



Memorandum

Date: October 1, 2021
To: Planning and Facilities Committee
From: Mitch Van Aller, Director of Operations
Prepared by: Gail Prokopchuk, Transportation Manager

Information: **Transportation Services Update**

1.0 RELEVANT BOARD MOTION/DIRECTION

To provide the Planning and Facilities Committee with an update on Transportation Services.

2.0 INFORMATION STATEMENT

Transportation Services has implemented several significant processes and changes which support the vision and goals of the department and align with the following Board Policies and Regulations:

1. Policy 470 – Transportation Services Management
2. Policy 470R – Transportation Services Management (Regulations) Guiding Principles for Transportation in Central Okanagan Public Schools
3. Policy 475 – Transportation: Authority and Responsibility
4. Policy 475R – Transportation: Authority and Responsibility (Regulations)

Transportation Projects and Accomplishments

- a) Providing Transportation Services under contract to Sensisysten House of Learning – Westbank First Nation.
- b) Implemented Traversa Routing Software.
- c) Prepare to implement Traversa Advanced Trips (Field Studies scheduling software).
- d) Manage Transportation fees in the District's School Cash Online Account.
- e) Developing a process to ensure transportation data is consistent with student data in MyEducationBC.
- f) Worked with International Education for transportation of International students and ensured required number of seats were reserved for these students.
- g) Implemented procedures with Student Support Services to ensure all students have the opportunity to ride the school bus and benefit from inclusive education and supports available on special needs bus routes.
- h) Ongoing bus route reviews to ensure we are operating in an efficient manner and bus stops are placed in a safe and accessible location.
- i) Purchase of one electric special needs school bus.
- j) Ongoing school bus driver training for 105 school bus drivers.

School Bus Transportation Application Process

- a) The process to apply for transportation was moved to the District's fee system which enables families to register their children all in one form.
- b) A transportation timeline was developed and has been very successful in terms of communicating transportation processes and expectations for parents, schools and stakeholders.
- c) The timeline and policies related to transportation have been the foundation of how the Department is managed and when important information is communicated.
- d) To be considered for transportation service in the 2021-2022 school year, parents or caregivers were required to submit an application for transportation by the deadline date of May 31, 2021.
- e) A majority of bus routes are operating at full capacity with 84% of the riders being eligible.

Transportation Summary – September 10, 2021

5,335	Processed Applications
1,360	Other processed applications – Less than 2kms, School of Choice, Second Pass, No Transportation provided (No transportation service provided to the school)
332	Applications received since September 7, 2021 which are currently being processed
7,027	Total applications received since February 16, 2021

Transported Students – September 10, 2021

70	School Bus Routes
4,307	Assigned Seats
3,608	Eligible students assigned to a bus route
563	Courtesy riders assigned to a bus route
100	Special Education students assigned on 10 SPED routes
36	Special Needs students assigned to a regular bus route
255	International Education Students transported (included in 4307)

Since the student report was prepared on September 10, 2021, Transportation Services has completed processing and follow up on applications received after May 31, 2021. Reserved seats for late eligible applicants have all been assigned and as of September 27, 2021 there are 461 students remaining on a waitlist for school bus transportation service. Reserved seats for late eligible applicants was set at 20% for each bus route; however, these seats have all been assigned. Therefore, eligible applications received in August and September have been placed on the waitlist as the bus routes for these students are at full capacity.

School	Eligible Students	Courtesy Students	Total Students
Ann McClymont Elementary	0	1	1
Davidson Road - Peter Greer Elementary	0	0	0
HS Grenda Middle - George Elliott Secondary	0	0	0
Canyon Falls Middle	8	87	95
Chief Tomat - Hudson Road Elementary	0	3	3
Constable Neil Bruce Middle	0	17	17
Dr. Knox Middle	0	3	3
Glenrosa Middle	4	6	10
Kelowna Senior Secondary	13	38	51
KLO Middle	1	4	5
Mount Boucherie Secondary	2	164	166
Okanagan Mission Secondary	2	86	88
Rutland Senior Secondary	5	7	12
Rutland Middle	0	2	2
Springvalley Middle	5	3	8
	Eligible	Courtesy	Total
Waitlist Applications	40	421	461

We are confident that the eligible students on the waitlist, with the exception of KSS, will receive a route assignment in the near future as Transportation Services does receive canceled seat requests and will assign available seats to eligible students on the waitlist. In some cases, minor adjustments such as removing a bus stop from one route and adding it to another route, where there is seat space available, can free up seats for eligible students on a route that is at full capacity.

