108 (15%) |
| Alumni Bus Trips | Incorporated into out of town field trip # | 82 (12%) |
| Total Field Trips | 1,186 | 721 |

We supply both operators and buses for school field trips.

*Break down of the Non-GHSD Rentals:

- 2 trips for the Salvation Army Youth Camp
- 1 trip for the Langdon Community Church
- 1 trip for the Acme Daycare
- 1 trip for Global Forensics
- 2 trip Siksika Summer Camp to Camp Chestermere
- 2 trips for Girl Guides of Canada
- 1 trip for Drumheller Community Football Association
- 24 trips for Holy Cross Collegiate (HCC)
- 14 trip for Sacred Heart Academy (SHA)

We adjusted the per kilometre rate in the fall of 2016. As we are currently running a deficit in transportation this will help cover more of the expenses associated with buses supporting field trips. Approximately \$7,900 last year was attributed to external contracted work.

Bus Size

A common public misconception is cost savings associated with bus size. Contract routes are paid by the weighted load which means Golden Hills pays the contractor for number of students versus the size of bus. Contractors and Divisions often choose to purchase a bigger bus to maximize their flexibility (change buses from one area to another) and efficiency (schools can hire one bus for a field trip vs. two) and effectiveness (in an emergency evacuation for either a community or school).

The major cost associated with bus routes is the labour. Differential fuel, tire and insurance costs for a small or larger bus is minimal. The benefit of a larger bus is the flexibility, efficiency and effectiveness.

Board and Contracted Route Information

Costs

- Cost per kilometer is less for Board than Contracted routes (15 %+) over the years.

Number of Routes and History of Routes

| Year | Total Routes | Board Operated | % Board Operated | Contracted | % Contracted |
|------------------|--------------|----------------|------------------|------------|--------------|
| 2018/2019 | 75 | 72 | 96% | 3 | 4% |
| 2017/2018 | 73 | 70 | 96% | 3 | 4% |
| 2016/2017 | 79 | 76 | 96% | 3 | 4% |
| 2015/2016 | 81 | 75 | 93% | 6 | 7% |
| 2014/2015 | 81 | 75 | 93% | 6 | 7% |
| 2013/2014 | 79 | 65 | 82% | 14 | 18% |
| 2012/2013 | 77 | 43 | 56% | 34 | 44% |

- Table above shows how Board owned routes have increased to reduce costs and increase flexibility.

Staffing

Table below shows the staffing levels (total full time equivalent) in the transportation department.

| | 2018/2019 | 2017/2018 | 2016/2017 |
|----------------|-------------|-------------|-------------|
| Administration | 2 | 3 | 3 |
| Trades | 2.6 | 2.6 | 3.6 |
| Bus Drivers | 72 | 70 | 76 |
| Shop Helper | 1 | 1 | 1 |
| TOTAL | 77.6 | 76.6 | 83.6 |

Golden Hills has maintenance shops located in Strathmore and Trochu.

The purpose of the transportation shops are to provide mechanical services to the board owned buses. Regular maintenance continues to be a priority to ensure safety. As per the Commercial Vehicle Program requirements, inspections are performed at a minimum of twice a year. Oil changes are performed every 5,000 km or 10,000 km depending on the type of engine. Currently the newer V8 and V6 cylinder engines require oil changes every 10,000 km, however any bus older than the year 2000 requires oil changes every 5,000 km (currently have 3).

Ridership Information

Currently (2018/2019) Golden Hills is transporting 3,467 students which represents 57% of our regular funded student enrolment. Alberta has approximately 600,000 students and about 50% of those students ride the bus on a daily basis.

| Year | Students that ride the bus | % of Total |
|-----------|----------------------------|------------|
| 2018/2019 | 3,467 | 57% |
| 2017/2018 | 3,200 | 53% |
| 2016/2017 | 3,471 | 52% |
| 2015/2016 | 3,055 | 50% |
| 2014/2015 | 2,793 | 47% |

- Added 2 New Routes a Strive/Anchors route bus and a Rural route bus in Strathmore to help with ride times.
- Town of Strathmore route buses are doing 2 runs, Run #1, Elementary run and Run #2, Jr/Sr High run.

