



**Date:** September 27, 2023 **Agenda Item:** 7.9

**To:** Board of Trustees

**From:** Shawna Warren, Superintendent

**Originator(s):** Ruth Kuik, Acting Associate Superintendent, Corporate Services

**Governance Policy:** [Policy 405 - Budget Development and Transparency](#)  
[Policy 500: Student Transportation Services](#)

**Additional Reference:** [AP415 - Fiscal Reporting](#)  
Education Act: Sections 139(1)(2), 143, 180, 183, 184

**Assurance Domain:** Governance

**Superintendent Leadership Quality Standard (SLQS)**

SLQS Competencies ([SLQS](#) / [Board Policy 700](#)):  
Building Effective Relationships  
School Division Operations and Resources  
Supporting Effective Governance

**Subject:** **Transportation Startup Summary**

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**Purpose:**

For information.

**Background:**

The Board establishes and operates a student transportation system to provide service to students who reside within the boundaries of the Sturgeon Public School Division to attend their designated school. This service is available to all students within the Division who qualify for this service in accordance with the criteria outlined in the Education Act and Regulations and Board Policy (Policy 500).

The Board believes that the responsibility for the provision of safe student transportation service is shared by employees of the Division, school bus contractors, school bus operators, parents/guardians and students.

The 2023-2024 school year start-up went well for Transportation Services. Transportation Services made a few small changes based on feedback from previous years which resulted in a better start-up overall.

Some of the changes include:

- more detailed bus passenger lists for bus contractors;
- bus lists provided to schools earlier; and
- transportation details are being shared with families both new and returning.

Another important factor in the successful start-up included two weeks of transportation support in the department from an additional staff member with previous years of experience in Division schools. Having someone work in Transportation Services with background knowledge resulted in less training time, as well as excellent support for parents.

The phone call and email volume between August 14-September 8 remained high, as parents requested transportation information or changes to their requests for pickup and drop off.

The addition of the new routes for SCHS, as well as Camilla School, resulted in additional learning as Transportation Services added these routes into regularly scheduled bus routes. Transportation Services found that the new route in Camilla required additional time and attention as this is a new bus contractor with the Division. Overall, there are still improvements to be made to the start-up process, but getting 3,005 students on buses for school was a great success!

Interesting Facts:

- July 14, 2023, was the deadline for Transportation Services to be arranged for the first day of school. Between July 14 and September 14, Transportation Services received 646 applications for service changes, cancellations or new students applying for transportation.
- Between August 14 and September 14, Transportation Services responded to an average of 29 phone calls per day.

Administration is prepared to respond to questions at the September 27, 2023, Public Board meeting.

**Attachment(s):**

Not applicable.