We anticipate that all elementary school students on the waitlist as courtesy riders will also be assigned a seat. We do not expect to assign many, if any, seats for courtesy riders for middle or secondary students. The Transportation Manager and Transportation Assistant Manager will continue to review routes and apply adjustments where possible to ensure that ridership is maximized and bus routes are operating at an efficient level.

Communications

- a) The Transportation Services website contains information regarding timelines, links to transportation policies, eligibility for transportation, fee and payment information and school bus safety.
- b) The transportation application form contains information regarding service levels, bus rider rules, transporting students during the COVID-19 pandemic, privacy and protection information, in which all must be read and acknowledged before the parent is able to complete the application submission.
- c) Every application processed receives a reply with information regarding the student's eligibility, confirmation if a seat has been assigned and how and when the transportation fee will be applied.
- d) General reminders regarding application for transportation opening date, closing date and timelines are sent to parents throughout the school year.

COVID-19 Restart in Transportation

The Communicable Disease Plan - Appendix 2 outlines service levels for transportation. Some of the key items include:

- a) Bus drivers are required to wear a non-medical mask, a face covering or a face shield (in which case a non-medical mask should be worn in addition to the face shield) on the school bus, except while driving.
- b) Students in Grades 4 to 12 are required to wear non-medical masks or face covering when they are loading, unloading and riding on the school bus. No child is refused a ride and masks are provided and offered to students who do not have one.
- c) Touchpoint cleaning between bus runs will continue on all school bus routes.
- d) Daily disinfecting of the school bus continues.
- e) Hand sanitizer will be available on the bus for drivers and students.
- f) Seats inside the school bus are numbered and students will have assigned seating.
- g) No food or beverages permitted on the school bus (except a personal water bottle).
- h) No guest riders will be permitted, only registered students may ride.

3.0 DIRECTOR COMMENTS

Transportation Services has been working to modify, streamline and apply efficient practices to the application and school bus transportation procedures and policies. Transportation Services has defined communication protocols, messages and timelines to ensure the department operates in an efficient manner and stakeholders and parents are receiving communication in a timely manner.

4.0 APPENDICES

- A. Policy 470 – Transportation Services Management
- B. Policy 470R – Transportation Services Management (Regulations) Guiding Principles for Transportation in Central Okanagan Public Schools
- C. Policy 475 – Transportation: Authority and Responsibility
- D. Policy 475R – Transportation: Authority and Responsibility (Regulations)

APPENDIX A



School District No. 23 (Central Okanagan)

Policies And Procedures

Section Four: Students

"Together We Learn"

470 – TRANSPORTATION SERVICES MANAGEMENT

Introduction

Although the School Act no longer requires Boards of Education to provide student transportation services, in accordance with this Policy and Regulation 470R, the Board of Education has committed to providing subsidized transportation services.

Policy

1. The Board may provide subsidized transportation to eligible students and, where possible, courtesy riders to travel between a designated bus stop and their designated area school. At the Board's discretion, the following options for transportation of students are:
 - a subsidized Board operated bus;
 - transportation assistance payments to parents;
 - alternate means of transportation.

The Board recognizes that many students are not eligible for bus transportation. The transportation of such students on existing bus routes is authorized, provided space is available. These students are considered courtesy riders.
2. The Board also recognizes that, in some situations, it may be necessary for the District to relocate students from one school to another. These students are eligible for School District transportation options if they are directed to a school beyond the Transportation Eligibility limits for their home.
3. The Board also authorizes the use of school buses for curricular or extra-curricular field studies for students as outlined in Policy 525: Field Studies – Curricular and Extra-Curricular. Staff who are supervising and volunteers who are assisting a field study or an athletic event may ride a school bus.



