

# Transportation Program Review

Monday, December 15<sup>th</sup>, 2025  
Committee of the Whole – DESC

Travis Elwood  
Director of Operations



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## Purpose and Scope of the Review



Bus route efficiency



Dispatch and Work Assignment processes



Mechanic Shop Maintenance program



Staff workload and assignments



Fee for Service implementation

OUR MISSION  
OUR VISION  
OUR VALUES

Empowering students to become confident, curious, and caring individuals who thrive in their learning, relationships, and community  
Preparing students to become educated citizens who contribute positively to a dynamic, sustainable, and diverse world  
Belonging, Respect, Reconciliation, Empathy, Equity, Perseverance



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## RECOMMENDATIONS



### Bus route efficiency:

- **Current System Efficiency**  
- efficient based on geography and schedules
- **Ridership Data Analysis**  
- comparing actual ridership with registered counts – possible route consolidation
- **Performance Monitoring**  
- continuous documentation and evaluation of in-time delivery and safety to ensure high standards

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## RECOMMENDATIONS



### Dispatch and Work Assignment Process:

- **Staffing Coverage Enhancements**  
- extending the office hours to 6am-6pm and ensuring two qualified Dispatch personnel, will improve support and emergency response  
- changing both Dispatch personnel to 8 hr. shifts to double up on busy times and carry workload\*
- **Alert System Implementation**  
- introducing alerts for buses that miss check-ins will reduce missed routes and enhance student safety
- **Updated Job Responsibilities**  
- revising job descriptions to include expanded duties ensures roles match operational needs

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## RECOMMENDATIONS



### Mechanic shop and maintenance program:

- **Equipment and Maintenance Needs**
  - repairs to existing hoist and purchase of additional portable lifts
  - purchase of tire machine so bus tire changes are done in-house, not contracted out\*
- **Training and Staff Development**
  - allocating monthly training hours will improve skills, morale, and performance
- **Financial and Contingency Planning**
  - review billing rates and fuel bidding practices
  - develop contingency plans to handle staff shortages efficiently

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## RECOMMENDATIONS



### Staff workload and assignments:

- **Workload challenges**
  - Transportation Manager's heavy workload risks burnout and reduces operational efficiency
- **Staffing and Cross-training**
  - adding assistants and cross-training ensures coverage and reduces reliance on a single staff member
- **Driver Engagement**
  - monthly sessions with drivers to improve communication, reduce grievances, and boost morale
- **Role Clarity and Efficiency**
  - revising job descriptions clarifies expectations, enhancing safety and satisfaction.

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## RECOMMENDATIONS



### Fee for service:

- **Community Considerations**  
– implementing fees requires understanding the demographics, income, cultural acceptance, and the community involved
- **Survey Analysis Importance**  
– thorough analysis of parent survey data is critical to gauge sentiment and identify challenges before decisions
- **Transparent Communication**  
– clear messaging about fees' purpose, beneficiaries, and fund use is essential to build public support
- **Stakeholder Engagement**  
– proactive engagement with stakeholders help mitigate resistance and addresses contentious issues effectively

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## What Has Been Done So Far

### Ridership Audit

- 1 day / week drivers take attendance. Calls home for missing riders.

### Dispatch/Cross Training

- Dispatch and Transportation Assistant are cross training for both duties
- Office coverage has been adjusted to a 6 am start time and 6 pm end time.

### Alert System

- implemented using existing GPS system, Traversa Software (Rollout) and radio check

### Fuel Spill

- procedures established

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## SURVEY RESULTS

1. Please select the answer that best describes the perspective through which you are answering this survey.

Parent/Guardian	772
SD83 Employee	22
Community Stakeholder	26
Rightsholder	1
Student	1

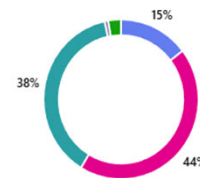


**A total of 822 survey responses were received**

5. How does your child(ren) currently get to or from school? (select all that apply)

Questions 2, 3 & 4 asked:  
Do you have kids in school,  
what school, and Grade.