Urban and Rural

Table below shows the distribution percentage of urban and rural funded students transported by bus for two years. (These numbers do not include Siksika and International students)

| Year | Totals | Urban | Rural |
|-----------|--------|-------------|-------------|
| 2018/2019 | 3,467 | 1,096 (32%) | 2,371 (68%) |
| 2017/2018 | 3,200 | 920 (29%) | 2,280 (71%) |
| 2016/2017 | 3,471 | 1,187 (34%) | 2,284 (66%) |

Courtesy and Choice

Courtesy Rider - someone who lives less than 2.4 km from their designated school and is meeting an existing route.

The Table below shows the percentage of courtesy riders who are urban and rural.

| Courtesy Ridership | 2018/2019 | Percentage | 2017/2018 | Percentage | 2016/2017 | Percentage |
|--------------------|-----------|------------|-----------|------------|-----------|------------|
| Urban | 676/1,096 | 62% | 427/920 | 46% | 769/1,184 | 65% |
| Rural | 431/2,371 | 18% | 281/2,280 | 12% | 323/2,284 | 14% |
| International | 244 | 20% | 113/217 | 52% | 63/111 | 57% |

Courtesy Ridership decreased for rural and urban. Please note that included in Courtesy Ridership may be choice ridership as they do not meet the 2.4 km criteria to their designated school, however we would not receive any funding to transport to their school of choice even if it was greater than 2.4 km.

Choice Ridership - someone who is meeting an existing route and is attending a school other than their designated school.

The Table below shows the percentage of choice riders who are urban and rural.

| Courtesy Ridership | 2018/2019 | Percentage | 2017/2018 | Percentage | 2016/2017 | Percentage |
|---------------------------|------------------|-------------------|------------------|-------------------|------------------|-------------------|
| Urban | 474/1,096 | 43% | 318/920 | 35% | 342/1,187 | 29% |
| Rural | 383/2,371 | 16% | 287/2,280 | 13% | 283/2,284 | 12% |

Choice ridership has increased for both urban and rural. More students are choosing our transportation system and more students are attending a school of choice.

In summary, there is additional demand to transport students who we do not receive any funding.

Special Needs Students

Currently Golden Hills provides transportation for 120 special needs students who are designated to programs unavailable in their attendance area. The following table breaks down the type of transportation provided. Golden Hills incurs the costs and receives the funding.

| Type of Transportation | Number of Students | | |
|-------------------------------|---------------------------|------------------|------------------|
| | 2018/2019 | 2017/2018 | 2016/2017 |
| Regular School Bus | 100 | 141 | 141 |
| Taxi or Handicap Bus | 10 | 11 | 7 |
| Parent Provided | 10 | 5 | 3 |
| Totals | 120 | 157 | 151 |

Riders in Other Districts

Golden Hills School Division has entered into agreements with other school jurisdictions to allow students to attend a school of another school authority and to allow students who in other school jurisdictions to be enrolled in Golden Hills Schools.

| School Division | # of Students Attending GHSD from other Districts | | # of GHSD Students going to other Districts that we have information on* | |
|------------------------|--|------------------|---|------------------|
| | 2018/2019 | 2017/2018 | 2018-2019 | 2017/2018 |
| Grassland RD #6 | 0 | 0 | 17 | 22 |
| Palliser RD #26 | 4 | 6 | 0 | 0 |
| Prairie Land RD #25 | 16 | 10 | 13 | 8 |
| Chinooks Edge RD #73 | 17 | 18 | 11 | 17 |
| Totals | 37 | 34 | 41 | 47 |

*Only have student information from other divisions if there is an agreement. There may be other students leaving the division that we do not have any information on.

Affect

Transportation Agreements allows Golden Hills to claim grant money for the students. Transportation grants may not cover all of the expenses, however, the offset is the claim of the education grants and stability for the students attending their school of choice. At the end of the day parents and students are choosing Golden Hills.