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4. The Board believes that school buses are an extension of the school. Therefore:
 - 4.1 students travelling on school buses are under the jurisdiction of their principal and are subject to the code of conduct of their school and the District;
 - 4.2 first priority for the use of school buses shall be transporting students to and from schools to attend school in accordance with standard school hours.

Date Agreed: April 23, 1980

Date Amended: November 10, 1981; December 5, 1984;
February 13, 1985; November 14, 1990; June 24, 1992; May
24, 1995; February 14, 2001;

Date Agreed: November 13, 2002

Date Amended: November 12, 2008, May 27, 2009;
October 23, 2019

Date Reviewed: November 13, 2013

Related Documents: School Act Sec. 83, Policy 525, 470R

APPENDIX B



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470R – TRANSPORTATION SERVICES MANAGEMENT (REGULATIONS)

GUIDING PRINCIPLES for TRANSPORTATION in Central Okanagan Public Schools

Registration

- 1) A student must be registered and have a seat assigned in order to ride the school bus. Registration will be available online year-round.
- 2) Priority registration shall be open in the spring and until May 31 for the upcoming school year. Applications made after May 31 for students deemed to be eligible riders shall be accommodated if there is a seat available.

Eligible Riders

- 3) An Elementary school student will be considered eligible for transportation if their home address is at least 3.0 km from the school or schools designated for the catchment area (measured as actual driving distance).
- 4) A Middle school student will be considered eligible for transportation if their home address is at least 4.0 km from the school or schools designated for the catchment area (measured as actual driving distance).
- 5) A Secondary school student will be considered eligible for transportation if their home address is at least 4.8 km from the school or schools designated for the catchment area (measured as actual driving distance) and the student does not live in a neighborhood deemed to have adequate transit service.
- 6) If a student meets the criterion for eligibility distance after being placed by the District at a school other than their catchment area school(s), the student will be given the same consideration and priority as other eligible students. These students will only be designated as "redirected" students by the appropriate Assistant Superintendent.
- 7) Special Education students identified by the Student Support Services Department as requiring a specially equipped bus will be considered as eligible students.



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Courtesy Riders

- 8) Courtesy seats shall not be provided to students who reside less than 2.0 km from their catchment school.
- 9) Seats that are not required for eligible students on school bus routes will be made available to Elementary and Middle school students as courtesy riders based on the following criteria on a route by route basis:
 - a) Furthest home to school distance
 - b) If distance is the same, grade level
 - c) If distance and grade level are the same, application date and timestamp
- 10) Seats that are not required for eligible students and Elementary and Middle School courtesy riders on school bus routes will be made available to secondary students who reside in a neighborhood not deemed to have adequate transit service as courtesy riders based on the furthest home to school distance. If distance is the same, application date and timestamp will be used.
- 11) In the case of a student residing with parents or caregivers in more than one home, one address will be accepted for eligibility purposes. However, where possible, consideration will be given to an alternate stop on the same route or a courtesy seat on another route within the same catchment, if a parent submits an application and provided there are no remaining courtesy applications on that route. A transportation charge will be assessed for each route assigned.
- 12) Transportation will not be provided to a school or program of choice outside a student's English catchment area unless approved by the Board (e.g. French Immersion or locally developed courses).

Conduct

- 13) Students must abide by their school's Code of Conduct expected of all riders.

Routes

- 14) School bus routes are established on the basis of safety and efficiency of service for students who meet the criteria for eligibility.
- 15) Route changes must be approved by the Director of Operations or delegate.



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- 16) A minimum of fourteen (14) eligible students is required for the establishment of a bus route.
- 17) Where possible, routes will be designed to minimize the time students spend on a bus with an upper limit of 60 minutes as a guideline.
- 18) Where reasonable, a bus driver will be assigned to the morning and afternoon routes for a given run.

