

Student Transportation Update – Friday, August 17, 2017



Dear Parent/Guardian:

Further to the communication sent last week, we wanted to provide you with an update on the status of student transportation for the upcoming school year.

As detailed in our previous update, we have improved a number of practices to ensure a smoother start-up to the 2017-18 school year. We have reviewed the data provided by school bus operators and are pleased to report that all operators have communicated that they have sufficient resources as of August 11 to fulfill their contract contractual obligations to the school boards. This means that the bus operators have reported that they have enough drivers to cover all TDSB and TCDSB routes for the coming school year. A letter was sent to the operators reminding them of their contractual obligations and the penalties associated with non-compliance.

Over the next week, school bus operators will have completed start-up meetings with their drivers and assigned all routes. We have requested that we receive a detailed report identifying the driver assigned to each route so that we can be sure that there are no routes without drivers. Should the need arise, we have confirmation from two school bus operators that they have the capacity to take on additional work. You can also expect to see many of the buses out on the roads over the next two weeks performing dry runs to ensure drivers are comfortable with their routes and that the scheduled times are accurate.

On August 10, the Ontario Ombudsman released a report into student transportation in Toronto. Many of the recommendations have already been implemented to improve the level of service for our schools and communities. We will continue to work towards implementing these recommendations to mitigate any future operational issues.

Thanks to all families who have signed up on the transportation portal as it will allow us to communicate and keep you updated on service related issues. If you haven't signed up yet, please visit <https://www.torontoschoolbus.org/transportation-portal/>. The portal will continue to be your one stop shop for valuable information.

If you have any issues signing up on the portal, please contact us at support@torontoschoolbus.org and staff will assist you with the registration of your account.

We hope that everyone continues to enjoy the rest of summer and we look forward to a successful start to the 2017-18.

Toronto Student Transportation Group

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