Ride Times (Students)

Ride times have decreased over the last couple of years as per the table below:

| One Way Minutes | 2018/2019 | 2017/2018 | 2016/2017 |
|-----------------|-----------|-----------|-----------|
| 75+ Minutes | 1% | 1% | 1% |
| 61-75 Minutes | 14% | 3% | 4% |
| 46-60 Minutes | 47% | 39% | 37% |
| 0-45 Minutes | 39% | 48% | 58% |

Decreased ride times are a result of:

- More students have moved from rural areas to urban areas; and
- More board owned runs; increased flexibility within system.

Communication and Culture

Communication and “customer service” are two priority areas within the Transportation Department. An area of concern is department communication with parents and students, school administration and staff, and division office staff.

With the goal of creating a cohesive and collaborative relationship between all stakeholders, our staff is developing strategies to enhance the customer service experience with our department. Training is ongoing with our department staff (accessing PD opportunities face to face and online) as well as with our bus drivers (Fred recognition).

| Transportation Department Initiatives | | | |
|---------------------------------------|---|---|---------------|
| Date | Issue/Project | Action/Resolution | Date Complete |
| Sept 2018 | Improve accessibility/communication to department | Transportation Direct Telephone line established | Sept 2018 |
| Sept 2018 | Digital Pre-Trips & Driver Logs | Implementation of Keep Truckin App | Sept 2018 |
| July 2018 | Demographic Confirmation Pilot (Strathmore) | Parents contacted to confirm/change information for 2017/2018 students continuing to ride in 2018/2019 | July 2018 |
| May 2018 | “Live” camera pilot | Cameras were installed on 4 buses to assist in passenger management and to improve ease of mind for parents | Ongoing |

| Transportation Department Initiatives | | | |
|---------------------------------------|---|---|---------------|
| Date | Issue/Project | Action/Resolution | Date Complete |
| Sept 2017 | Bus Route Notification Subscription Service | Parents may now subscribe to receive email notification when busses are not running or delayed. | Ongoing |
| March 2017 | “Fred” Customer Service | Initiated customer service training and recognition for those supplying outstanding customer service and support to all stakeholders. | Ongoing |
| Jan 2017 | Bus Route Notification | Online information available to public using GHSD 75 and school websites. | Ongoing |

Stakeholder Issues

| Issue | Summary | Resolution |
|---------------------------------|--|--|
| Child Care Transportation | Transportation from caregivers place of residence is supplied for parents when there is capacity on the bus. | Adjust bus routes to provide transportation for these students |
| Red Light Violations | Parents concerned with increasing number of drivers passing busses when red lights are flashing. | Working with Bylaw, Sherriff, County Peace Officers and RCMP to alert them of areas where violations are occurring . Encouraging drivers to gather information and report violations |
| School Start Up | Parent concerns regarding the lack of communication regarding bus pick up times and locations. | Bus Planner Web will publish stop location and time for parents to access. Dept staff will advise parents to subscribe as students are added to passenger lists. Operators will be encouraged to text/call parents prior to first day of school. Schools will be encouraged to update student information prior to the end of school year. |
| Bus Run Times in excess of 1 hr | Concerns with students (especially K – 1) being on the bus for long periods. | Review routes and whenever possible (when not affected by geography of area) make changes. |

| | | |
|----------------------------|--|--|
| Bus Operator Communication | Operators not communicating with parents. | Drivers now use group text messages and Remind to contact parents. Fan out Lists are also used. Operators advised that they must call parents to inform them about stop times and locations etc. |
| Unsafe Driving Practices | Concerns regarding operators driving too fast for road conditions, using cell phones, etc. | Performed evaluations, delivered letters of direction, set up driver training, created development plan for operators, advised operators of new changes to distracted driving law, implementing “no cell phones” during bus run. GPS on the bus allows us to monitor buses |
| Bus Climate | Concerns with driver attitude and student interaction. | Ongoing professional development regarding student management, explaining behavior expectations and creating positive climate on the bus. |

Summary

- Always striving to improve overall level of information and customer service
- Funding unchanged for several years, courtesy and choice are not funded to school of attendance and we do not charge a fee to parents.

Proposed Areas for Advocacy

1. Choice – funding to follow choice principle within reason
2. Equitable Funding Model – funding for rural areas
3. Carbon Tax – rebate or exemption to GHSD