



August 17<sup>th</sup>, 2017

Toronto School Bus Operators

Dear Bus Operators

As the start of a new school year soon approaches we wanted to review some of the key issues that we feel will ensure a successful school year. The Ombudsman report identified many of issues that the consortium was required to address to ensure a successful delivery of student transportation services. We've begun work on those recommendations some of which included earlier provision of routes and a commitment to weekly updates with the carriers to ensure issues can be identified and addressed in a more timely manner.

In addition, we wanted to remind you of your contractual obligations with respect to delivery of the service and the corresponding penalties clauses for non-performance. Some of these items are identified below:

'Pick-up and delivery times given to the parent/guardian must be adhered to unless unusual circumstances occur. If such unusual circumstances do occur, the Bidder must inform special needs and wheelchair students' parent/guardian of revised times immediately if the vehicle will be delayed longer than 15 minutes. If regular home to school vehicles are running more than 15 minutes late the Bidder is responsible to contact the affected schools to advise them of the delay.'

'The Bidder shall maintain a sufficient number of phone lines and staff to address inquiries from the public, schools, and families. One dedicated phone number must be provided to the Consortium for their sole use in order to reach each division providing service.'

'The Bidder shall ensure that all drivers perform at least one (1) trial run of their routes, preferably the last Wednesday prior to the start of the school year in September. Such drivers shall be responsible for notifying the appropriate special needs and wheelchair parent/guardian of the route number(s) assigned as well as approximate times of pick-up and drop-off respecting each student.'

'Bidders are required to have a dedicated driver for each route and a sufficient number of spare drivers to cover for absent drivers. In cases where insufficient drivers are available to cover all existing bus routes the Bidder will be penalized 50% of the daily rate for each vehicle every day that route that route is run without a dedicated driver or spare driver. This would be for routes covered by an additional assignment to other drivers besides their own normal route. Should the condition continue past two (2) weeks, the uncovered routes will be penalized at a rate of 100% of the daily rate for that vehicle.'

'The Boards reserves the right to request a new operator to provide service where a Bidder fails to supply sufficient resources to fulfill contractual obligations. Without terminating this Contract, the Bidder that fails to fulfill their obligations will be required to compensate the Board(s) the difference in per diem rate should the replacement carrier's per diem rate be higher than that of the Bidder who was unable to fulfil the service.'



We have provided this letter to be a reminder of the obligations under the contract and to ensure that there is no reoccurrence of the service failures that arose because of the driver shortage that impacted many students and families throughout the 2016-2017 school year.

Based on your feedback to date we feel confident that we will have a successful start to the 2017-2018 school year. We look forward to continuing to work with you in partnership for the safe and timely delivery of student transportation services in Toronto.

Should you have any questions or concerns please do not hesitate to contact me.

Regards,

A handwritten signature in black ink that reads "Kevin Hodgkinson". The signature is written in a cursive style and is followed by a horizontal line.

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