



STEO

STUDENT TRANSPORTATION
OF EASTERN ONTARIO



Student Transportation of Eastern Ontario 2014/2015 Annual Report

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Our Business

Student Transportation of Eastern Ontario (STEO) provides transportation services for the Catholic District School Board of Eastern Ontario (CDSBEO) and the Upper Canada District School Board (UCDSB).

The organization is an effective and efficient operation which oversees the transportation of approximately 32,038 students daily.

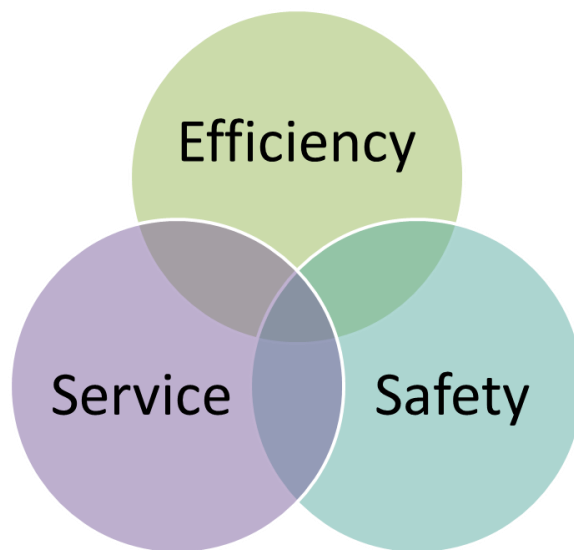
Our goal is to provide safe, efficient, and reliable transportation for our students, schools, and Boards.



Philosophy

To deliver safe, effective and efficient transportation and fleet maintenance services, while providing outstanding customer service to school personnel, parents, students, peers, employees and members of the community.

Mission Statement



Service: Providing an exceptional level of service while exceeding the diversity of stakeholder needs.

Safety: Provide superior level of transportation service in a responsible and accountable manner, while ensuring the highest level of safety programs and practices for all stakeholders.

Efficiency: Is the responsible use and allocation of all resources as relates to time, cost and effort.

Vision Statement

The Consortium is committed to building a strong, efficient and integrated transportation system that will ensure safe, reliable transportation for students and communities. The Consortium will strive to improve customer service to all stakeholders by providing convenient service delivery systems.



Credo

STEO is respectful and responsive to the needs of the member boards, schools, families and students. The Consortium will operate in a seamless manner as if managed by the boards themselves.



GM/CAO's Statement

Excellent results achieved in the 2014-2015 school year.

I am pleased to report that the 2014-2015 school year was another excellent year for STEO. We continued to identify efficiencies and improved operations. We continued our efforts to manage costs and focus on operational excellence. Our objective is to provide transportation services that are safe, reliable and meet the needs of our customers, the member school boards, students and stakeholders.

We will continue our journey to improve our methods of communication and our focus of providing a level of service and innovation that exceeds expectations.



We will continue to develop operational efficiencies and look at better utilizing vehicle capacity, double busing, and shared busing opportunities.

In the 2014-2015 school year, the organization launched and participated in a number of initiatives aimed at maximizing efficiency which included: continued amalgamation of routes where possible, further software development and increased opportunities for shared busing.

Transportation is about moving passengers from point A to point B safely, on time, every time. We want our passengers and communities to feel valued by STEO and that they, in turn, receive good value.

STEO is a strong and vigorous organization, one that is well positioned to effectively face future challenges, take advantage of opportunities, and improve efficiencies.

At STEO, we put our students, schools and communities at the forefront of everything we do. We strive to improve efficiency, provide exceptional service and put safety as a priority in everything we do.

We depend on the skills and expertise of all STEO staff to deliver operational excellence. We will continue to use a businesslike approach to our operation and development.

We look to the future with confidence and pride.

Ron Cotnam

Student Transportation of Eastern Ontario
General Manager/CAO

STEO Key Accomplishments over the past year include:

- Global transportation review
- Regional transportation reviews within STEO's geographical region
- Completion of staff performance appraisals
- Policies and procedures continue to be reviewed and updated as required
- Staff training and development
- Website development



Future Short Term Initiatives

- Staff team building sessions
- Further GPS development & integration
- Develop STEO Driver Handbook
- Driver certification
- Continual development of driver training programs
- Staff training
- Student Training Programs
- Routing software enhancements



Future Long Term Initiatives

- Further development of automated key performance measurements (KPI)
- Purchase GPS hardware and software for all vehicles
- Video cameras on buses
- Continued development of Route Optimization software and strategies
- Student monitoring software
- Further development of Special Education document
- Creation of Contractor Performance Dashboard

The STEO Team

We are proud of the achievements of the past year and of the progress we have made which has allowed us to continue to enhance and improve operations of the organization. Full credit for these achievements goes to our staff. They are our ambassadors and we are proud of the tremendous job they do every day.



They continue to show immense commitment and work tirelessly to deliver great service to our students and schools.

