



***Durham Student Transportation Services***



Annual Report

2024-2025

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# CAO and Governance Committee Update

The 2024-2025 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 2024-2025 school year include:

- Technology continued to be a significant area of improvement for school bus transportation. DSTS expanded the implementation of transportation cards for all students. This initiative aims to enhance the efficiency of busing operations while providing families with up-to-date information on route status. The cards also enable consortium staff to better track and manage student loads and route timings across all school buses.
- DSTS expanded the family portal for transportation cards, adding detailed route information such as when students board and exit the school bus. This enhancement helps ensure that students get on and off the bus at the correct locations.
- Routing enhancements remained a priority as additional mapping capabilities were implemented to support a growing region and improve the accuracy of DSTS operations.
- Working with bus operators to continue to develop routing and employment strategies to address the province-wide bus driver shortage.
- With continued growth across the region, there remained a strong emphasis on school bus safety, including comprehensive reviews of bus stop locations, operational safety assessments, evaluations of roadway conditions, and traffic analyses throughout the area.
- Continued integration and review of GPS data to identify routing efficiencies and to review operator service quality & contract compliance.

## Governance Committee Members

Chair of the Board, DCDSB

Chair Designate of the Board, DDSB

Director of Education, DDSB

Director of Education, DCDSB

## Mission Statement

**The 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.*

# 2024-2025 Highlights

## Route/Operator Statistics

DSTS has contract services with the following bus operators:

- Century Transportation Ltd.
- Durhamway Bus Lines Inc.
- First Student Canada
- Stock Transportation Ltd.

## Start-Up Communication

DSTS understands that today's stakeholders require many different communication options 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. Families can log in using student info to view transportation data.
- Subscription services for Route delays. Families can choose to receive email notifications when their student's route is running late. Over 22,290 families have taken advantage of this service to date.

## Student Safety Programs

Student Safety is a paramount priority for DSTS. In 2024-2025 DSTS provided the following safety programs.

- 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.



## Rationale of Distance Measurement used by DSTS

Durham Student Transportation Services (DSTS) uses Durham Regional digital maps integrated into our routing software “Bus Planner”. Distances are calculated within this software based on mapping properties assigned to individual regional road segments. Distance eligibility calculations are managed by DSTS staff using geographic knowledge of the area, combined with database information provided by the Region. This database includes details of sidewalks and pedestrian walkways throughout the Region.

To ensure accuracy and accessibility, DSTS regularly reviews areas and verifies distance calculations. Precise measurements are crucial to applying eligibility criteria consistently for all students in the Durham District and Durham Catholic School Boards. DSTS utilizes a single calculation obtained through our routing geometrics software “Bus Planner”.



## Request to Review Bus Stop Location

DSTS is responsible for selecting bus stop locations within the service area in accordance with the walk to stop distance procedures. DSTS is not responsible for providing door to door transportation. Whenever possible, common community collector stops are used.

DSTS maintains an average walk to stop distance of 400 meters to a maximum stop distance of 800 meters where possible. The distance is calculated on DSTS geometrics software between the place of residence and the bus stop based on the shortest distance on a road network and may include municipal walkways. For the safety of all students on board the bus, school bus stops are not in areas such as cul-de-sacs or dead-end streets. DSTS does not enter private property and roads, such as long rural driveways, gated communities, townhouse/apartment complexes and areas under active construction.

DSTS reserves the right to determine if the roadway is suitable for travel, given road conditions and necessary space requirements factoring in the turning radius of large school vehicles. Families may request a review of bus stop location through the DSTS website at [www.dsts.on.ca](http://www.dsts.on.ca)

## Request to Reconsider Transportation Arrangements

Families who disagree with the way in which the Transportation Policy has been applied by DSTS may 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](http://www.dsts.on.ca).

Requests for reconsideration must be made in writing by the family directed to the Chief Administrative Officer of DSTS. The request should include a detailed description of the situation and/or events. If the family is not satisfied with the response from the Chief Administrative Officer, they may request reconsideration of the decision in writing to the Administrative Committee of DSTS.

## School Bus Weather Zones

For transportation purposes, the Durham Region has been divided into four zones outlined in the illustrated map.

Zone 1-Brock Township

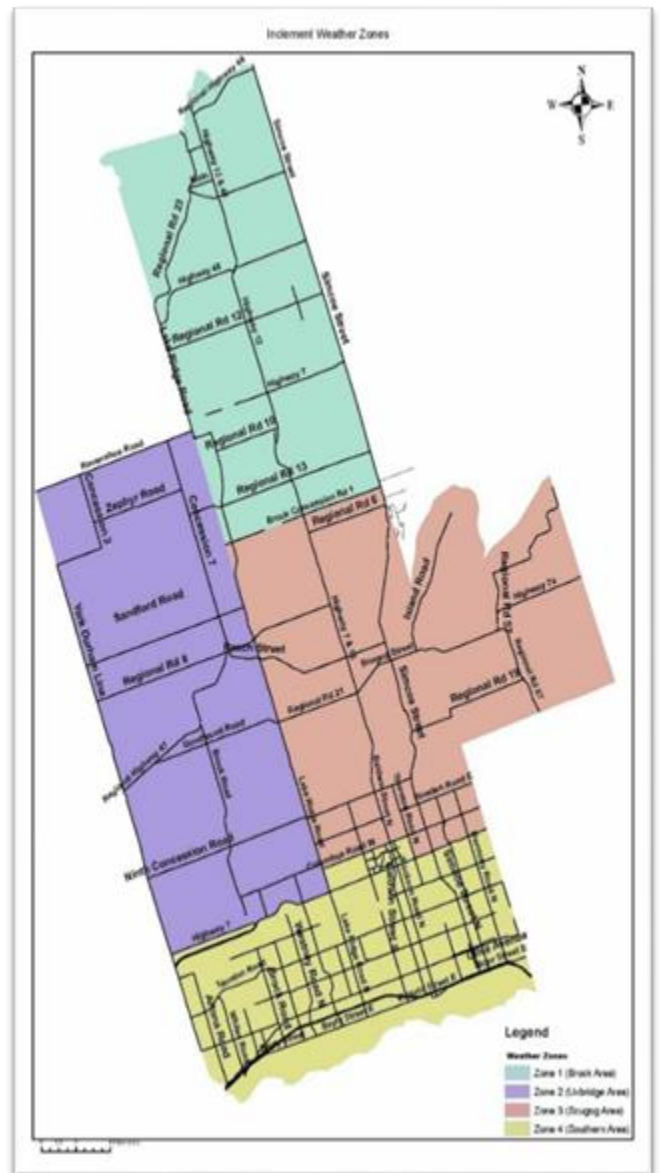
Zone 2-Uxbridge Township

Zone 3-Scugog Township

Zone 4-Pickering, Ajax, Whitby, Oshawa

Depending on the location and type of weather occurrence, transportation may be cancelled for a specific zone. A listing of all schools and their weather zone are listed on the DSTS website. Any weather-related bus cancellations are announced in the early morning hours to local radio and TV stations. All cancellation information is posted to the DSTS and School Board websites and social media.

Families are the final decision maker on whether students access transportation services on inclement weather days.

