

Calgary Board of Education Transportation



learning | as unique | as every student



**Calgary Board
of Education**

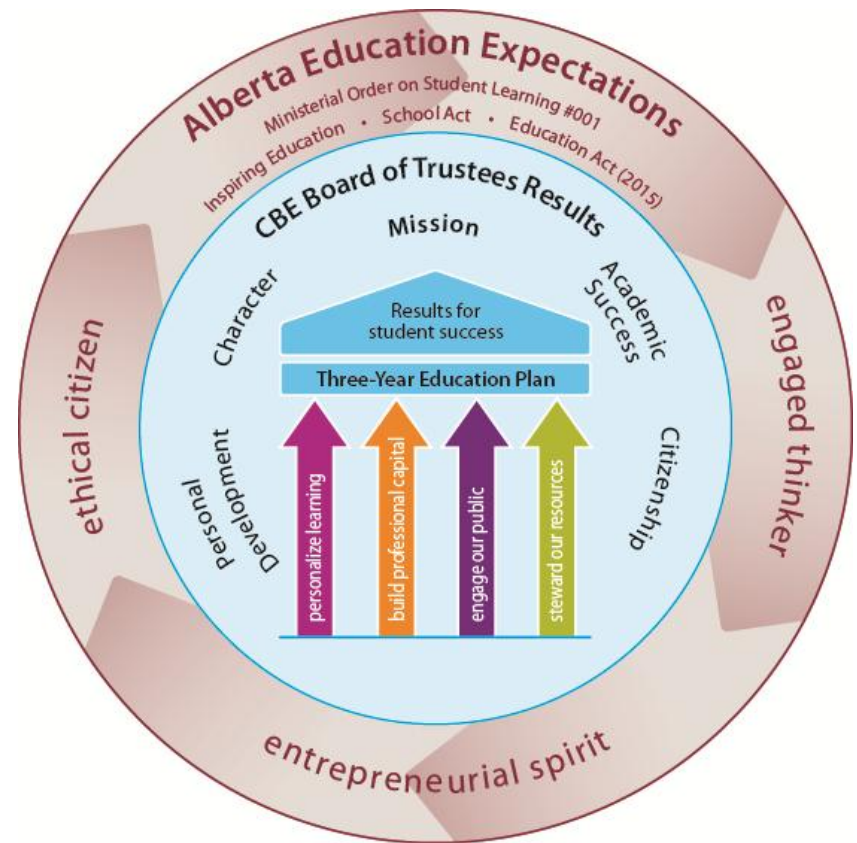
Our Mission and Values

Our Mission

Each Student, in keeping with his or her individual gifts, will complete high school with a foundation of learning to function effectively in life, work and continued learning.

Our Values

- **Students** come first
- **Learning** is our central purpose
- **Public education** serves the common good



Transportation Overview

- 37,000 CBE students use transportation to get to CBE schools each day.
- We have more than 800 drivers on 1,047 routes to 192 schools, and seven service providers.
- The Calgary Board of Education is always looking for ways to make improvements in our transportation service. We are committed to being as efficient as possible in the services we provide.

CBE Transportation - Calgary Transit

	Calgary Board of Education	Calgary Transit
Routes	1047	160
Transit Operators	807	2,126
Cost of Round-trip fare	\$1.81	\$4.20 (6-17 yr)
Staff	8 (4,671 riders : 1 employees)	3,261 (3,018 riders : 1 employees)
Fleet	807 buses	665 buses 192 transit cars
Stop Change Requests	In excess of 3,000	-

Transportation Funding

- The CBE receives provincial funding for transportation of eligible passengers is calculated using the Provincial Government's Metro Formula:
 - Residence to school is 2.4 km or greater.
 - Regular program students requiring transportation because their designated school is in overflow are NOT included in this calculation.
 - Students attending alternative programs are NOT included in this calculation.
 - Received \$33 million in 2014-15.

Means of Transportation

- There are a variety of ways the CBE transports students to school each day:
 - Yellow School Bus
 - Calgary Transit
 - Handibus
 - Taxi

Types of Stops

- **Community Stops**

- The walk zone limit of 1.4 km is used as a guide.
- Currently being used for regular program and some alternative language programs.

- **Congregated Stops**

- Meeting places beyond the walk zone limit of 1.4 km are used as a guide.
- Currently being used for some non-language alternative programs.

Creating Bus Stops and Routes

- Administrative Regulation 6095 – Student Transportation provides clarity and guidelines for student transportation for CBE students.

Creating Bus Stops and Routes

- Routes consider the number of students and the distance they need to walk to a bus stop.
- Criteria for determining the location of a school bus stop:
 - Number of students assigned to the stop;
 - Use of public areas on main collector roads where possible;
 - Minimizing inconvenience to the public; and
 - Traffic safety during school bus loading and unloading.

Creating Bus Stops and Routes

- Routes are carefully planned, reviewed and in some instances redesigned every year based on the contracts received by June 30th.
 - It is important to have all contracts in by the end of the school year for planning to take place over the summer.
 - In September major changes to routes must be made if there are additional students requiring transportation that were not planned for.
 - With ongoing changes and additional contracts, it can take 4-6 weeks for routes to be finalized.

Recent Transportation Changes

- Instructional dollars are not utilized to supplement services.
 - Transportation fees increased in 2014-15 to \$330 for all riders students, regardless of program, individual need or distance travelled.
 - No student is denied transportation because of an inability to pay.
- Move to more congregated stops and increased walk zone to up to 1.4 km.
 - This resulted in more than 3,000 stop change requests primarily citing safety as an issue.
 - Transportation Services investigated each request and only one change was made due to legitimate safety concerns.

Transportation Survey Results (2015)

- Conducted survey in February to learn about transportation experiences on yellow school buses and Calgary Transit.
- More than 2,500 people or about 7% of families who use transportation responded.
- Thank you to all families who responded
 - Confirmed issues
 - Identified areas where we are doing well

Survey Results

- Approximately **65%** of families were either **satisfied** or **very satisfied** with the service they received by our bus carriers and Transportation Services.
- While the **majority** of families were **satisfied**, nearly **40%** said they were **dissatisfied** with elements of the route design – including stop locations, long routes and crowded buses.

Survey Results

Feedback Themes:

- Route design (985 responses)
- Service delays (919 responses)
- Bus driver (678 responses)
- Fees (200 responses)
- Communication issues (159 responses)
- Student management (58 responses)
- Vehicle maintenance (45 responses)

You Spoke – We Listened

- Effective June 1, 2015 charter transportation registration will be available on-line.
- Parents will have the ability to both register and pay for service on-line.
- Effective August 2015, Zonar – GPS tracking system will be installed and active on all yellow school buses providing parents, students, schools, service providers and transportation services the ability to track both buses and students while using the service.

Next Steps

- The CBE Transportation Services Department is working on a number of initiatives to respond to needs identified in the survey.
- Fees are directly connected to service delivery models.
- Transportation fees will be set as part of the 2015-16 Budget.
- Details will be rolled-out over the up coming weeks.



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