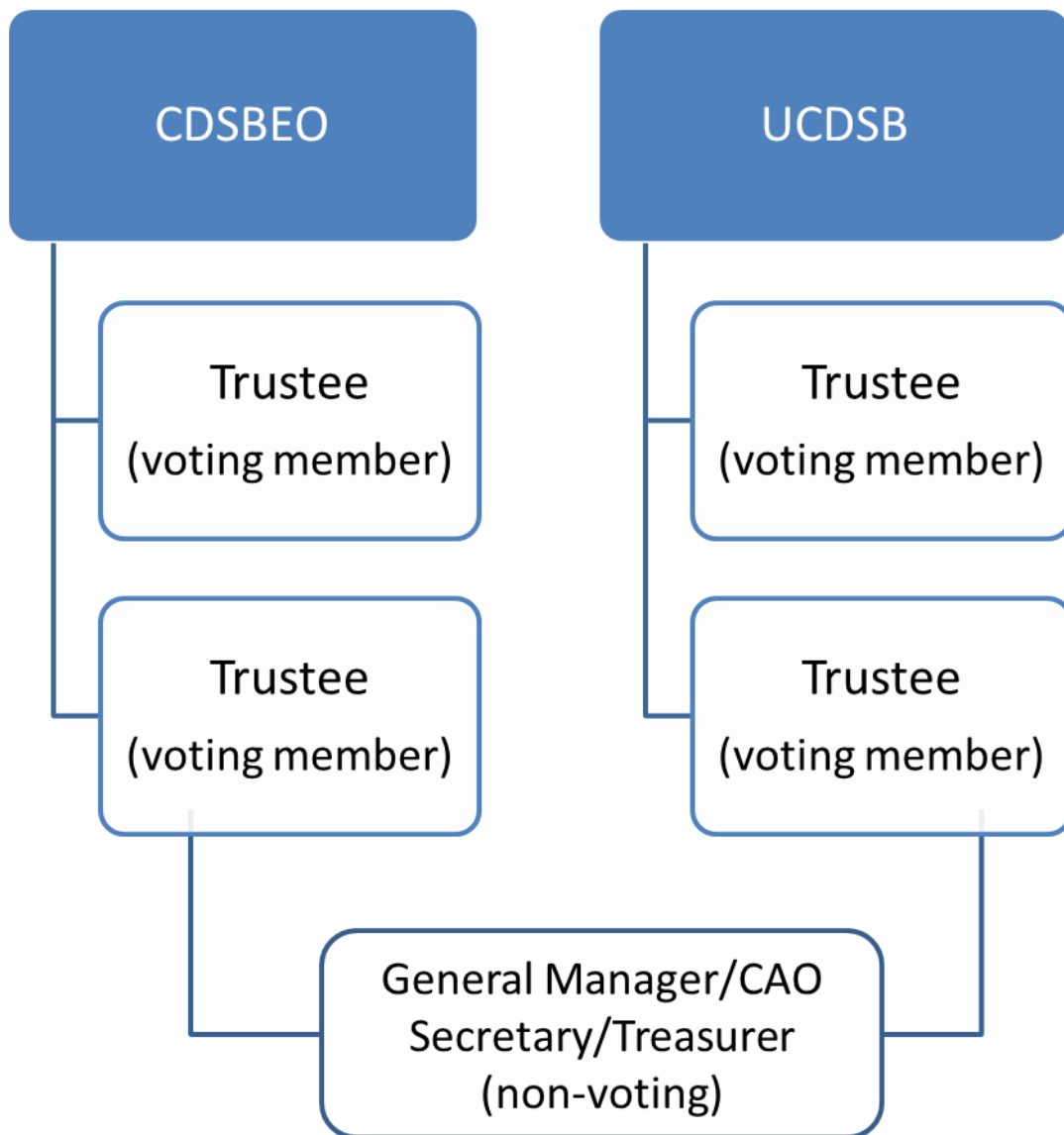
We will begin developing new routing for the 2016-2017 school year, taking into consideration opportunities for integrating transportation requirements of both school boards. In completing the tasks we

will be fair, consistent, flexible, cost-effective and will ensure a balance between service and efficiency.

We will listen and respond to our students, parents, school staff, senior administration, and boards as we aggressively manage operating costs.

Fact: Over 800,000 children are transported daily in Ontario. According to Transport Canada, the yellow and black school bus is the safest mode of transportation for school children in terms of construction, driver standards, training and passenger safety.