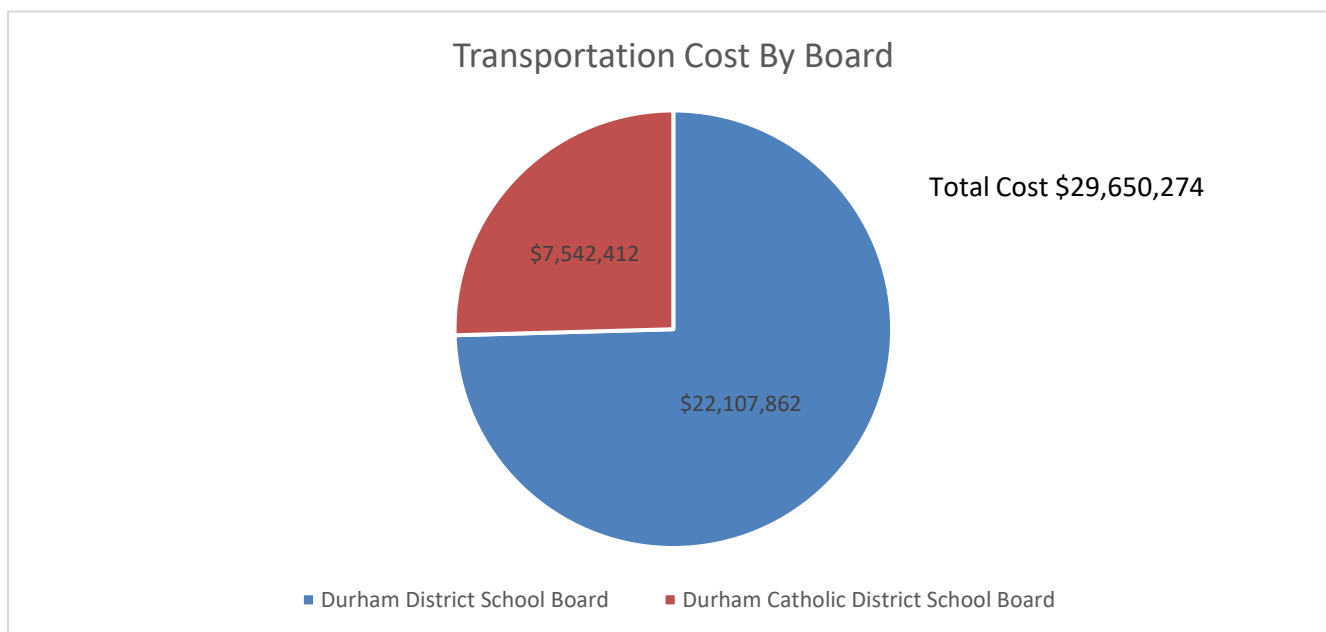


## Key Performance Indicators (KPI's)

Transportation KPI's contained within the report are based on data exported as of June 2025 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