Fees and Payments

- 19) Eligible riders and courtesy riders registered on bus routes must pay the student transportation charge; however, Board Policy 425 – Student Fees and 425R – Student Fees (Regulations) is in place for those families who are experiencing financial hardship and are unable to pay the transportation charge.
- 20) Families with more than two children assigned to a bus will receive a 50% subsidy of the Student Transportation Charge for the third and fourth child assigned to a bus and a 100% subsidy of the Student Transportation Charge for the fifth and any additional children who are assigned on a bus.
- 21) The student transportation charge is to be paid or payment arrangements setup in the District's fee system and all past due school and transportation fees must be paid prior to a student being provided a bus pass.
- 22) Failure to pay the transportation charge or follow payment arrangements may result in the removal of service.
- 23) If an eligible rider or courtesy rider discontinues using the transportation service prior to March 31 of any year, a prorated refund will be issued upon request and once the bus pass is surrendered to the School District. The refund will only cover the months after the month in which the pass is surrendered. No refunds will be issued after March 31.
- 24) The student transportation charge will be communicated each year in accordance with Policy 425 – Student Fees
- 25) Students will not ride the bus unless they have received a valid bus pass.
- 26) Additional Service Routes – If approved by the Board, parent requested routes will be charged the actual cost of the route. Approval by the Board is required on an annual basis.



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Transportation Assistance Payments

- 27) If there are less than fourteen (14) eligible students for a bus route, the individual providing transportation of the student(s) to the catchment school may be eligible for transportation assistance payment based on mileage from the home address to the school.
- 28) Transportation assistance payments described in the above guideline are calculated at the rate of 60% of the rate paid to staff for personal use of vehicles for Board business, based in one round trip per day, for the days on which the student(s) attend(s) school. To a maximum of \$625 per year, per family. This annual maximum transportation assistance rate will be adjusted as the five (5) year average cost/student changes.
- 29) If a family has more than one student attending a given school, only one transportation assistance payment will be made.
- 30) If transportation or a transportation assistance payment is provided on behalf of a student on the wait list for their catchment area school and the invitation to return mid-year is declined in favour of a September entry, school bus transportation or the transportation assistance payment will be continued for the balance of the current school year. However, if the student remains at this school in the following year the student transportation charge will apply or transportation assistance payments will be discontinued.

Date Agreed: November 12, 2008

Date Amended: May 27, 2009, May 12, 2010, November 13, 2013;

October 14, 2015; February 22, 2017; June 12, 2019;

February 26, 2020

Related Documents:

APPENDIX C

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475 – TRANSPORTATION: AUTHORITY AND RESPONSIBILITY

Introduction

The Board of Education recognizes its responsibility for the management of the transportation service.

Policy

1. The Board authorizes the Superintendent of Schools to:
 - 1.1 determine school transportation areas within the School District;
 - 1.2 manage the student transportation system in accordance with Regulation 470R – Transportation Services Management and the Guiding Principles for Transportation in School District No. 23, educational needs, and within the fiscal mandate of the Board;
 - 1.3 authorize school bus routes;
 - 1.4 collect an approved student transportation charge
 - 1.5 investigate any suspension of a student's riding privileges in excess of ten days and make a recommendation to the District Suspension Review Committee for further action.
2. The school principal:
 - 2.1 may suspend the riding privileges of any student who does not observe the school Code of Conduct while travelling on a school bus;
 - 2.2 shall make a recommendation to the Superintendent if the suspension is in excess of ten days.
3. The school bus driver is authorized to:
 - 3.1 cancel a trip when, in his/her opinion, the current road conditions are unsafe and continuation of the trip presents a hazard to students on the bus;
 - 3.2 drive the bus and its riders to a location where a school or District-based administrator can take appropriate action if there are concerns regarding discipline, safety or other exceptional circumstances.