STEO Board of Directors Organizational Chart



STEO Board of Directors



Trustee—Jeff McMillan (UCDSB)
STEO Board Chair, March 2013 to March 2014



Trustee—David McDonald (UCDSB)



Trustee—Ronald Eamer (CDSBEO)
STEO Board Chair, March 2014 to present

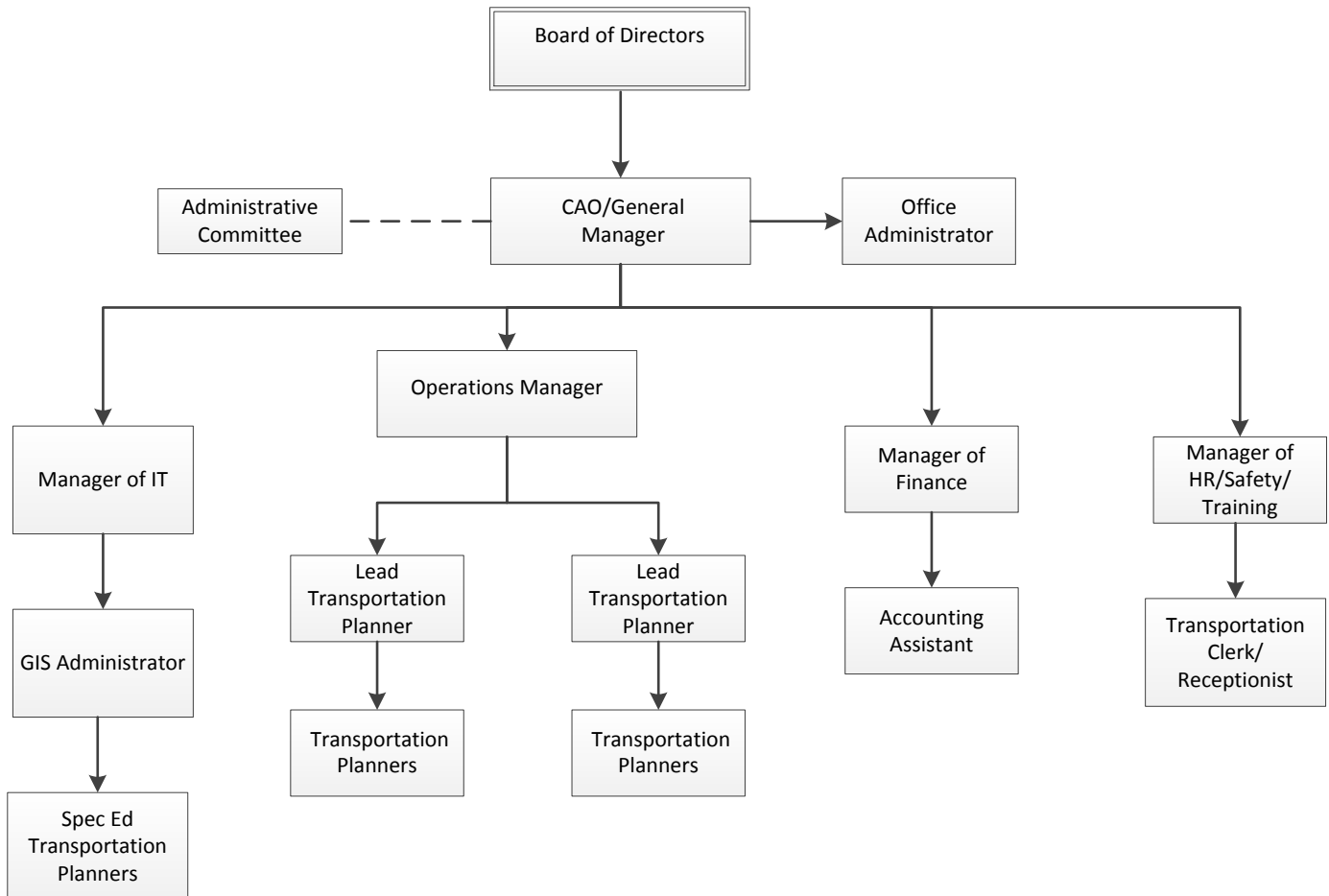


Trustee—Robin Reil (CDSBEO)
Resigned Office as Director on February 5, 2015



Trustee—Nancy Kirby (CDSBEO)
Elected Director, March 11, 2015 to present

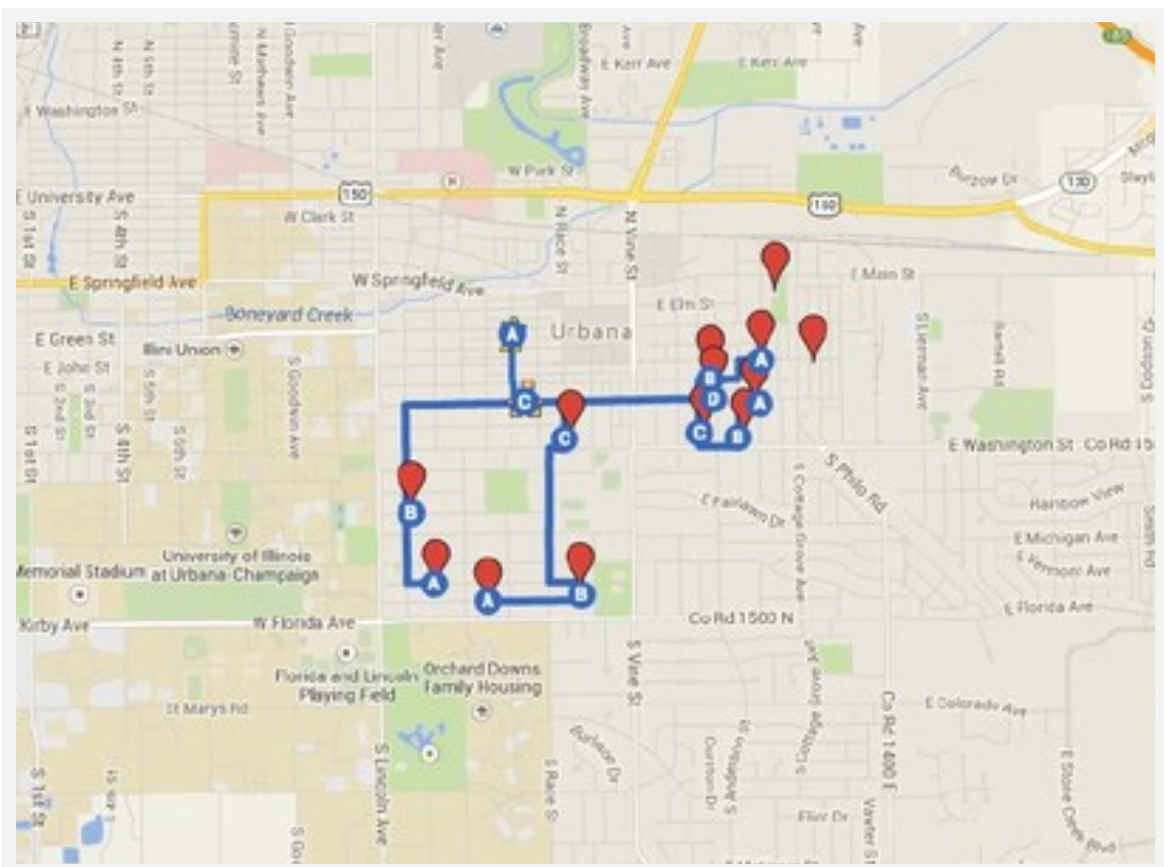
STEO Organization Chart



"Great Vision with Great People Defines Success"

Routing Efficiencies

STEO continues to become more dynamic and flexible. We have enhanced our operation to better meet the needs of our society. Currently 18% of buses are double runned between the member boards. Effective route planning ensures that services are delivered within established parameters and helps to predict and control operational costs. We continue to incorporate, where possible, fewer stops and improved pick up and drop off times while striving to reduce mileage and student ride times.

