



DSTS

Durham Student Transportation Services



Annual Report
2014-2015

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CAO and Governance Committee Update

The 2014-2015 Durham Student Transportation Services (DSTS) Annual Report highlights DSTS' successes and ongoing initiatives as it continually strives to fulfill its mandate and improve the level of service to all transported students in Durham Region. DSTS continues to focus on providing safe and customer service oriented services to and from school every day.

A few highlights from our 2014-2015 school year include:

- Routing and Technology continued to be a priority through advanced use of the routing software to further optimize current bus routes for efficiency and ride time improvements.
- Expanded use of GPS technology allowing for additional monitoring of bus routes and bus timings.
- Continued emphasis on expanding communications to all stakeholders, this included further development of the DSTS website to meet all accessibility requirements and delay notification upgrades.
- School Bus Safety Training programs were provided to every elementary school for both the Durham District School Board and the Durham Catholic District School Board.

Governance Committee Members

Chair of the Board, DDSB

Chair of the Board, DCDSB

Director of Education, DDSB

Director of Education, DCDSB

Mission Statement

Durham Student Transportation Services is committed to supporting the education of students by providing safe, equitable, effective and efficient transportation to its Member Boards.

Vision Statement

DSTS, with its partners, will enhance each student's school day by providing safe and customer service oriented services to and from school every day.

2014-2015 Highlights

Route/Operator Statistics

DSTS has contract services with a total of five bus operators. A total of 653 routes were contracted to the following bus operators:

- Century Transportation
- Durhamways Bus Lines
- First Student of Canada (Ajax, Bowmanville, and Brooklin divisions)
- Scugog Transit
- Stock Transportation (Sunderland Division)

Start-Up Communication

DSTS understands that today's stakeholders require many different communication options in order to stay informed of School Bus information for their students. DSTS offers the following communication tools to our schools and family community:

- Interactive Voice Relay System for both inbound and outbound communications.
- DSTS Website that has undergone multiple improvements and integrations with our transportation routing solution. Parents can log in using student info to view transportation data.
- Subscription services for Route delays. Parents can choose to receive email notifications when their student's route is running late.
- Twitter, all delays and cancellations are posted to our twitter feed. DSTS currently has over 1500 followers and growing.

Student Safety Programs

Student Safety is a paramount priority for DSTS. In 2014-2015 DSTS provided the following safety programs:

- Young Riders Orientation Day (provided to all first time students)
- The Safe Rider Program – Buster The Bus (JK-3)
- The Rider Role Model Program (Grade 4-8)
- School Bus Evacuation Program (Available to all schools/grades)

The safety of transported students is the highest priority for DSTS. In all aspects of school bus service, from route planning and design through daily operations, safety is always the first consideration. As an extension of the classroom, students play a large role in contributing to safety of the bus. The same conduct expected by the school is also expected by the bus driver.

For safety reasons, all students enrolled in Junior and Senior Kindergarten, must be accompanied by a parent, guardian or designate to the bus stop for pick up and must be met by a parent, guardian or designate at drop off time. Parents can give direction to DSTS that older students be met as well. Students that are noted as being met will be returned to the school if no parent or guardian is present at the stop.



Rationale of Distance Measurement used by DSTS

Durham Student Transportation Services (DSTS) uses Durham Regional digital maps that are imported into our routing software “Bus Planner”. Distances are calculated through our routing software based on the walking properties set to each individual regional road segment. Walkability is managed by DSTS staff using geographic knowledge of the areas and database information obtained from the Region. The database shows all of the sidewalks and pedestrian walkways within the Region. DSTS consistently reviews areas to ensure walkability and distance calculations are accurate. Accurate distance measurements are key to ensuring our walk policy is applied in a fair and consistent manner for all schools of the Durham District and Durham Catholic school board students. In order to ensure consistency in distance measurement DSTS utilizes one measurement obtained from “Bus Planner”.



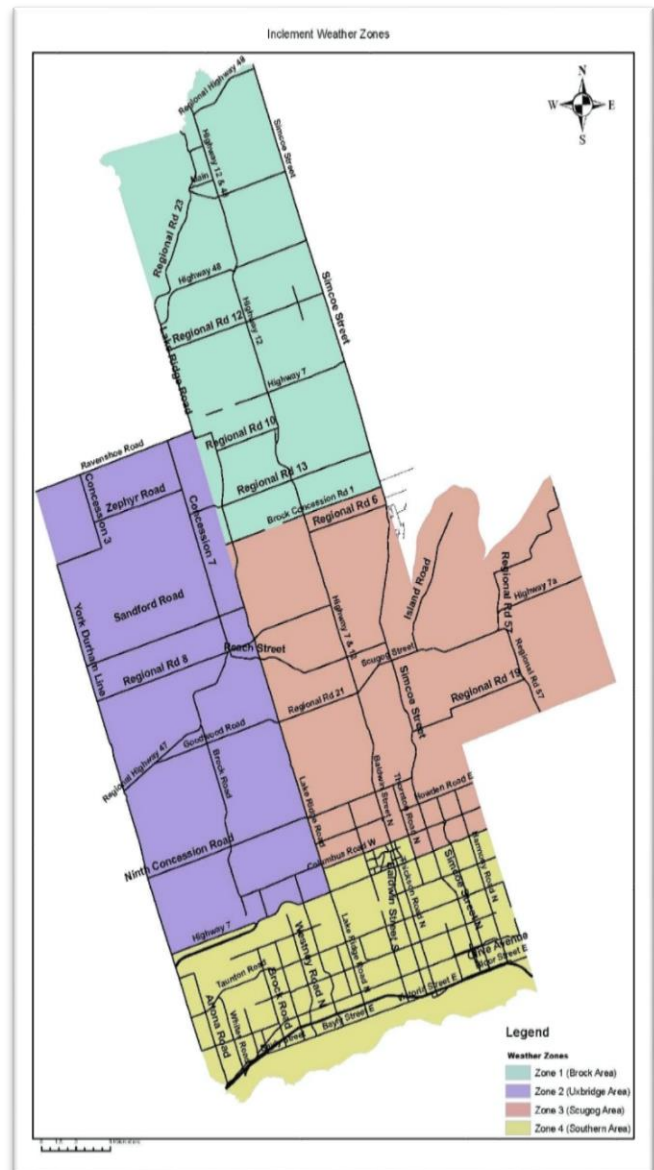
Request to Review or Reconsider Transportation Arrangements

Durham Student Transportation has several ways of obtaining feedback from stakeholders. These include a customer service survey sent out to all schools each year, a customer service feedback survey available on line, and a stop review request on line tool. Parents or guardians who may disagree with an application of the Transportation Policy have the opportunity to request a reconsideration of transportation arrangements. The process by which to file a request for reconsideration is outlined on the Durham Student Transportation Services website at www.dsts.on.ca. The Governance Committee is responsible for ensuring that the school board approved transportation policy is applied correctly and consistently for all families. The Governance Committee cannot overturn or amend the school board approved policy.



School Bus Weather Zones

For transportation purposes, the Durham Region has been divided into four zones outlined in the illustrated map. Depending on the location and type of weather occurrence, transportation may be cancelled for a specific zone. Any weather related bus cancellations are announced in the early morning hours to local radio and TV stations. All cancellation information is also posted to the DSTS and School Board websites.



Annual Kilometers Travelled, Bus Zones and Bus Operators

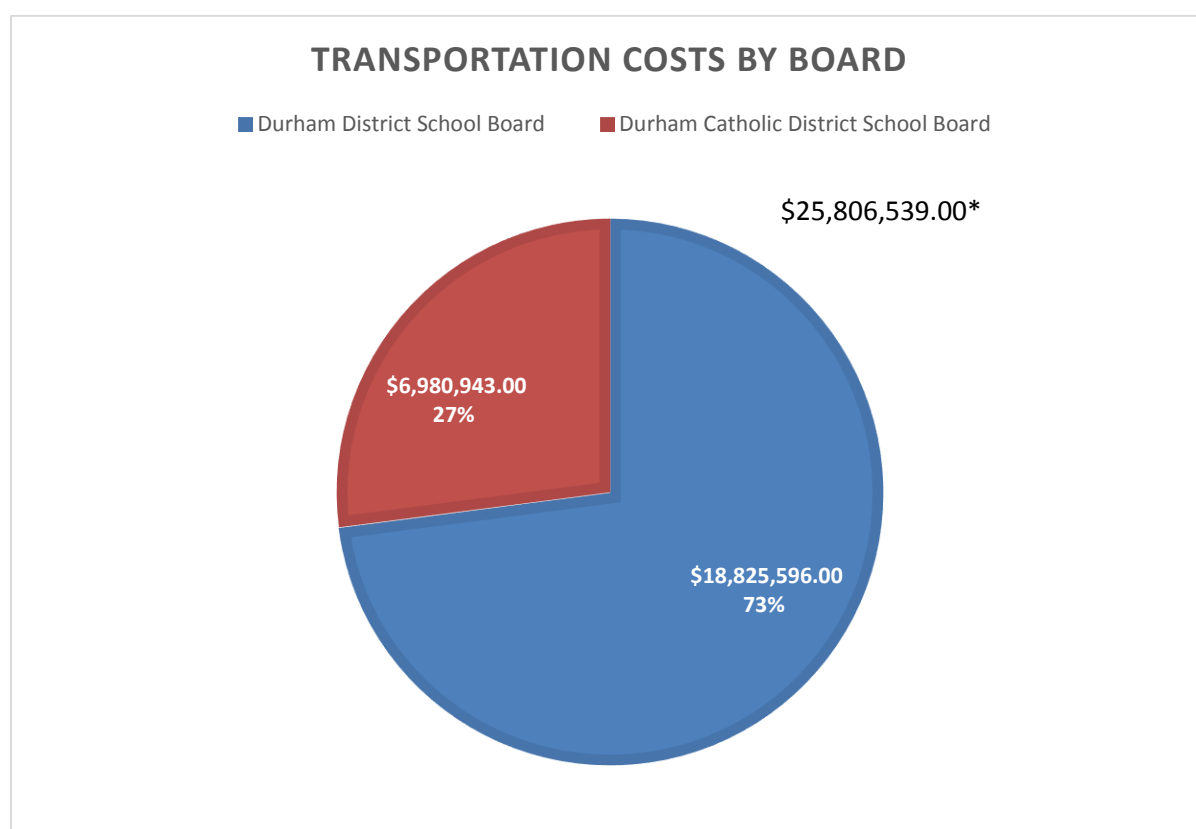
Annual kilometers travelled by DSTS in the 2014-2015 school year was 44,953 km daily; this equates to approximately 8,451,164 km on an annual basis. For some perspective, the distance from earth to the moon is 384,400 km thus in 2014-2015 DSTS school buses made the equivalent of this trip 22 times.

Key Performance Indicators (KPI's)

Transportation KPI's contained within the report are based on a snap shot of data exported on October 31, 2014 from the DSTS student transportation routing software Bus Planner. Student data is provided to DSTS through regular downloads from each board's student information system, PowerSchool.

Transportation Costs by Board

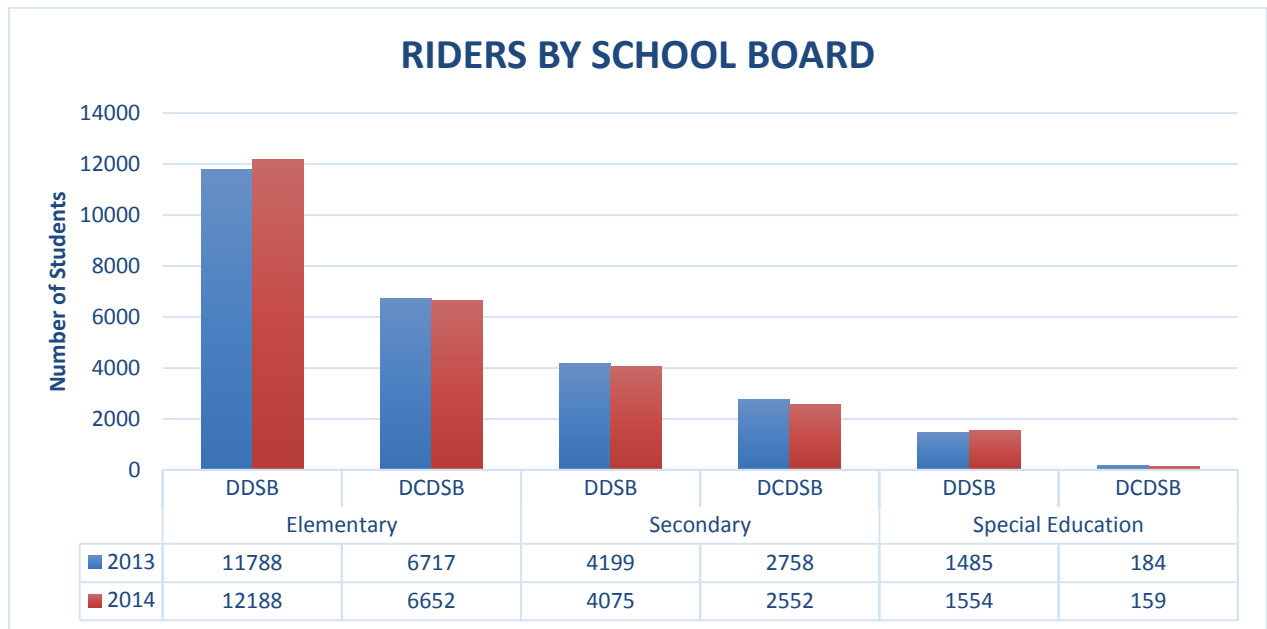
The chart below outlines the 2014-2015 transportation costs by member board:



**Transportation costs only, administration costs are excluded.*

Transported Students by Board

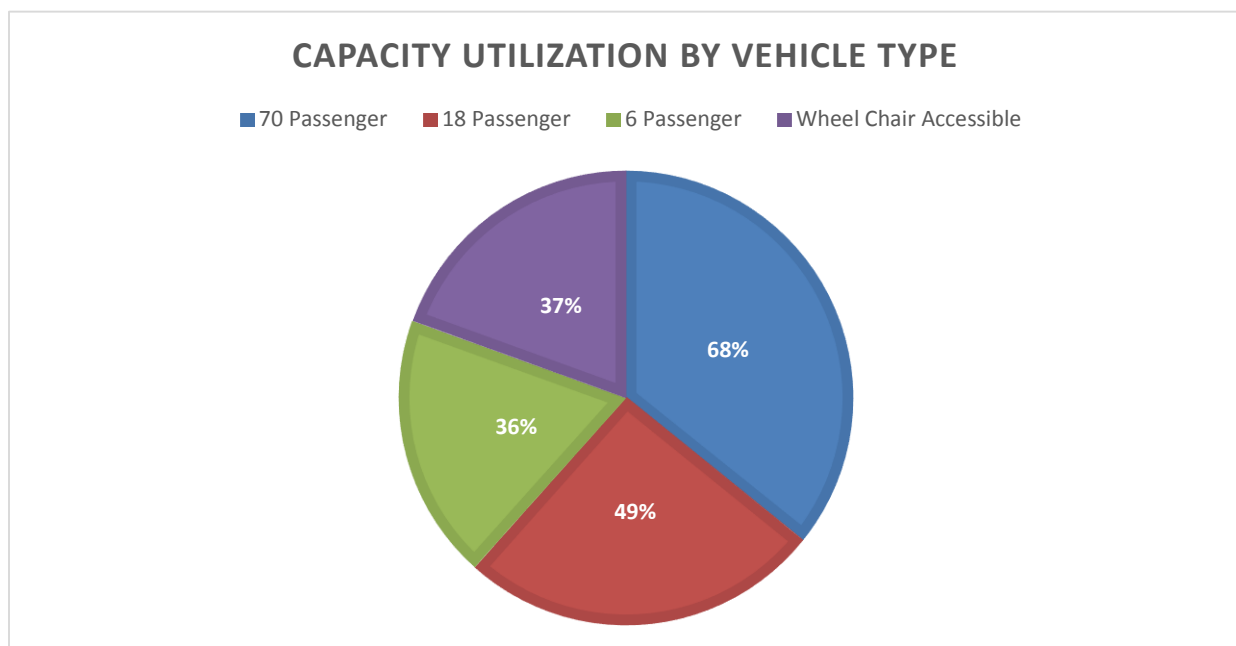
In the 2014-2015 school year, DSTS transported a total of 27,180 students. The chart below outlines the number of students transported by member board by panel.



Vehicle Utilization

The vehicle utilization percentage indicates how efficiently each vehicle type is used. The calculation is based on the vehicle capacity divided by riders, total routes and vehicle types. Below is a graph that illustrates the capacity utilization by the entire route taking an average load of all the tiers on a given bus throughout the day and dividing it by the total capacity of the vehicle. Smaller vehicles including the 18 passenger, six passenger and wheelchair accessible provide service predominately to students with special needs. Given the specialized nature of this type of transportation, utilization rates are usually lower due to distance travelled to program and/or needs of the students.

The following graph outlines the capacity ratio by all vehicle types:

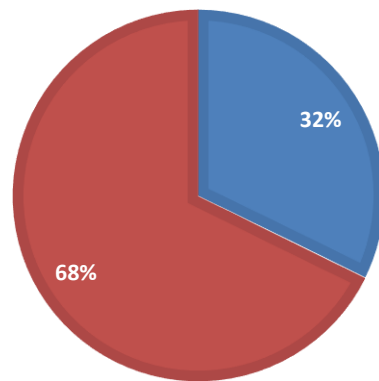


Route Sharing and Vehicle Tiering

Tiering and route sharing are approaches taken to maximize usage of a vehicle by sending a vehicle out on multiple runs or sharing the vehicle for multiple school locations. The following graphs illustrate the percentage of tiered or shared routes.

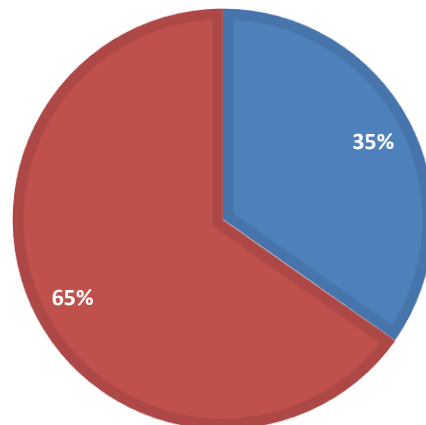
PICK UP ROUTES SINGLE DEDICATED VS MULTIPLE SCHOOLS SERVICED

■ Single Dedicated ■ Multiple Schools Serviced



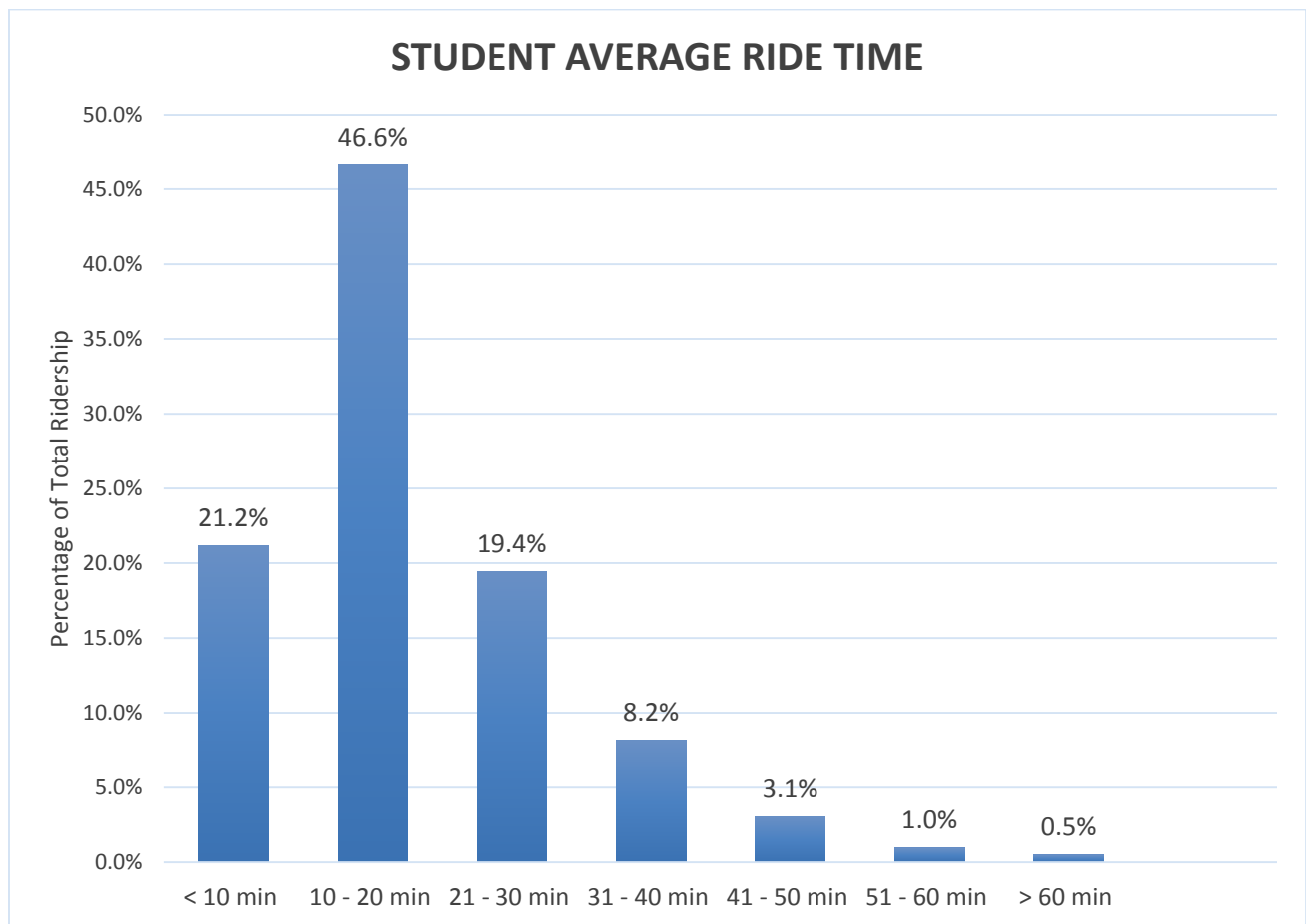
DROP OFF ROUTES SINGLE DEDICATED VS MULTIPLE SCHOOLS SERVICED

■ Single Dedicated ■ Multiple Schools Serviced



Average Ride Time

DSTS operates under a maximum ride time one way of sixty minutes wherever possible. Below is a breakdown of the Average ride time for DSTS students. The majority of students ride less than 30 minutes, many of the longer rides are because of the location of program from the residential address.





Durham Student Transportation Services