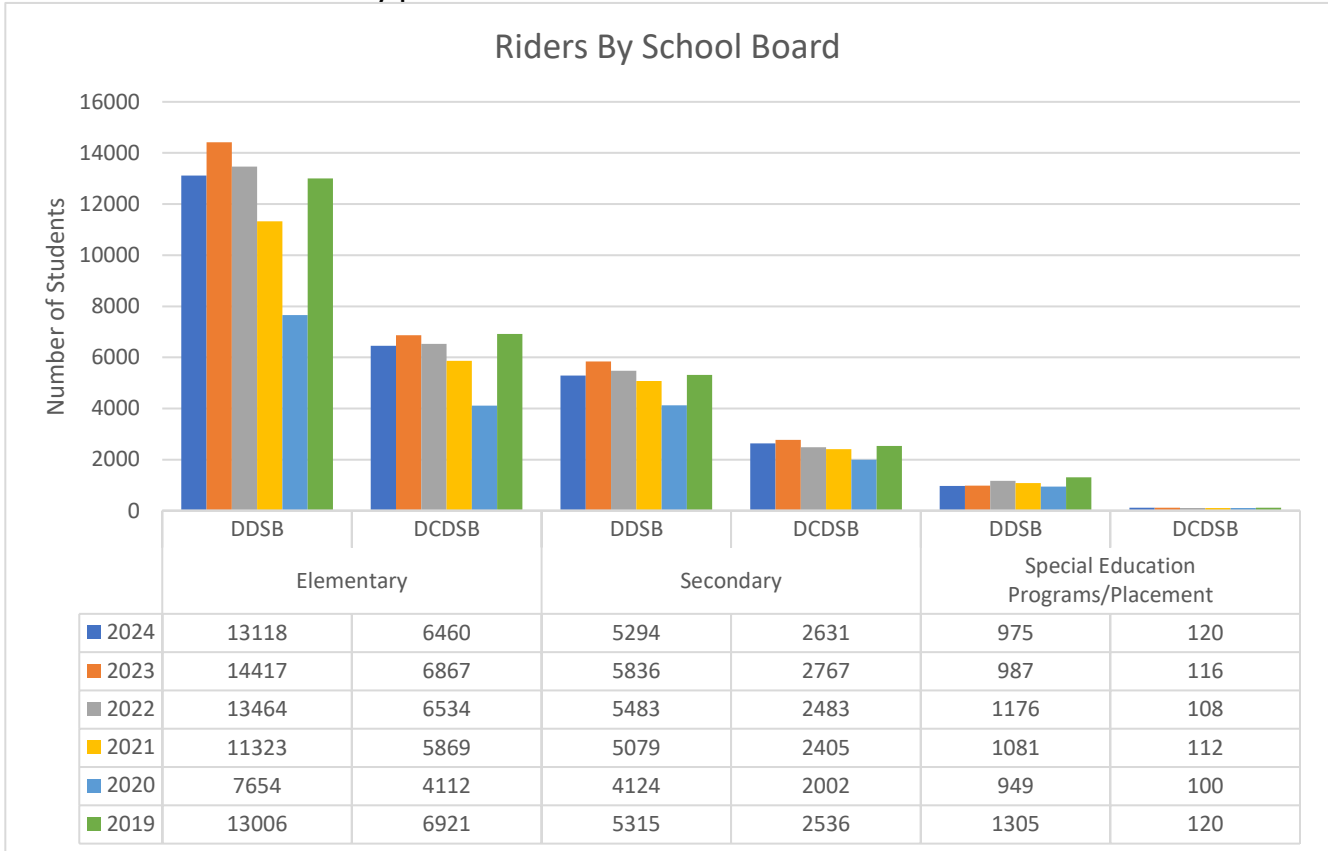
The chart below outlines the 2024-2025 transportation costs by member board:



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

## Transported Students by Board

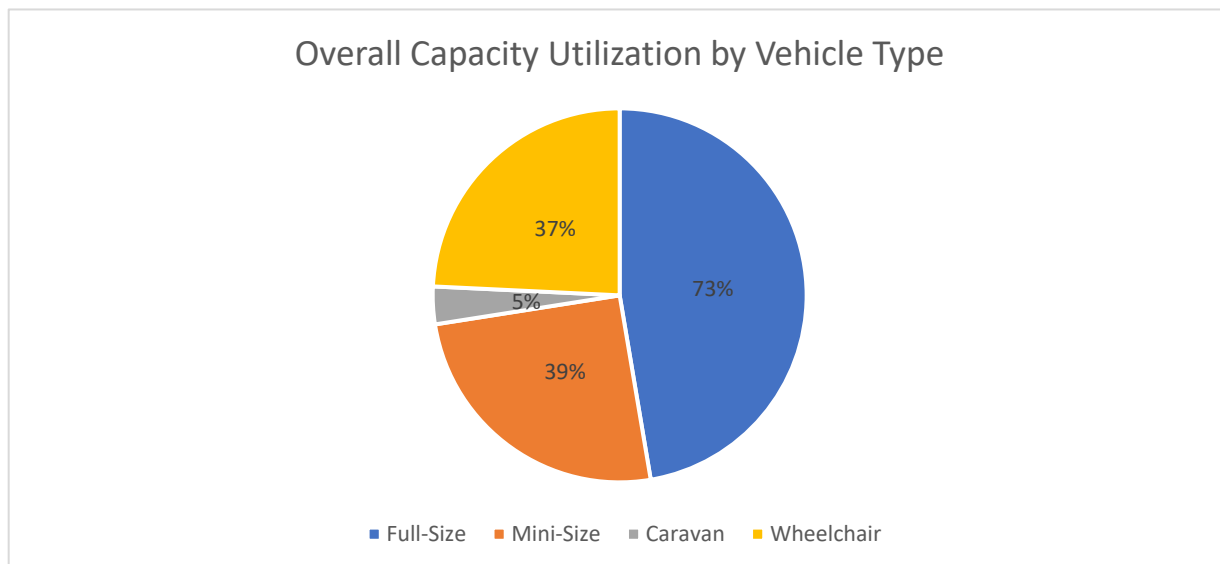
In the 2024-2025 school year, DSTS transported 19,387 students for DDSB and 9,211 students for DCDSB. The chart below outlines the number of students transported by member school board by panel.