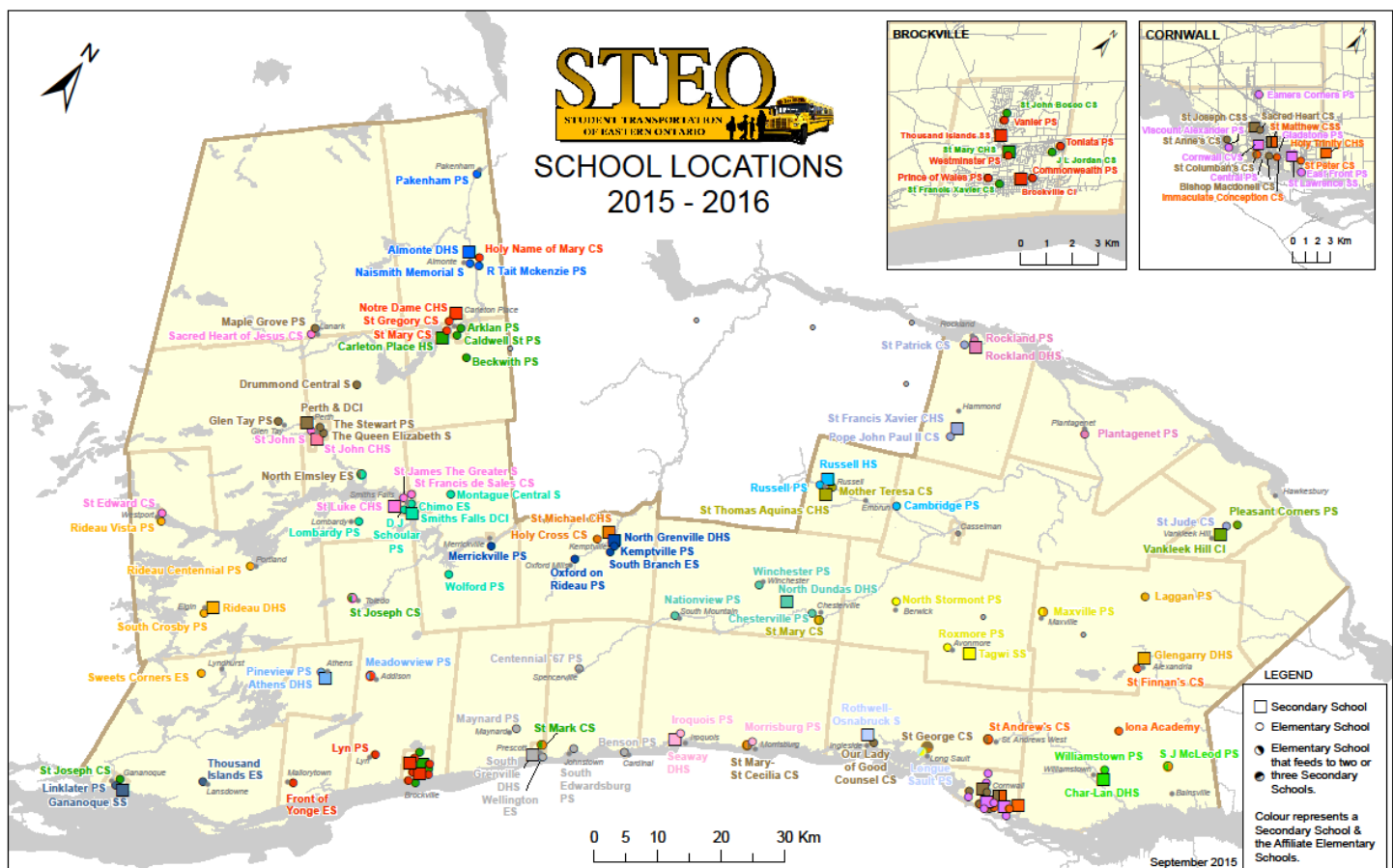


Vehicles under contract with the Consortium travel approximately 20,978,544 kilometres each year which is the equivalent of 476 trips around the world each year.

Focus: We have focused on students', schools' and parents' needs. We strive to address their needs by carefully listening and responding to them.

Employees: We believe that each employee can be an ambassador for the Consortium. They represent our commitment to providing high quality service.

Safety: Safety is and will continue to be our number one priority. We want to ensure that students are transported to and from school safely.



Inclement Weather

STEO's geographical area is separated into 18 zones with an operator as a captain in each zone. STEO deals with The Weather Network, one of the renowned weather forecasters in the country.

- Three forecasts are received daily by STEO: 1:00 p.m., 9:30 p.m. and 4:00 a.m.

The bus operator weather captains and their staff begin to drive various roads in their zones at 4:30 a.m.

Between 5:00 a.m. and 5:45 a.m. the decision is made as to whether or not busing is cancelled. The discussions take place between STEO's GM/CAO, Operations Manager, bus operator captains and each school boards' Director of Education or designate.



By 5:45 a.m. the decision is made and the phone chain begins if busing is cancelled, radio stations, the website and the phone line are updated.

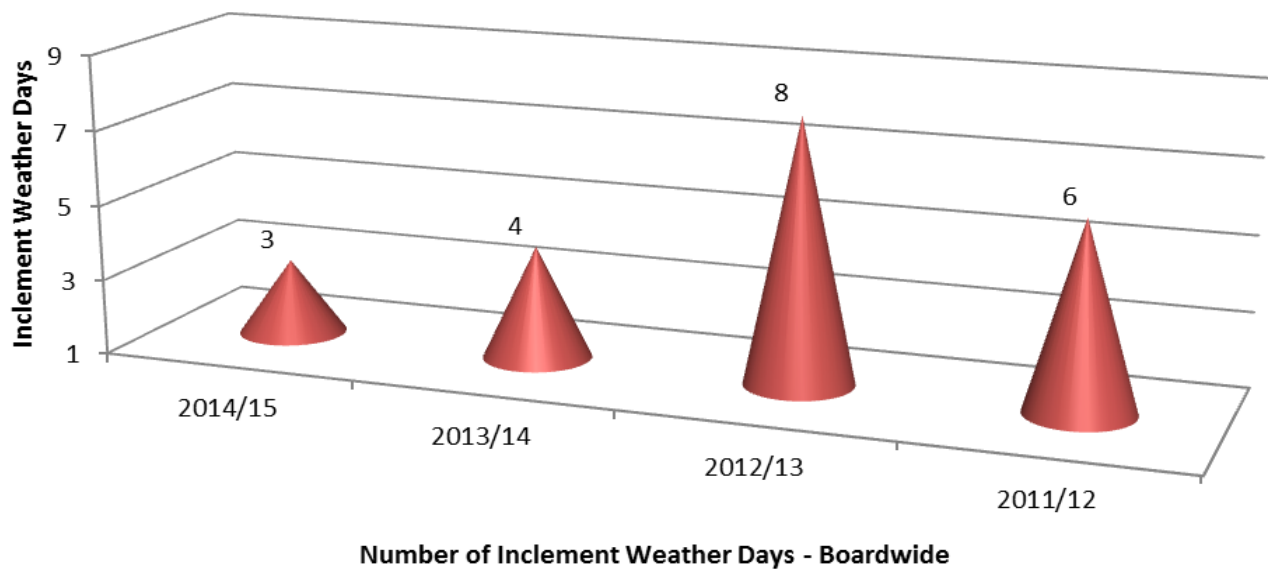
STEO has three methods by which parents/students/schools can check for bus/vehicle cancellations:

1. Announcements regarding the cancellation of school bus and special vehicle transportation will be broadcast starting at 6:15 a.m. on local area radio stations.
2. Access the website at www.steo.ca and click "View Bus Delays & Cancellations". School bus cancellations will be posted by 6:15 a.m.
3. Call 1-866-629-0629 to access a pre-recorded message which is posted by 6:15 a.m. and only updated on inclement weather days.



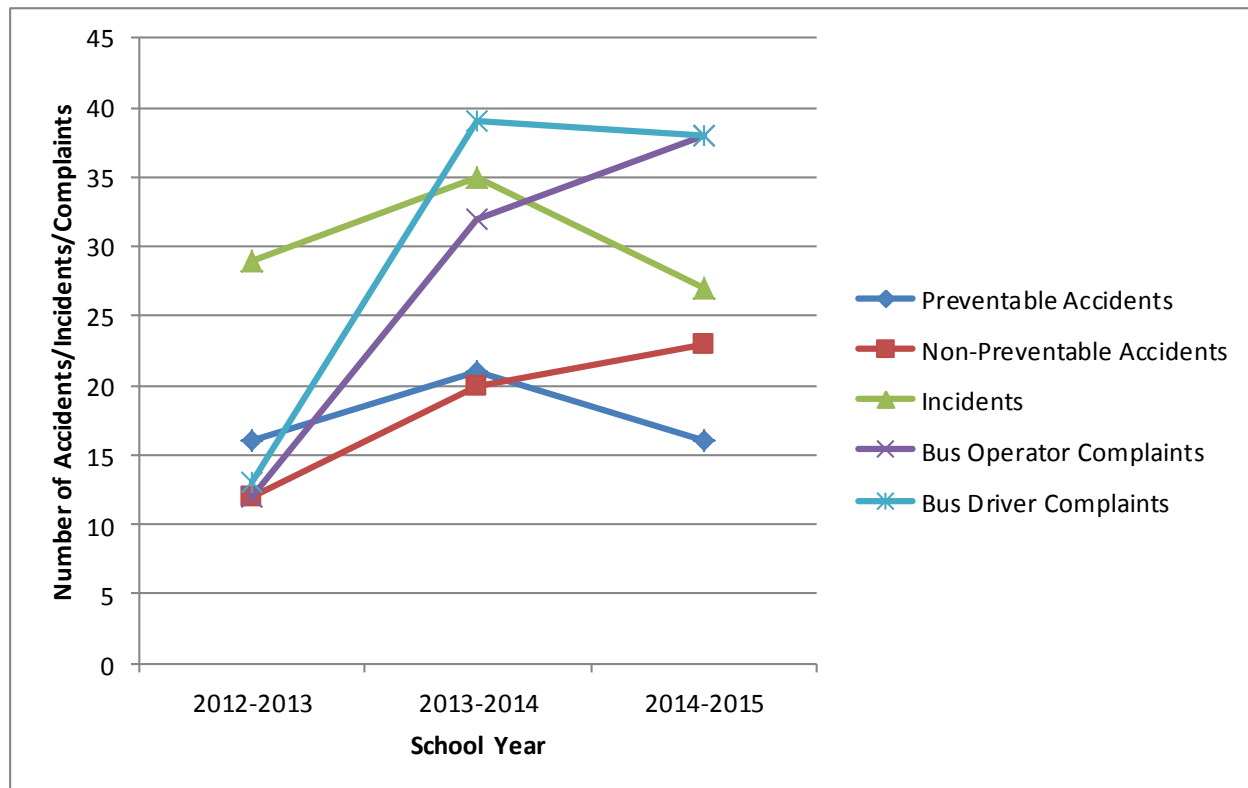
Annual Operational Statistics

Number of Inclement Weather Days



School Year	Number of Days
2014-2015	3 – board wide
2013-2014	4 – board wide
2012-2013	8 – board wide
2011-2012	6 – board wide; 1 – regional

Accident/Incident Statistics



School Year	Preventable Accidents	Non-Preventable Accidents	Incidents	Complaints	
				Bus Operator	Bus Driver
2014-2015	16	23	27	38	38
2013-2014	21	20	35	32	39
2012-2013	16	12	29	12	13

