



# Memorandum

**Date:** May 1, 2020  
**To:** Planning and Facilities Committee  
**From:** Ryan Stierman, Secretary-Treasurer/CFO

**Information:** **Transportation Services Update**

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## 1.0 BACKGROUND

Formed in the 2018-19 school year in response to increasing community demands and unsustainable cost increases in Transportation, the Transportation Task Force Steering Committee was established by the Board of Education to make recommendations to create a sustainable transportation system that better meets the needs of the community.

As part of its work, the Transportation Task Force Steering Committee conducted a comprehensive community consultation that consisted of two surveys and five public consultation sessions. With over 3,500 responses and over 100 parents that attended the public sessions, the Committee was provided with a significant feedback to develop its recommendations.

On February 26, 2020, after this extensive review, the Board of Education approved changes to *Regulations 425R – Student Fees (Regulations)* and *470R – Transportation Services Management (Regulations) Guiding Principles for Transportation in Central Okanagan Public Schools* and opened registration for busing on March 2, 2020.

## 2.0 INFORMATION STATEMENT

Transportation Services has moved forward with several significant process improvements as it implements the Board's direction:

### Registration

- The registration process was moved to the District's fee system and enables families to register their students all in one form.
- As of April 29, 2020, 2,911 families, for a total of 4,303 students have requested busing, with 3,136 students having already been registered and notified of their status.

### Technology

- The department is currently implementing a new, more effective transportation management and routing system. The system will be going live during the Summer once the main round of bus assignment has taken place.

- A new system was developed in house to streamline the registration process and reduce the time required. Parents are notified by the system of their status (eligible, courtesy, school of choice or directed) as soon as their registration is processed by the department.
- Transportation fees will now be managed in the District's fee system to enable payment plans and more functionality for tracking and communications.

### **Communications**

- The Transportation Services website has been updated to clearly identify the transportation standards and deadlines.
- The registration form was updated to clearly identify the transportation standards and deadlines and have parents acknowledge them.
- As indicated in the technology section, parents are notified of their status immediately after their registration is processed by the department.
- On April 6, 2020, an email was sent to the 2,219 families that applied for transportation in the 2019/20 school year but have not yet applied for the 2020/21 school year to remind them of the registration deadline. This process will be repeated at the beginning of May.
- An additional general reminder to all families will be sent on May 18, 2020.

### **Routing**

- Changes to *Regulation 470R – Transportation Services Management (Regulations) Guiding Principles for Transportation in Central Okanagan Public Schools* and elimination of school of choice routes will enable more efficient routing and the ability to maximize bus loads.
- The new system that will go live in the Summer has enhanced functionality to streamline and improve routing.

## **3.0 SECRETARY –TREASURER/CFO COMMENTS**

Transportation Services modified its processes to match the Board's direction, is innovating and maximizing efficiency, and continues to effectively serve and communicate with families. A final update on the 2020-21 registration process will be provided to the Board in the Fall.