



# DSTS

***Durham Student Transportation Services***



Annual Report

2017-2018

# Table of Contents

CAO and Governance Committee Update.....	2
Governance Committee Members.....	3
Mission Statement.....	3
Vision Statement .....	3
2017-2018 Highlights .....	4
Route/Operator Statistics .....	4
Start-Up Communication .....	4
Student Safety Programs .....	5
Rationale of Distance Measurement used by DSTS.....	6
Request to Review Bus Stop Location .....	7
Request to Review or Reconsider Transportation Arrangements .....	7
School Bus Weather Zones .....	8
Annual Kilometers Travelled by DSTS School Buses.....	8
Key Performance Indicators (KPI's) .....	9
Transportation Costs by Board.....	9
Transported Students by Board .....	9
Vehicle Utilization .....	11
Route Sharing and Vehicle Tiering .....	13
Average Ride Time .....	14

# CAO and Governance Committee Update

The 2017-2018 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 2017-2018 school year include:

- Routing and Technology continued to be a priority through advanced use of the routing software to further optimize bus capacity utilization and routing efficiency.
- Further expanded use of GPS technology allowing for additional monitoring of bus routes, bus stops and bus timings to ensure planned route vs actual is accurate.
- Additional information added to the DSTS website, including an enhanced bus stop review portal.
- Updates and Enhancements to the School Bus Safety Training programs provided to every elementary school for both the Durham District School Board and the Durham Catholic District School Board.
- Further emphasis on School Bus Safety including on site traffic reviews, modifications to school sites to enhance pedestrian and vehicle safety .

## Governance Committee Members

Chair of the Board, DDSB

Chair of the Board, DCDSB

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.*

# 2017-2018 Highlights

## Route/Operator Statistics

DSTS has contract services with five bus operators companies. A total of 575 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 cancelations are posted to our twitter feed. DSTS currently has over 3,000 followers and growing.

## Student Safety Programs

Student Safety is a paramount priority for DSTS. In 2017-2018 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 to Volunteer 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 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 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, community collector stops are used.

DSTS maintains an average walk to stop distance of 400 meters to a maximum walk to 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.

Generally, school bus stops will not be located 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 and townhouse/apartment complexes.

DSTS reserves the right to determine if the roadway is suitable for travel, given road conditions and necessary space requirements factoring in turning radius of large school vehicles. Parents 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

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](http://www.dsts.on.ca).

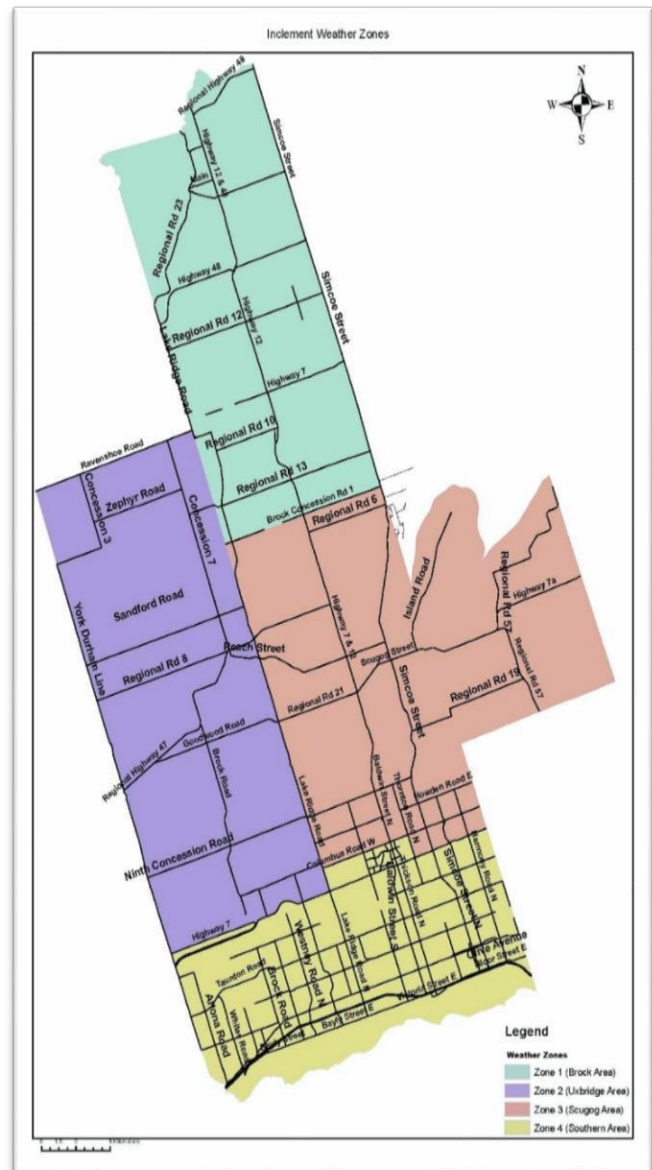
Requests for reconsideration must be made in writing by a parent or guardian directed to the Chief Administrative Officer of DSTS. The request should include a detailed description of the situation and/or events. If the parent or guardian is not satisfied with the response from the Chief Administrative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