Definitions

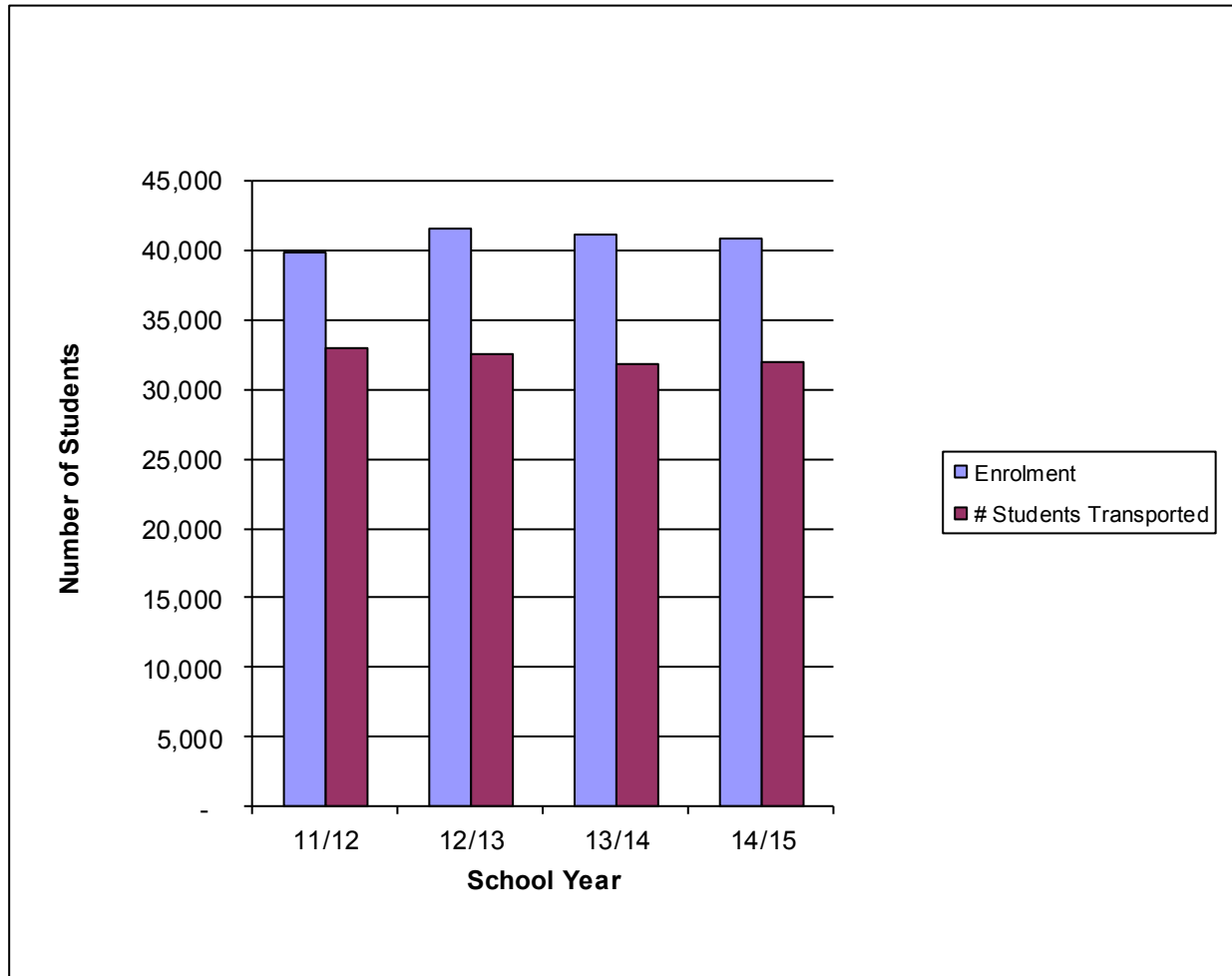
Preventable Accident: Any occurrence where a school purpose vehicle, with children on board, is involved in a collision with another vehicle, a person, an object or when a school purpose vehicle unintentionally leaves the road way.

Non-Preventable Accident: the school purpose vehicle driver did everything possible to prevent the accident.

Incident: Any occurrence where a child requires medical attention or becomes injured either while riding on the school purpose vehicle or while entering/exiting the vehicle (note that this includes allergy/EpiPen and seizures).