Active Transportation (walk, cycle, scooter, etc.)	154
SD83 Bus	464
Private Vehicle	400
Public Transportation	8
Carpooling	28



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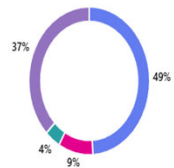


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## SURVEY RESULTS

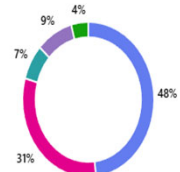
6. How often does your child(ren) use the school bus to get to or from school?

Daily	373
Several times a week	71
Occasionally	32
Never	285



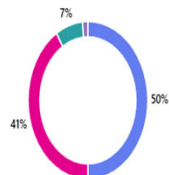
7. How satisfied are you with the overall quality of the bussing service provided by the School District?

Very satisfied	229
Somewhat satisfied	149
Neither satisfied nor dissatisfied	35
Somewhat dissatisfied	43
Very dissatisfied	20



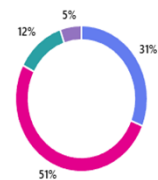
8. How courteous and professional are the bus drivers?

Exceptional	238
Good	196
Fair	35
Poor	7



9. How courteous, helpful, and professional are the members of the Transportation Department when you have questions or concerns?

Exceptional	148
Good	245
Fair	58
Poor	25



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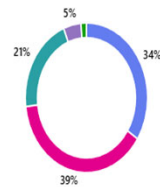


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## SURVEY RESULTS

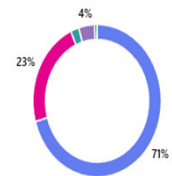
10. How would you rate the safety of your child(ren) while on a School District bus?

Excellent	163
Very good	185
Good	99
Fair	22
Poor	7



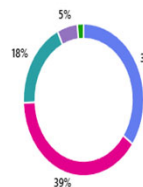
11. How reliable is the bussing service for your child(ren) (routes and schedules)?

Very reliable	336
Somewhat reliable	108
Neither reliable nor unreliable	10
Somewhat unreliable	19
Very unreliable	3



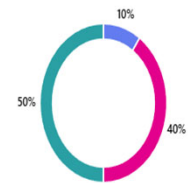
12. How easy is it for you to get information about bus routes, schedules, and delays?

Extremely easy	166
Somewhat easy	188
Neutral	88
Somewhat Difficult	26
Very Difficult	8



13. Has your child(ren) experienced bullying while riding the bus?

Yes frequently	46
Yes rarely	192
No never	238



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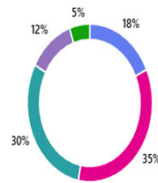


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## SURVEY RESULTS

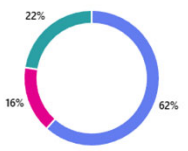
14. How would you rank the communication coming from the Transportation Department?

Excellent	86
Very good	166
Good	143
Fair	56
Poor	25



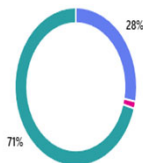
15. The current walk limit for the district is 3.5 km. Students who live further than 3.5 km from their catchment school are "eligible" for transportation. "Courtesy" riders are students who ride a school bus and live within the 3.5 km walk limit or attend a school outside their catchment area. Is your child(ren) an eligible rider or courtesy rider?

Eligible	469
Courtesy	121
I don't know	171



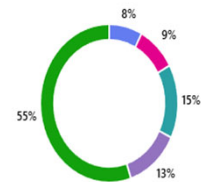
16. Do you consider the 3.5 km walk limit an appropriate distance for students to walk?

Yes	213
It should be longer	11
No, it should be shorter	537



17. Would you be in favour of implementing a transportation fee for ALL Riders?

Strongly Support	64
Support	76
Neutral	124
Oppose	105
Strongly Oppose	453



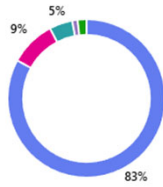
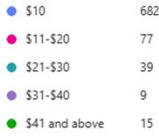
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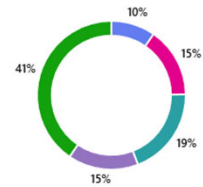
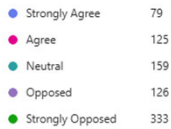
## SURVEY RESULTS

18. If a monthly transportation fee is implemented, what would be a reasonable fee per child?



Question 20 was open ended for comments

19. How would you feel about a tiered fee approach where eligible riders pay a nominal fee and courtesy riders pay a higher fee?