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 By DSTS School Buses

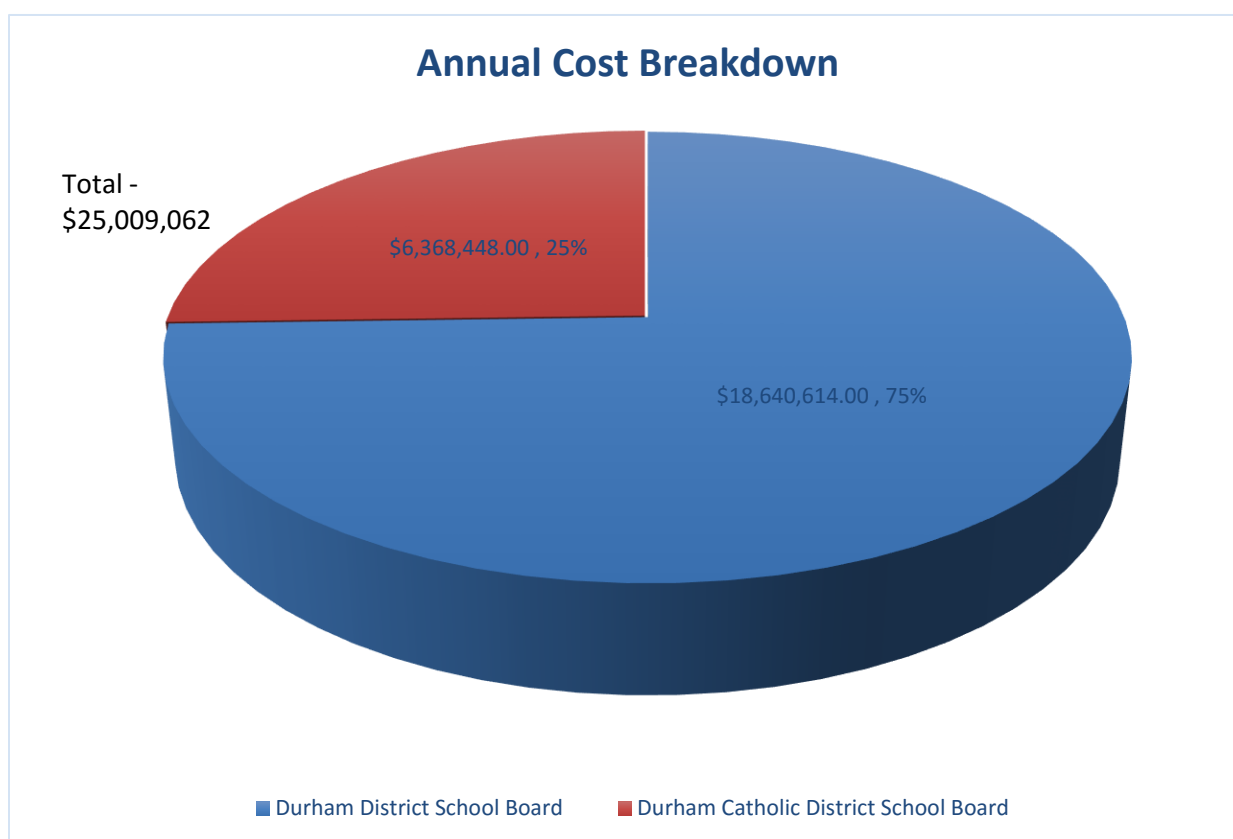
Annual Kilometers Travelled by DSTS in the 2017-2018 school year was 40,771 km daily this equates to approximately 7,664,948 km on an annual basis.

