



Our Motto Students Come First
Our Mission Building Strong Foundations to Create Bright Futures
Our Values Belonging, Respect, Responsibility, Learning, Nurturing, Perseverance
Our Vision Learning Without Limits...Achievement for All

Accountability Topic: Transportation - People Capacity

Date of Board Meeting:

November 22, 2018

Strategic Priority:

- Student and Family Engagement
- Internal Process
- People Capacity
- Financial Stewardship

Quality Indicator(s) (if applicable):

- QI 1.1 Regular actions are taken to ensure busses and facilities are safe and healthy.
- QI 3.1 Quality recruitment, orientation, staff development, disciplinary, evaluation and supervisor processes are developed and effectively implemented in areas of assigned responsibility.

Processes Identified:

- Increase people capacity within the transportation department in order to improve service

Targets:

- Transportation Assistant
 - Communication with regular and spare drivers
 - Assignment of spare drivers to routes and extra-curricular trips
- Transportation Information Systems Assistant
 - Develop expertise in information systems to support transportation
 - Improve timing of route assignments and changes
- Fleet Supervisor
 - Develop automated work order and inventory system
 - Support staff in the operation and maintenance of all fleet vehicles

Key Strategies Employed:

- Transportation Assistant
 - Ongoing communication with drivers to be aware of what drivers are requiring spare driver
 - Coordinate the assignment of spare drivers between routes and extra-curricular trips to ensure proper coverage division wide.
 - Schedule contractor for driver training and evaluation
 - Track all new driver applications for completion and approval by Operations Manager
 - Communicate all complaints and concerns to Operations Manager
- Transportation Information Systems Assistant
 - Review all routes in the fall to ensure accuracy between GPS and Bus Planner and Student Information System (currently Maplewood)
 - Identify critical areas for review and improvements in advance of the following year

STUDENT & FAMILY

INTERNAL PROCESSES

PEOPLE CAPACITY

FINANCIAL STEWARDSHIP

- Plan and implement preliminary routes in advance of May 2019, communicating changes with bus drivers and parents
- Assign all new students to routes in a timely manner
- Fleet Supervisor
 - Inventory all spare buses to determine best allocation of spares
 - Coordinate the consolidation of the bus garages into the new facility
 - Investigate automated work order and inventory systems to improve bus garage efficiencies
 - Ensure compliance with all SGI and vehicle inspection standards

Future Strategies:

- Regular newsletters to parents and staff to communicate transportation information
- Recruitment strategy for new drivers
- Gather route information from drivers to determine local knowledge
- Continue to develop relationships with bus drivers

Risk Assessment:

Risk	Likelihood (Low-Med-High)	Impact (Low-Med- High)	Mitigation Strategy
Safety – inaccurate information preventing timely communication	High	High	Ongoing updating of driver and route information
Driver Evaluations – drivers not operating bus safely	Low	High	Continue to monitor with GPS and conduct individual driver evaluations to improve competency
Fleet Health and Compliance – unsafe buses transporting students	Low	High	Constant monitoring and tracking of SGI inspection compliance and review of maintenance and circle check procedures.

Summary Comments:

The transportation department has experienced significant staffing changes in the past number of months. With the changes in staffing, the commitment to improving transportation services has continued. By streamlining responsibilities and focusing on core competencies the staff in the transportation department have maintained service and support. In the upcoming months the staff will continue to prepare for an amalgamation of garages, the move to a new facility, and the addition of a new fleet supervisor.

Statistical Information for 2018-19:

- 98 rural routes and 6 city routes.
- 20,789 total daily kilometers traveled. 12,456 km loaded and 8,333 km unloaded.
- 2372 students transported daily on rural routes including 213 Christ the Teacher students.

Recommended Decision/Motion:

“That the Board accept the accountability report on *Transportation People Capacity* as presented.”

Respectfully submitted,
 Quintin M. Robertson, Director/CEO
 Good Spirit School Division