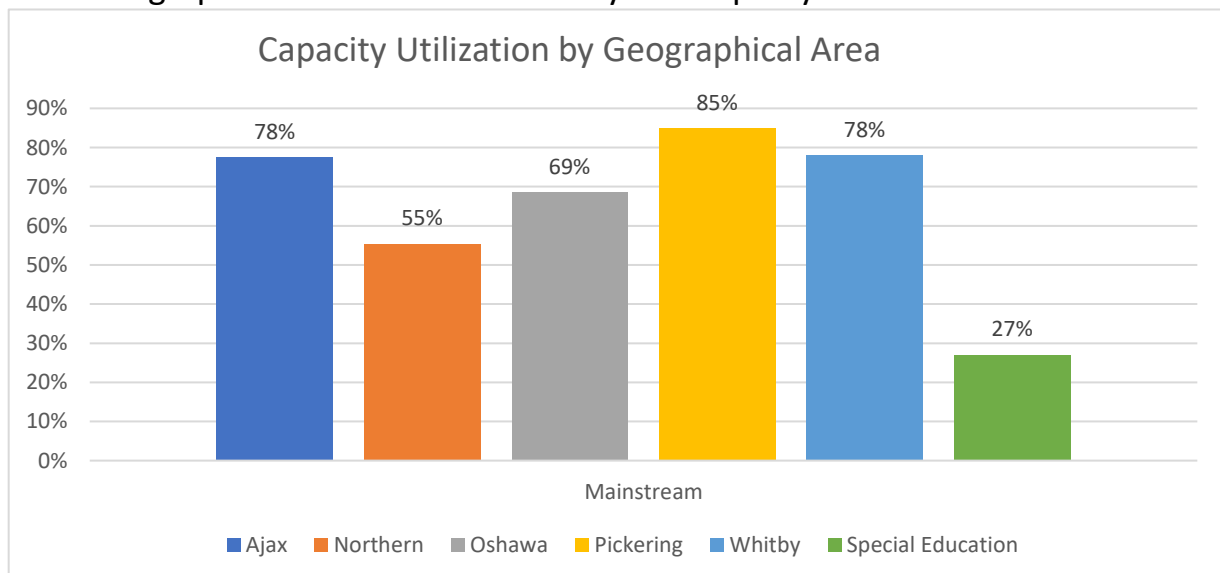
## Vehicle Utilization

The vehicle utilization percentage reflects the efficiency of each vehicle type's usage. This metric is calculated by dividing the vehicle's capacity by the number of riders, total routes, and vehicle types. Below is a graph illustrating the capacity utilization across all routes, calculated by averaging the load across all tiers of a given bus throughout the day and dividing this by the vehicle's total capacity. Efforts are continuously made to optimize the use of school bus vehicles. However, utilization rates tend to be lower for smaller vehicles due to factors such as ride time and the distance traveled to the program.

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



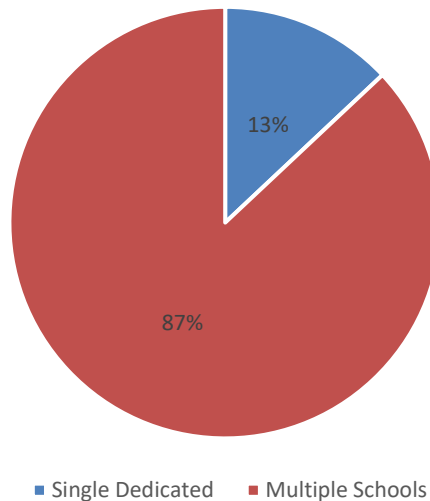
The next graph shows the breakdown by municipality for Mainstream students:



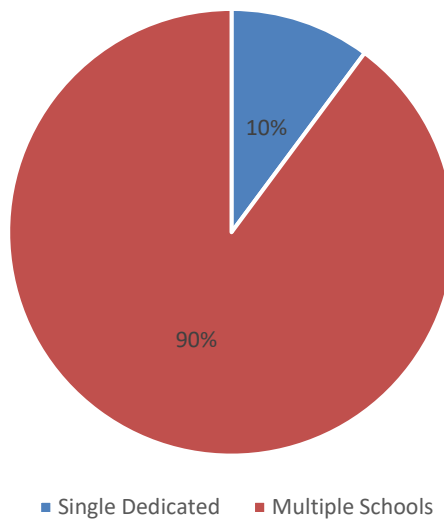
## Route Sharing and Vehicle Tiering

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

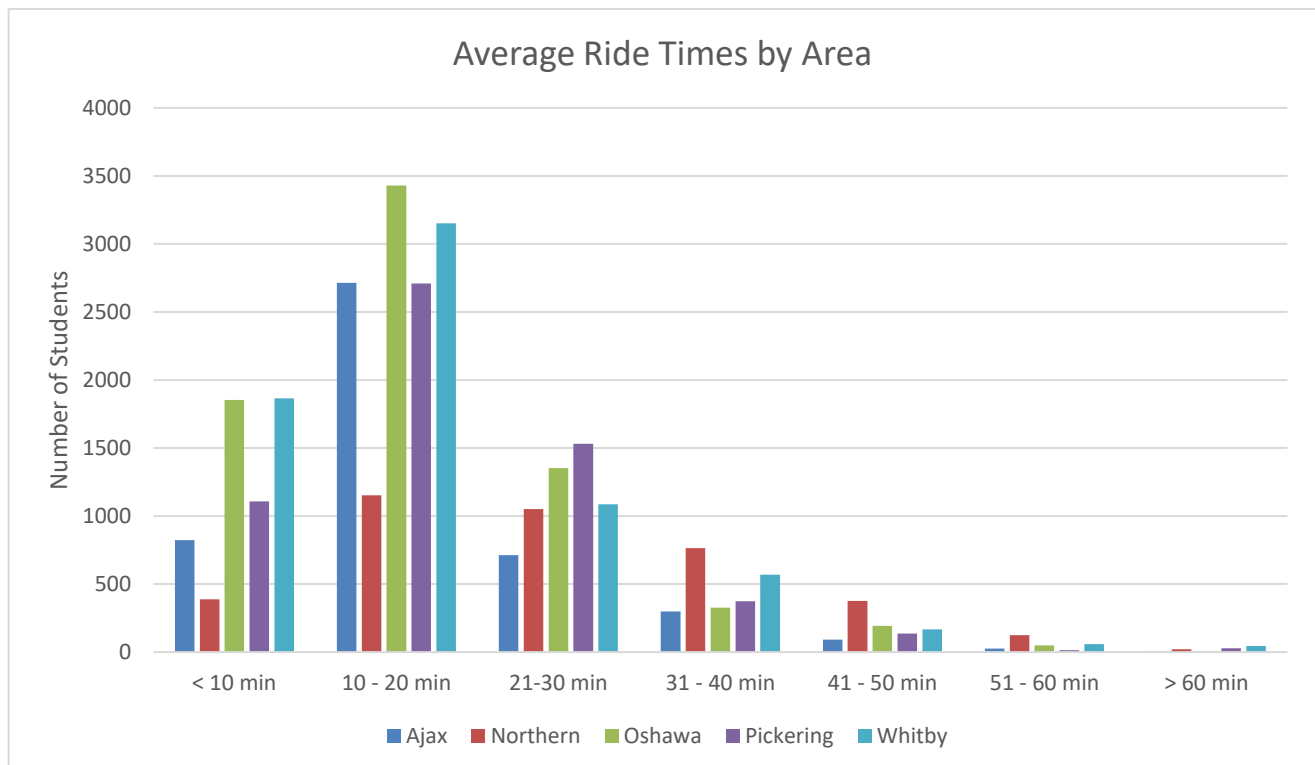
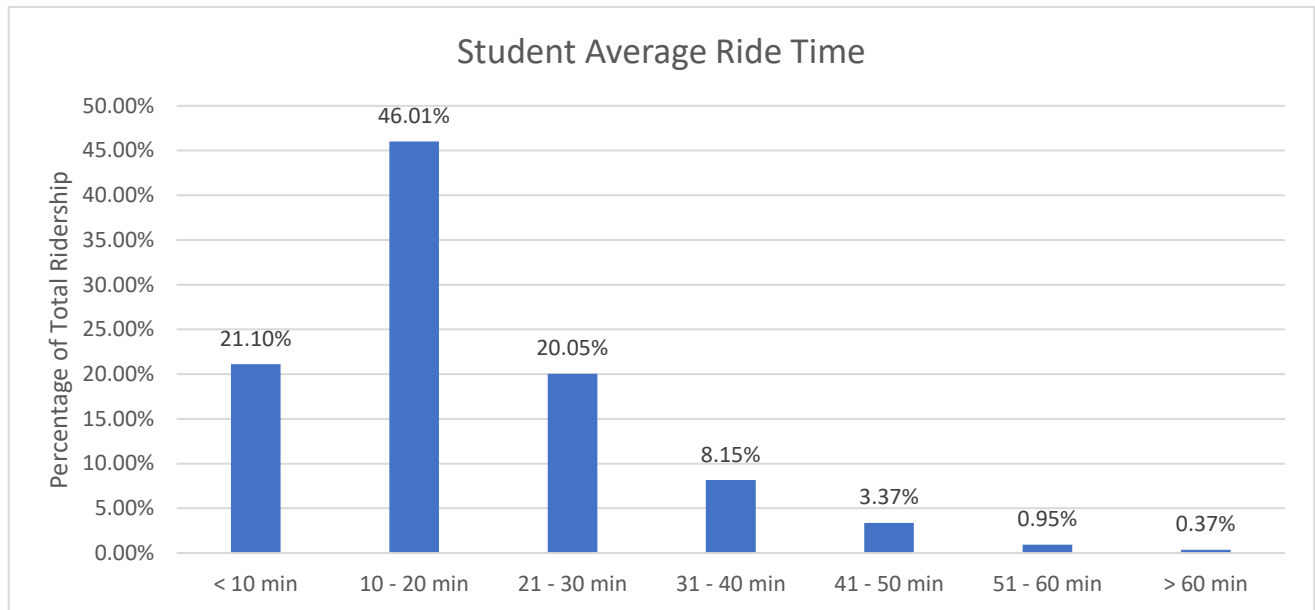


Drop Off Routes Single Dedicated vs Multiple Schools Serviced



## Average Ride Time

DSTS operates under a maximum one-way ride time of 60 minutes wherever possible. Below is a breakdown of the average ride time for DSTS students. Most of the students ride less than 30 minutes, many of the longer rides are due to the location of the program from the residential address.





***Durham Student Transportation Services***



***Contact DSTS:***

***24 Hour Automated Info Line:***

***1-866-908-6578 or 905-666-6979***

***Office Line:***

***905-666-6395***