



# DIRECTOR'S OFFICE

# Briefing Notes

**Date:** September 26, 2008

**Topic:** Transportation Level of Service

The Toronto Transportation Group as part of their process to ensure that stakeholder's needs are being met publish surveys each year that allows schools to comment on the level of service provided by our school bus operators and the transportation consortium. Overall there was a high level of satisfaction with the level of service that is provided to the TCDSB & TDSB schools by the transportation consortium. The comments provided by the schools will be reviewed and discussed by staff to see if any improvements can be made to our transportation system. Some comments touched on policy issues and how they impact certain schools. A summary of some of the data that can be calculated is listed below:

### Toronto Transportation Group

Rating	What was the attitude that staff projected?		How knowledgeable on transportation issues were the STS staff you had to deal with?		How was communication handled?		How responsive was STS to your concerns?		What overall level of service did STS provide to your school?	
	#	%	#	%	#	%	#	%	#	%
Excellent	9	36	10	40	7	28	10	40	9	36
Good	12	48	12	48	11	44	10	40	11	44
Average	2	8	2	8	2	8	4	16	3	12
Satisfactory	2	8	1	4	4	16	1	4	2	8
Poor	0	0	0	0	1	0	0	0	0	0

### School Bus Operators

Rating	Please rate your bus driver's attitude.		Please rate your opinion of the bus driver's knowledge		Please rate the company's dispatch and phone reception staff attitude.		Please rate the dispatcher's knowledge		Please rate the timeliness of service.		What was the condition of the buses used at your school?		Please rate school bus safety.		How responsive was the bus company to your concerns?		How was communication handled?		What is the overall level of service that this bus operator provided to your school?	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Excellent	16	31	16	31	17	33	16	31	9	18	19	38	15	30	15	29	11	22	11	22
Good	20	39	22	43	20	39	25	49	22	43	21	42	23	46	20	39	21	41	24	47
Average	11	22	11	22	9	18	7	14	11	22	7	14	11	22	13	25	13	25	10	20
Satisfactory	4	8	1	2	2	4	1	2	3	6	0	0	1	2	1	2	4	8	3	6
Poor	0	0	0	0	3	6	2	4	6	12	0	0	0	0	2	4	2	4	3	6

The consortium plan to improve service levels in those areas scoring below the average rating is to twofold. Internally, there will be ongoing training to ensure staff has the proper skills to be effective communicators and to continue to leverage available and existing technology to enhance our communication efforts. Secondly, we will work with our bus operators to ensure that their staff is adequately trained to deal with customer service issues and work on strategies that help retain experienced bus drivers and recruit new drivers to ensure a more consistent delivery of transportation services.

Communications is always an area that we strive to improve upon and a new resource manual created last year will be offered again this year to schools who request it to provide them an easy reference for transportation related items. Trustees and Superintendents will also be provided copies of this manual this year. The transportation consortium is continuing to investigate GPS/AVL technology that will provide real time information on bus location and it's relation to planned routes that will massively improve communication between all parties with a vested interest in student transportation. The consortium will need direction from the two Boards shortly if they want to pursue this technology in order to ensure that we can maximize the benefits from this technology. A report detailing the issue will be submitted later this school year for review.