## Key Performance Indicators (KPI's)

Transportation KPI's contained within the report are based on data exported at the end of the school year 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

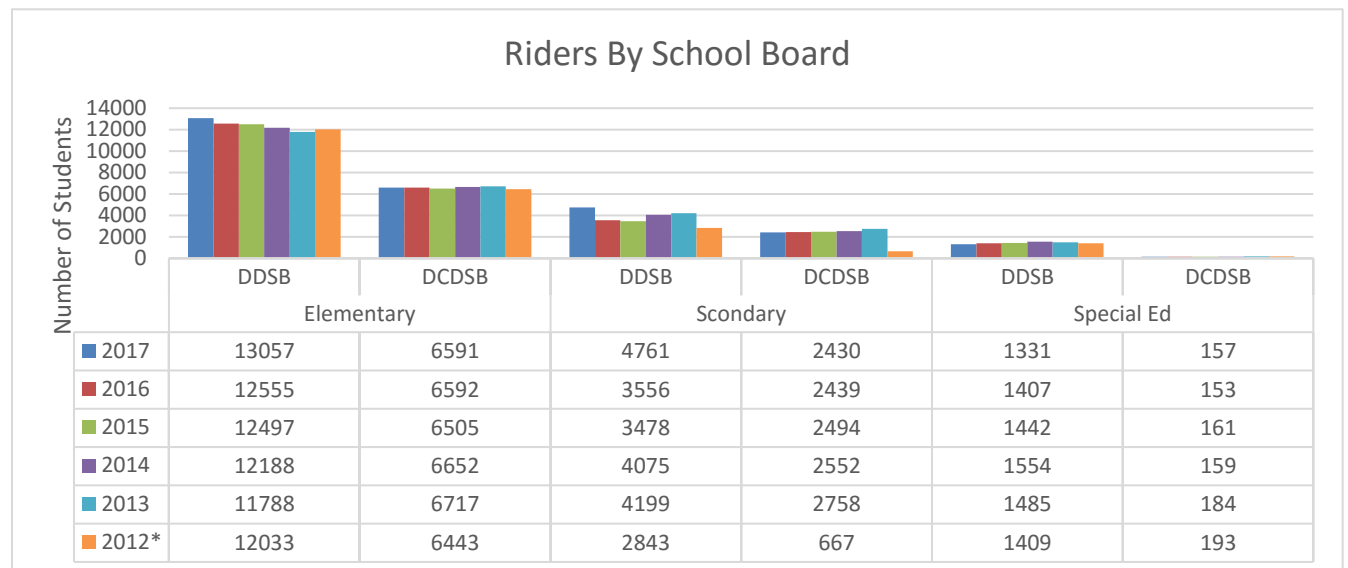
The chart below outlines the 2017-2018 transportation costs by member board:



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

## Transported Students by Board

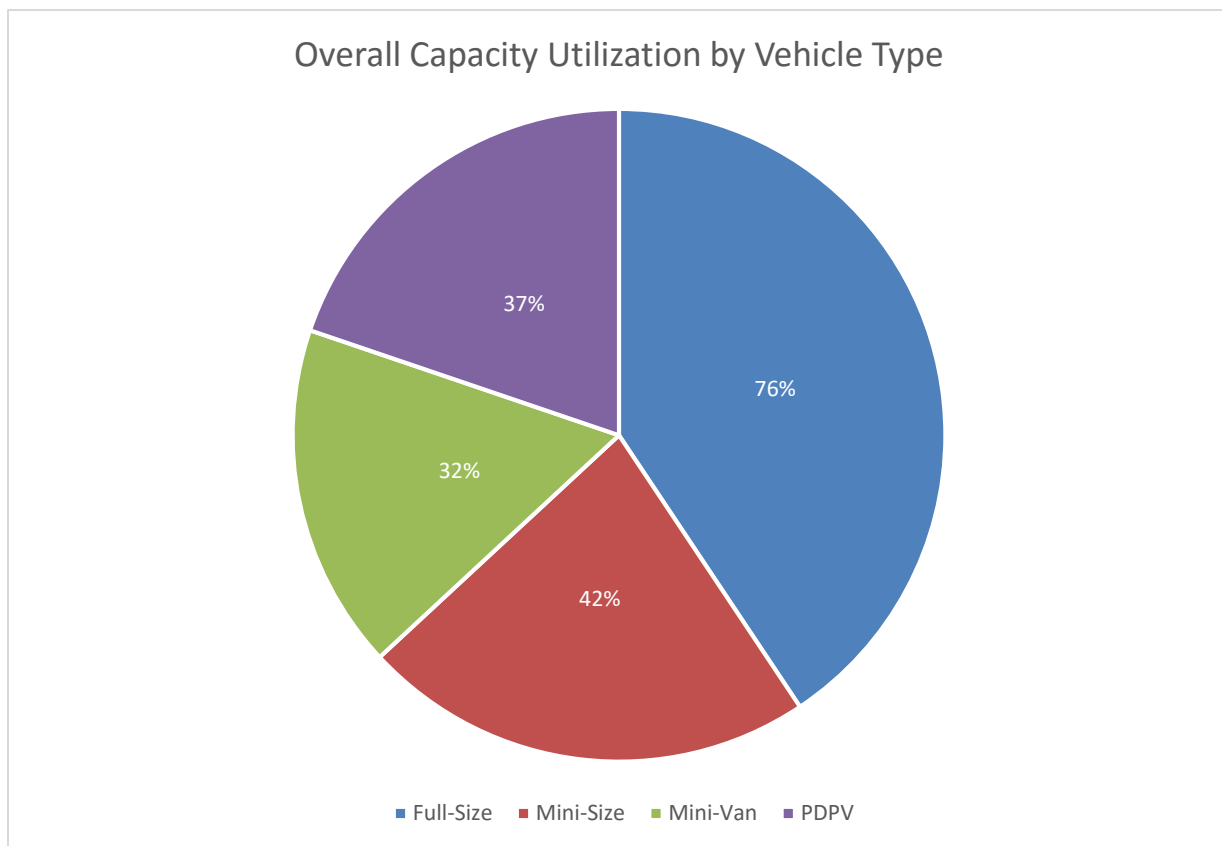
In the 2017-2018 school year, DSTS transported a total of 28,327 students. The chart below outlines the number of students transported by member board by panel.



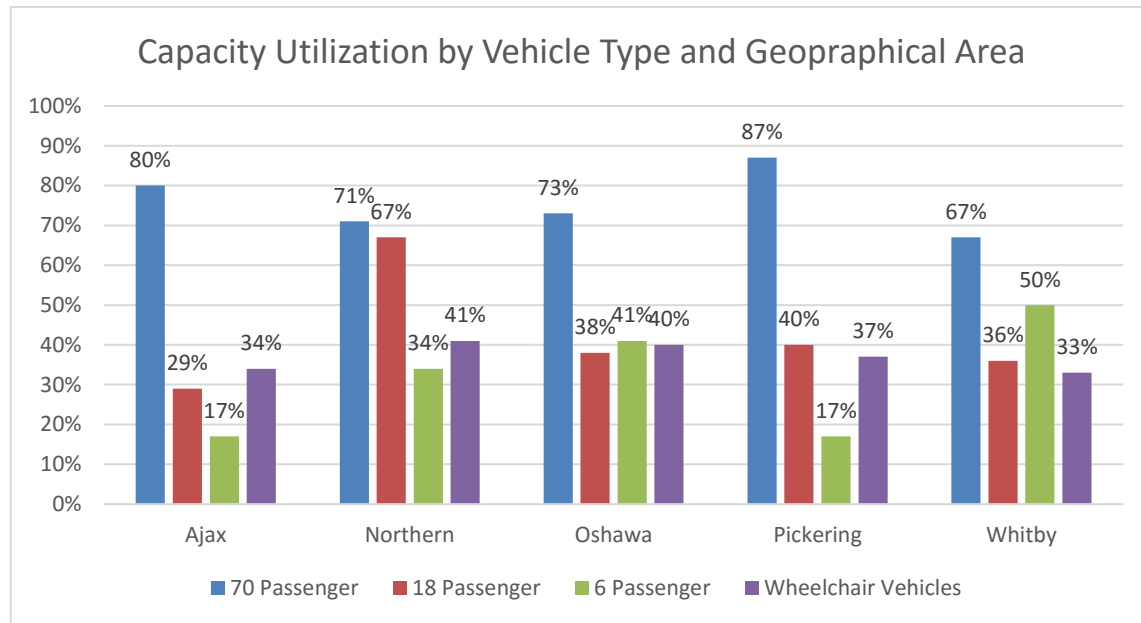
## Vehicle Utilization

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:



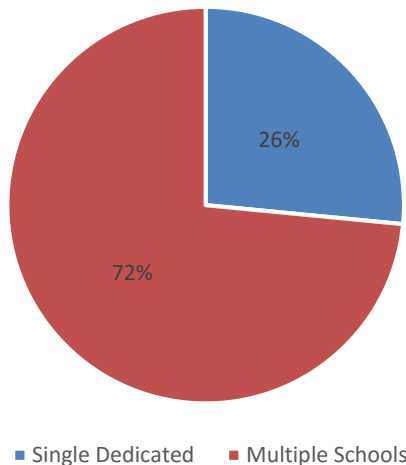
The next graph shows the breakdown by municipality and vehicle type.



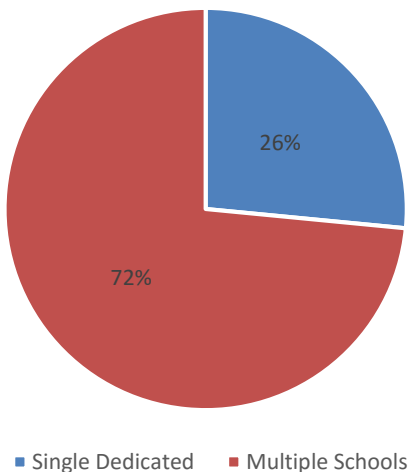
## Route Sharing and Vehicle Tiering

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 illustrates the percentage of tiered or shared routes.

Pick Up Routes Single Dedicated Vs Multiple Schools Serviced



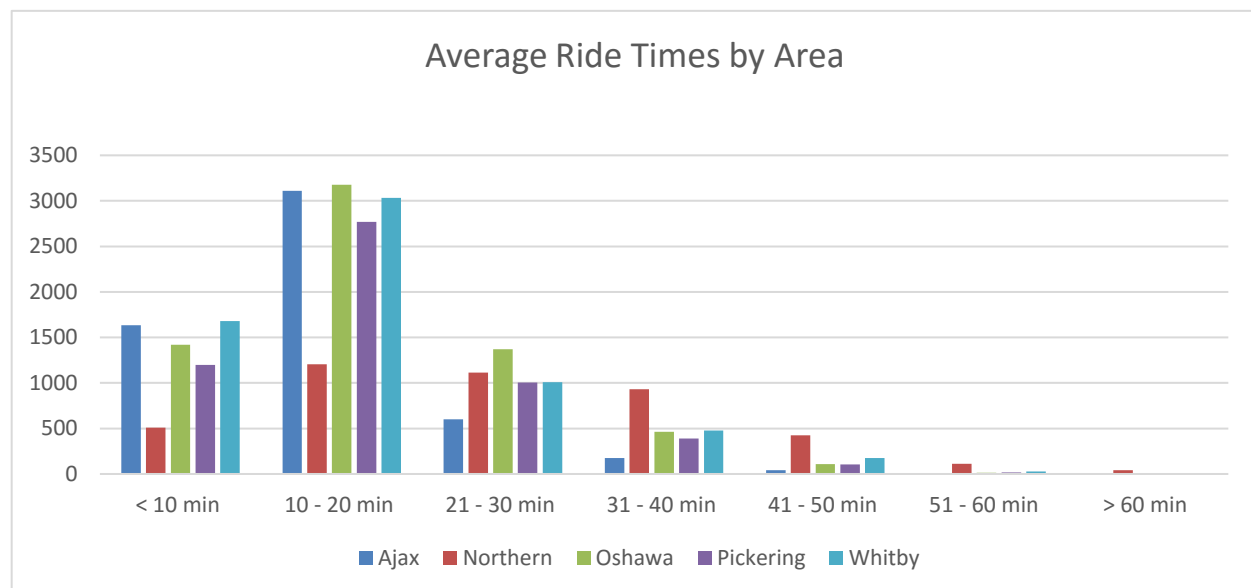
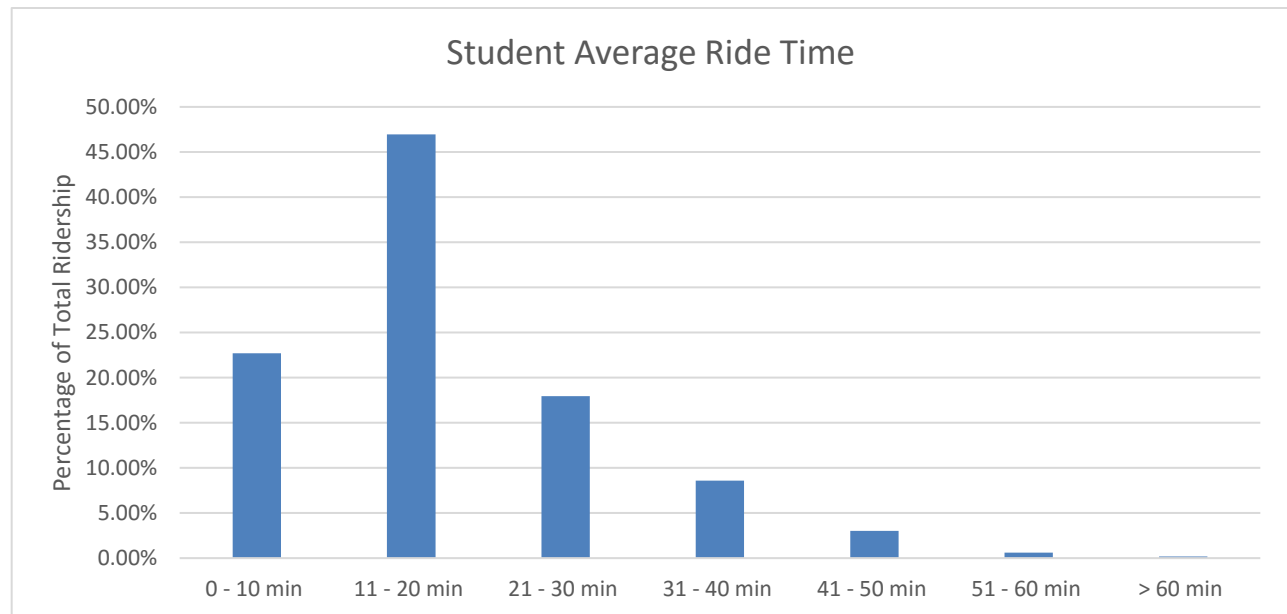
Drop Off Routes Single Dedicated Vs Multiple Schools Serviced





## Average Ride Time

DSTS operates under a maximum 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 due to the location of 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:***

***1-800-240-6943 or 905-666-6395***

***Follow us on Twitter @DurhamSTS***