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## RIDERSHIP DETAILS

## Results as of June 2025

- 2,797 Total Ridership
- 2,239 Eligible Riders (includes 9 nominal roll)
- 558 Courtesy Riders (includes 36 nominal roll)
  - 319 within walk limit, 212 School of Choice, 27 Out of District

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## Bus Capacity Strategies

- 35 bus routes
- Each driver sees 90 – 270 different students a day
- Exception of 4 routes
  - Mini wheelchair = 9 different students/day
  - 3 routes = 62 to 87 different students/day
- Current Strategy
  - Drivers have the month of September to confirm which students are riding their school bus—this year they took attendance one day a week on alternating days of the week.
  - Drivers hand in their updated student list to the Transportation office to update in the routing software & dispatch calls any families that drivers are unsure of to confirm.
  - Last week of September and first 2 weeks of October are spent adding courtesy riders to the routes if there is room.
- Future Strategy
  - Student swipe system (2024 Quote: \$31,040 install & \$6,000/yr)
  - Other BC districts have implemented this system and find that it supports student safety, parent piece of mind, and accurate bus capacity numbers before September starts.

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## Field Trip Statistics/Data

2023-2024			2024-2025 (no dispatch)		
2023-24	Requested	Completed	2024-25	Requested	Completed
Sept	40	37	Sept	28	24
Oct	68	65	Oct	60	56
Nov	22	21	Nov	21	19
Dec	35	32	Dec	23	22
Jan	109	78	Jan	82	10
Feb	119	91	Feb	76	59
Mar	37	33	Mar	32	28
Apr	67	54	Apr	70	62
May	144	135	May	127	120
June	168	154	Jun	142	9
2023-24 Field Trips		700	2024-25 Field Trips		595
2025-2026					
2025-26	Requested	Completed			
Sept	33	29			
Oct	84	71			
Nov	30	28			

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## THE ROLE OF DISPATCH

Current Dispatch Duties Overview	Necessary Dispatch Duties Overview (see Transportation, Operations, Training Assistant Position)
<ul style="list-style-type: none"> <li>Provide clerical, receptionist, and dispatch support to Transportation Department and Mechanic Shop using radio, phone, email, and Teams</li> <li>Daily scheduling of bus driver replacements/field trip assignments</li> <li>Respond to emergencies (road conditions, lost children, accidents, bomb threats, fire, gas leaks, road closures, 911)</li> <li>Communication to parents, school staff on late, cancelled buses and route changes, special accommodations on school buses, etc.</li> <li>Maintains Motor Vehicle Association, Transport Canada, CVSE regulation paperwork with drivers</li> <li>Enter and maintain route and student data in Transportation software, fuel data software</li> </ul>	<ul style="list-style-type: none"> <li>Provide emergency coverage as a school bus driver when there is a shortage of drivers</li> <li>Provide training to school staff on the use of Traversa for field trip requests and student lists</li> <li>Provide support to parents struggling to use the My Ride K-12 bus app</li> <li>Act as a School Bus Driver Trainer and provide ongoing support and coaching for drivers</li> <li>Order and invoice parts and inventory for mechanics</li> <li>Fleet work order system management and maintenance</li> <li>Routing and planning past, present, and future</li> <li>Assist with student management issues and documents</li> </ul>

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## Funding and Budget Considerations

The Student Location Factor and the Supplemental Student Location Factor are used as proxies for what funds could be used towards transportation.

SD83	2025-26	2024-25
Student Location Factor	\$ 4,755,432	\$ 4,587, 035
Supplemental Student Location Factor	512,000	488,000
Total	5,267,432	5,075,035
Budget	(3,870,533)	(3,934,146)
Variance	\$ 1,396,899	\$1,140,889

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