Date Agreed: October 28, 1981

Date Amended: June 29, 1989; January 23, 1991;

Date Reviewed/Amended: November 13, 2002; March 12, 2014

Date Amended: April 13, 2005, November 12, 2008, May 27, 2009

Related Document: School Act Sec 22. 475R

APPENDIX D

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475R – TRANSPORTATION: AUTHORITY AND RESPONSIBILITY (REGULATIONS)

1. The Superintendent of Schools may:
 - 1.1 delegate any duties relating to the management of the school bus operation;
 - 1.2 approve the use of school buses by adults while attending an educational seminar (such as the teachers' convention, District officials' workshop or trustees' seminar) organized by a School District or the Ministry of Education. Such use must comply with Motor Vehicles Branch, Ministry of Transportation and Highways requirements;
 - 1.3 determine the distance the parent must travel to transport students to and/or from school or bus stop when a parent is eligible for transportation assistance.
2. The Principal shall:
 - 2.1 inform parents/students of Regulations 475R - Transportation: Authority and Responsibility;
 - 2.2 ensure the students, parents and staff are familiar with the expected standard of behaviour on school buses;
 - 2.3 take appropriate action when a student violates the provisions of Regulation 475R;
 - 2.4 notify parents by telephone, where possible, and by letter when a student's riding privileges are suspended; a copy of the letter should be sent to the Superintendent and the Director of Operations.
3. The driver shall:
 - 3.1 be under the supervision of the Transportation Manager at all times;
 - 3.2 report all unsafe road conditions and disciplinary problems to the Transportation Manager;
 - 3.3 allow no one else to drive the school bus assigned to him/her;
 - 3.4 undertake trips, other than the daily runs, only with written authorization from the Transportation Manager;
 - 3.5 adhere to all official bus stops as indicated by the route;
 - 3.6 submit all requests for student pick-up/drop-off location and route changes to the Transportation Manager;
 - 3.7 report to the appropriate Principal all student misbehaviour requiring disciplinary consideration, using the School Bus Discipline form;



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3.8 maintain an accurate passenger manifest.

4. Carrying Articles on School Buses

- 4.1 students may carry textbooks, supplies and small articles (equipment or band instruments) on the school bus;
- 4.2 the articles must be small enough to be placed under the seat of the bus;
- 4.3 all articles, except textbooks and supplies, must be placed under the seat of the bus;
- 4.4 ice skates may be carried on a school bus only when equipped with skate guards and must be carried by the blades when entering or leaving the bus;
- 4.5 articles which may cause injury to anyone riding the bus (e.g. skis, ski poles, hockey sticks, etc.) will not be allowed onto a school bus (at the sole discretion of the driver).

5. Student Conduct on School Buses

Students shall:

- 5.1 wait for the school bus only in the area designated as a school bus loading zone;
- 5.2 board or leave a school bus in an orderly manner;
- 5.3 remain safely seated in their seat until the bus stops at their intended destination;
- 5.4 be courteous to other passengers and the driver;
- 5.5 abide by instructions posted in the bus or given directly by the bus driver.

6. Disciplinary Action

- 6.1 Traveling on a school bus is a privilege which may be suspended or revoked for a student not observing this regulation, Codes of Conduct, and other procedures established by the Board of Education.
- 6.2 A student who damages a school bus may be held responsible for reimbursement of costs.
- 6.3 A Principal shall notify the parents in writing and/or by telephone regarding the misbehaviour of a student on a bus.



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- 6.4 Before any lost riding privileges are restored, the student and their parents/guardians will meet with the Principal and the Superintendent or designate (if necessary) regarding applicable terms and conditions.
- 6.5 Loss of riding privileges due to a disciplinary issue will not be an acceptable reason for a refund of the student transportation charge.

Date Agreed: October 28, 1981

Date Amended: December 5, 1984; June 14, 1989; March 31, 1992;
September 2001;

Date Reviewed/Amended: November 13, 2002

Date Amended: November 12, 2008, May 27, 2009; March 12, 2014

Related Document: