

2017 – 2018 Annual Report



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2017 - 2018 Annual Report

Table of Contents

| | |
|--|---|
| President’s Report | 3 |
| Report from Administration & Operations..... | 4 |
| Key Performance Indicators | 6 |
| Appendix A | 8 |
| • Auditor’s Report | |
| • Financial Statement | |
| • Notes to Financial Statements | |



*“Safe, reliable student transportation
Through planning, cooperation and dedication”*

President's Report

Service de transport de Wellington-Dufferin Student Transportation Services (STWDSTS) was incorporated as a not for profit single legal entity on February 3rd, 2009.

The Consortium provides transportation services for students residing in the geographic boundaries of Wellington and Dufferin Counties for Conseil scolaire Catholique MonAvenir (CSCMA), Conseil scolaire Viamonde (CSV), Dufferin-Peel Catholic District School Board (DPCDSB), Upper Grand District School Board (UGDSB) and Wellington Catholic District School Board (WCDSB). The Transportation Management Committee (TMC) governs the Consortium through its policies, procedures and agreements.

The Transportation Management Committee is very pleased with the continuous improvements and growth made within STWDSTS. Over the last year, STWDSTS was able to integrate all financials services in house along with all information technology services.

Customer service, communication and safety continue to be goals for STWDSTS throughout project building and strategic planning. In the spring of 2018, STWDSTS received a grant from Green Communities Canada. This grant allowed STWDSTS to hire a school travel coordinator, which will focus on active travel to school including upcoming pilots for a walking school bus. In addition, the school bus services contracts expired in June 2018. In order to secure new contracts, STWDSTS successfully issued a Request for Proposal in the fall of 2017, awarding new contracts for various school bus operators for September 2018.

Service de transport de Wellington-Dufferin Student Transportation Services Transportation Management Team and Staff are dedicated to providing a safe, reliable and cost-effective student transportation system in partnership with the Ministry of Education, its member School Boards and the School Bus Operators.

Tracy McLennan
President
Transportation Management Committee

Administration & Operations

Projects

STWDSTS staff were involved in various projects over the year to improve communication, customer service, routing efficiency and technology.

Contract – home to school services

This year (2017-2018) was the last year of STWDSTS existing contract with bus operators. STWDSTS staff prepared, evaluated and awarded successful bid candidates for the new home to school contract to begin Sept 2018. The new contract is 10 years in length with 2 possible extension years.

Divisional / Route Audits

STWDSTS staff have successfully audited each of our contracted Operators. The Audits were conducted between April and May 2018. Division audits will continue yearly as part of the contract performance management.

Bus Operator Incident Tracking and Reporting

The Ministry of Education requires all Consortia in the Province of Ontario to track and report incidents that occur on home to school bus routes as identified in the Auditor General Report. STWDSTS staff have created an Incident form (TRF-100) which is currently used in an electronic (fillable).pdf format and is available to schools and operators.

Policy Updates (ongoing – yearly)

STWDSTS staff review, create and update existing policies when applicable.

Ridership Tracking

STWDSTS staff sent out a directive for all Operators to have their drivers track ridership numbers for each route and report those findings back to STWDSTS. This was completed the week of April 23-27, 2018. Ridership data is used for planning 2018-2019 school year bus routes. Ridership tracking will continue for the 2018-2019 school year.

Re-Assessment of Exception Areas (ongoing - yearly)

STWDSTS staff undertake a comprehensive analysis of existing exception areas to determine if they are still active and relevant transported areas. This may change due to enhancements in infrastructure e.g. sidewalks walkways etc. Exception areas are defined as areas within a school attendance boundary that do not qualify for transportation as defined by the transportation eligibility policy, however students residing in the designated exception area may receive transportation due to lack on infrastructure opportunities.

School Travel Coordinator (STC) 26-month contract

In June 2018, STWDSTS hired a School Travel Coordinator, Diana Sabti. Under the direction of STWDSTS and the WDASRTS (Wellington-Dufferin Active and Safe Routes to School) committee, Diana's role will be to promote active (walking, wheeling) transportation to and from schools within the Wellington-Dufferin-Guelph area. There will be an emphasis on the implementation of a walking school bus to serve designated pilot sites.

School Start-up 2017

1. Call Centre:

This is the fifth year that STWDSTS has successfully operated a temporary call centre. The call centre provided phone coverage between the hours of 8 am and 5 pm. The centre was comprised of two staff members. The call centre answered 3,787 phone calls between August 21 and September 15, 2017.

2. Overloads:

STWDSTS experienced approximately 4 issues with bus overloading. These issues were resolved by mid October. Typically, secondary school routes are planned with an overload due to the number of students receiving alternate transportation. It is very difficult to forecast as STWDSTS does not receive listings of students choosing to not ride the school bus.

3. Website:

STWDSTS tracks website visitors on both the corporate website and BusPlanner web utilizing Google Analytics. The 2017-2018 school year start-up (Aug 21 – Sept 15, 2017) website statistics on both the STWDSTS webpage and BusPlanner web were follows:

-The STWDSTS Website received 23,350 visitors and 14,245 unique visitors

-The BusPlanner Website received 30,831 visitors and 15,652 unique visitors

4. Bus Planner Data Changes:

There were 28,436 changes made in the transportation planning software (Bus Planner) between August 21 and September 15, 2017. The changes consisted of 2,054 for special needs and 26,382 for regular education students.

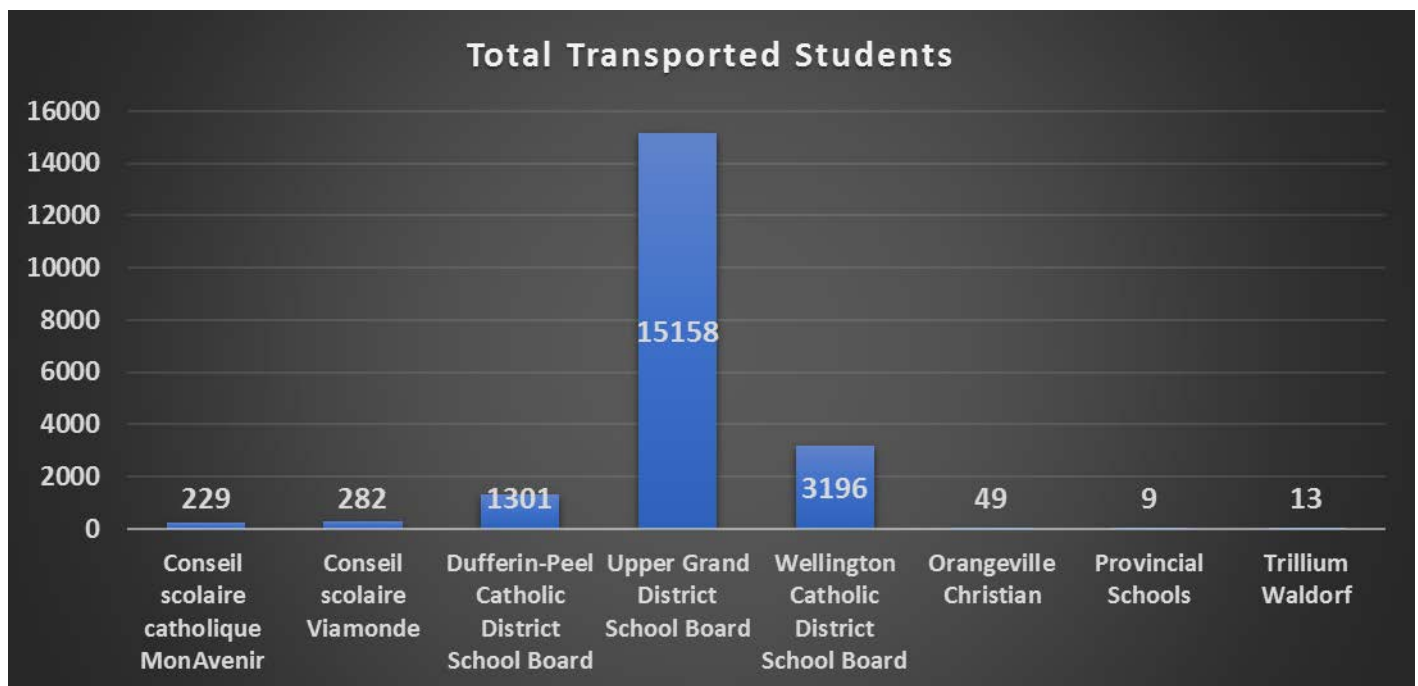
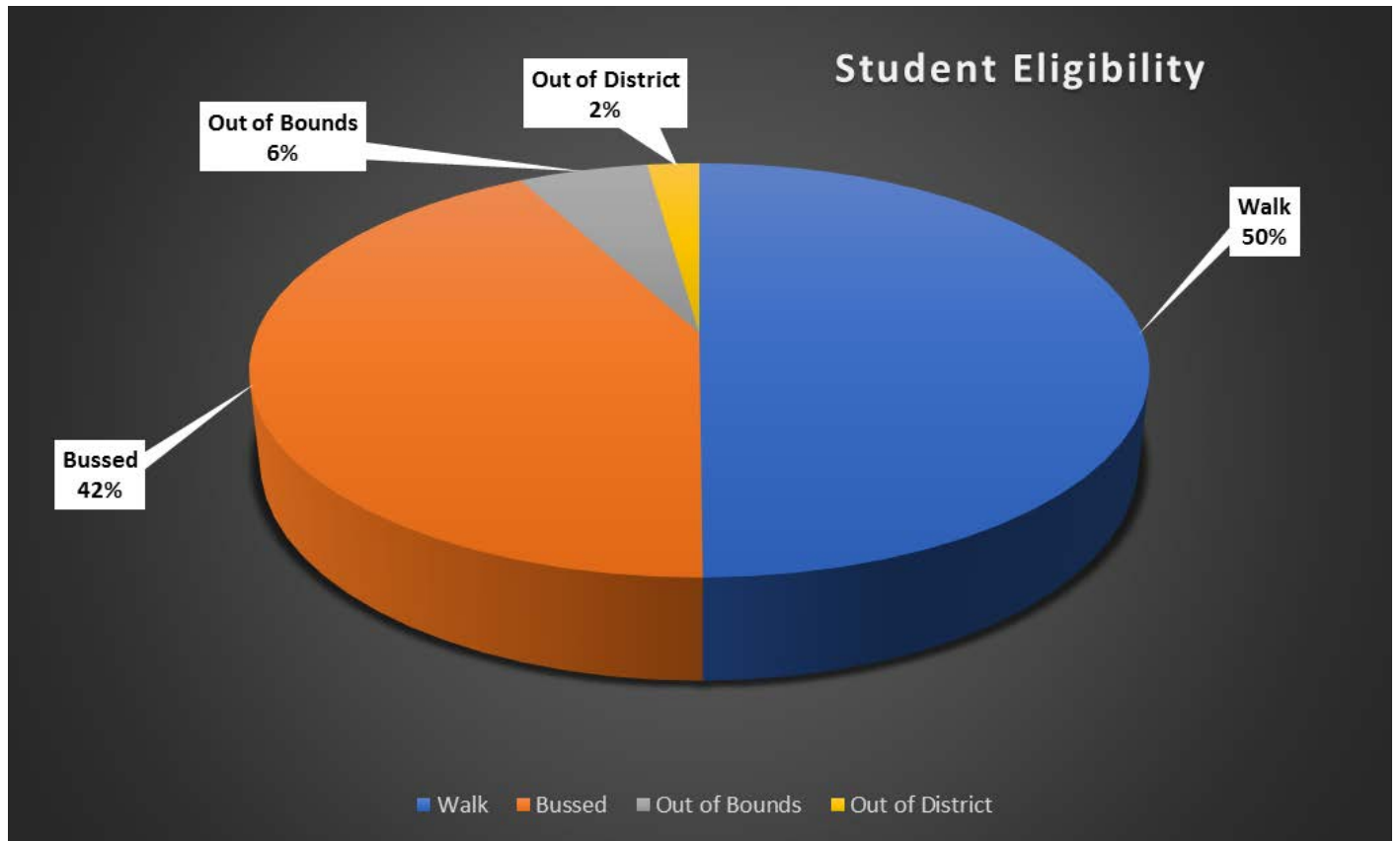
5. Twitter Followers:

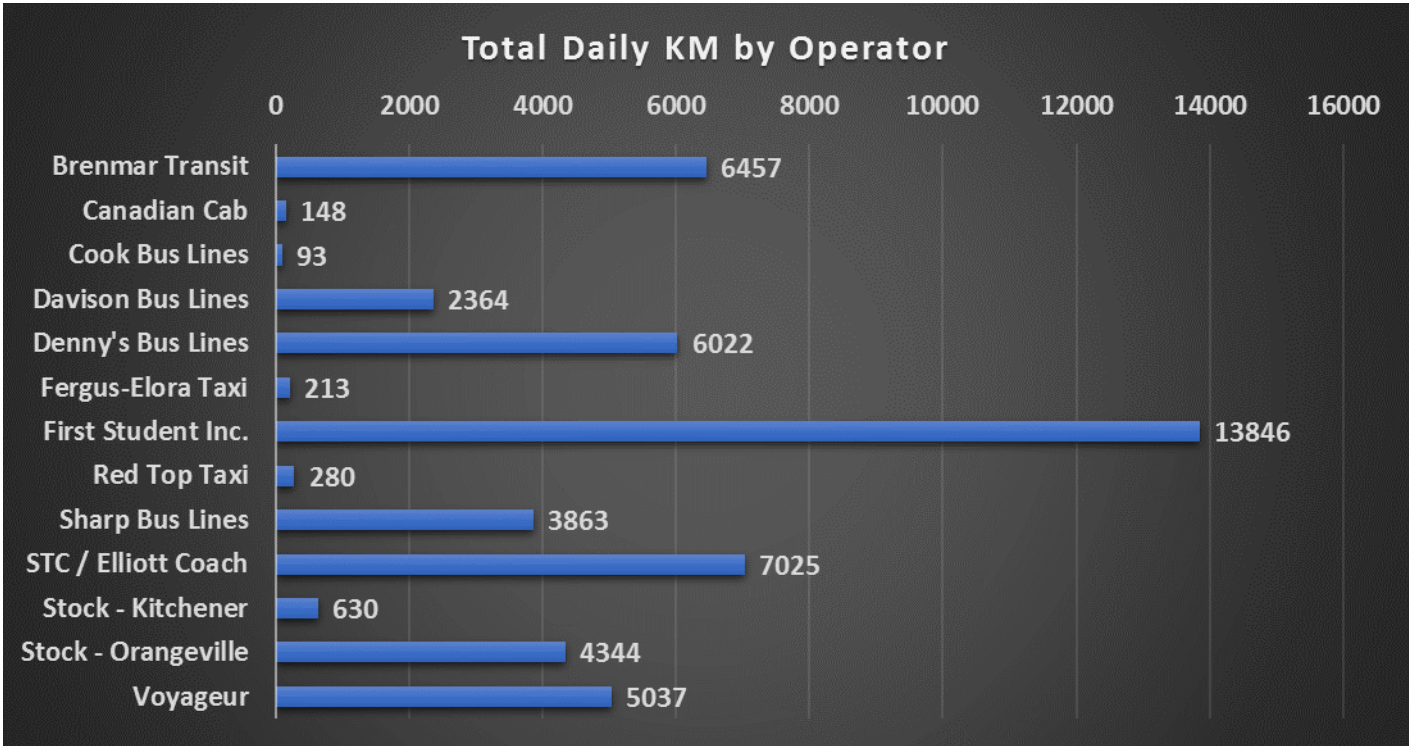
STWDSTS has set up a Twitter account (@STWDSTS) used predominantly for out going information that pertains to bus cancellations and school closures. As of December 2017 – STWDSTS posted 2560 followers. STWDSTS strongly advises schools, parents etc. to follow us on Twitter.

6. Operator Progress Reports:

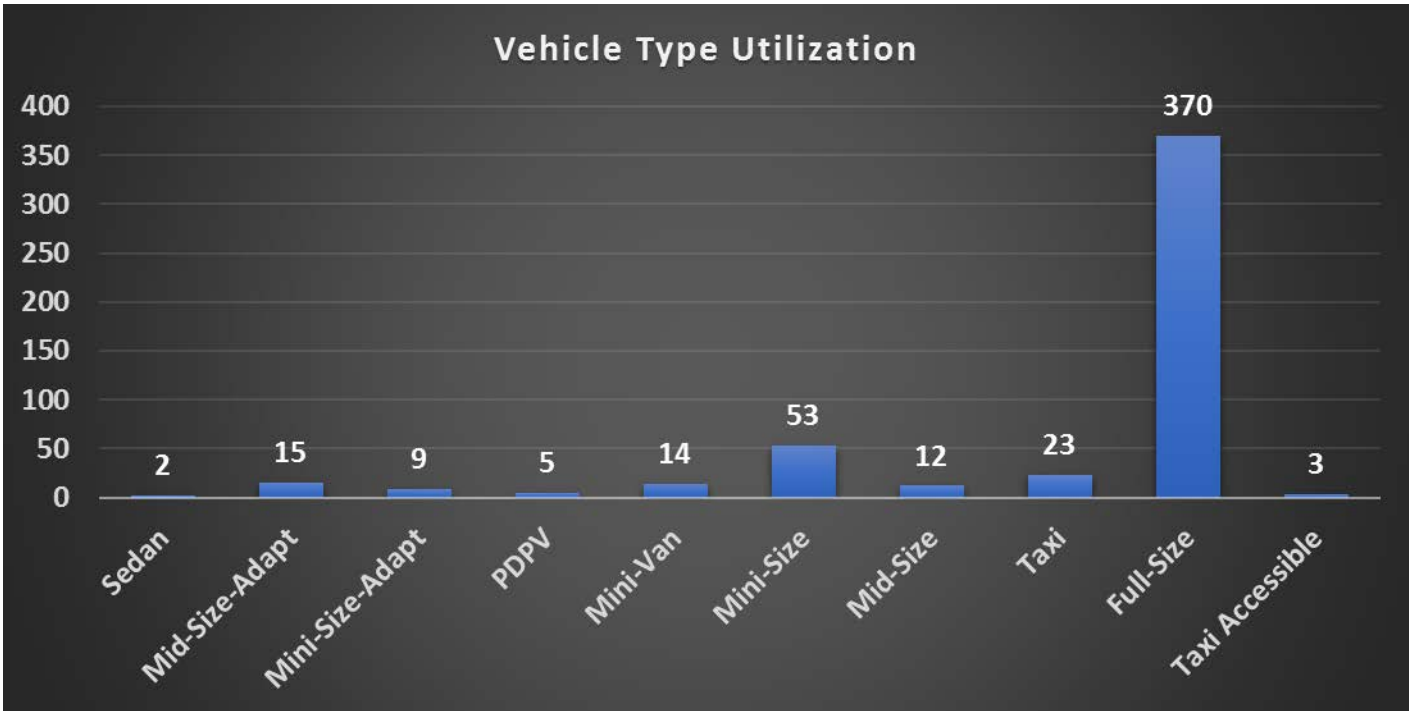
STWDSTS continues to administer a monthly performance report to our contracted operators to identify areas of excellence and opportunities for improvement of the bus service offered. Most of the data metrics are extracted from the BusPlanner web portal as posted by STWDSTS operators.

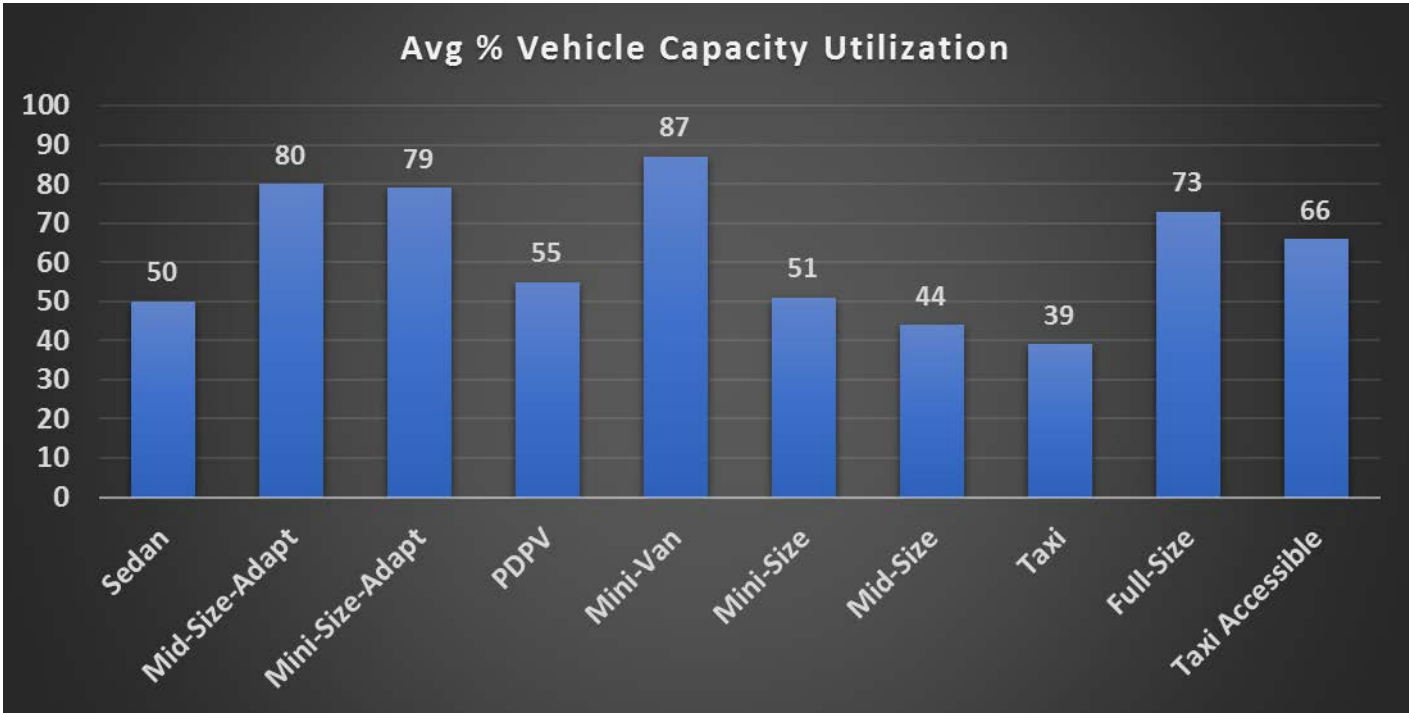
Key Performance Indicators





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Appendix A

Independent Auditors Report

Statement of Financial Position1

Statement of Operations2

Statement of Cash Flows3

Notes to Financial Statements.....4