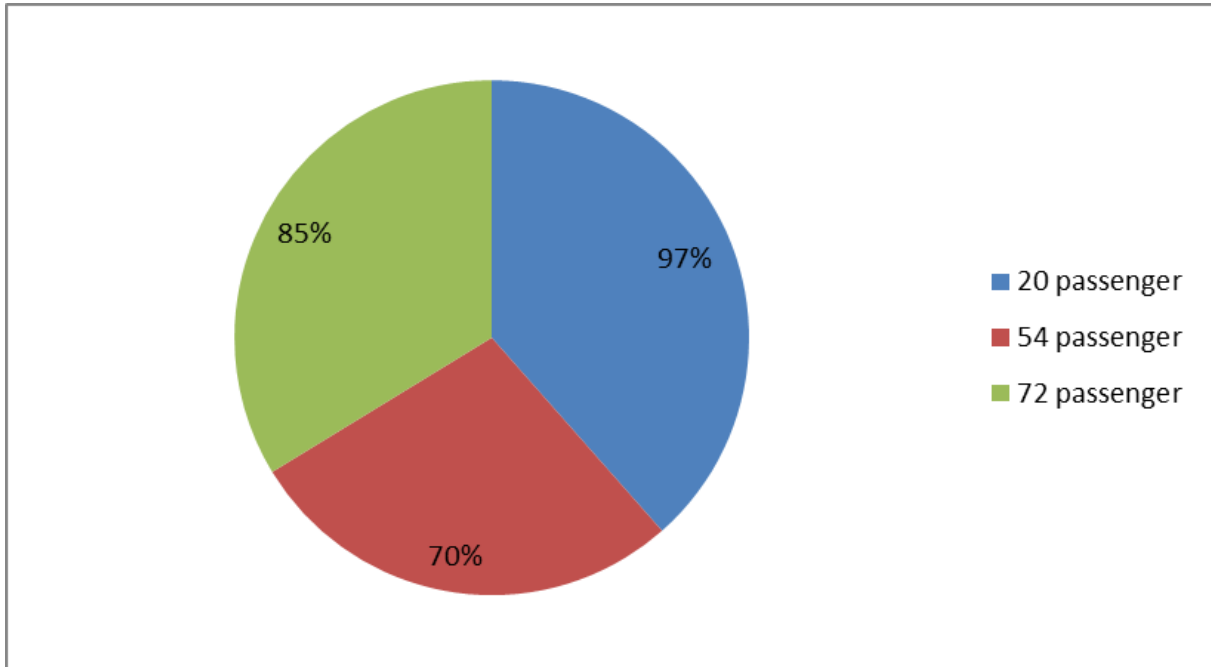
Statistics—Enrolment vs Students Transported



Year	2011-2012	2012-2013	2013-2014	2014-2015
Enrolment	39,925	41,579	41,141	40,880
# Students Transported	33,025	32,572	31,887	32,038

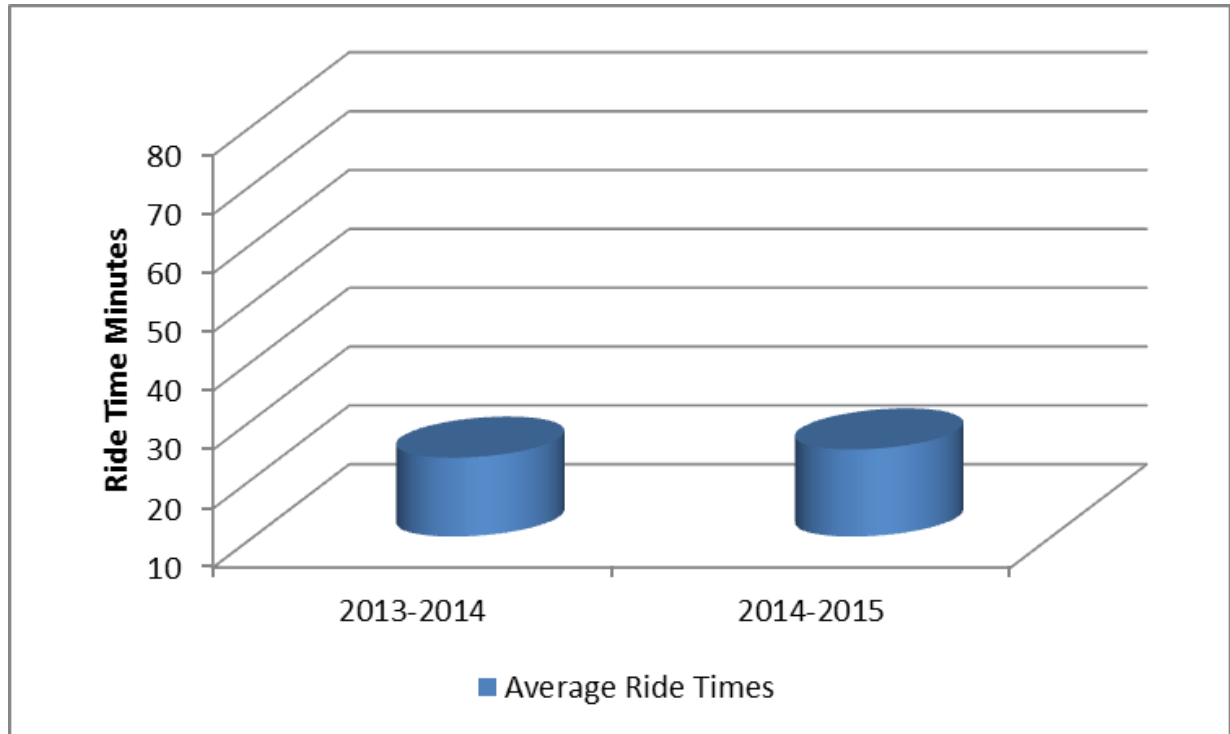
Fact: *Transportation Canada's research shows that on a per passenger, per kilometer basis, the occupant of a school bus is 16 times less likely to be in a road collision than the occupant of any other vehicle.*

Average Vehicle Capacity Utilization



Average Vehicle Capacity Utilization	
Bus Size	Average capacity by Route
20 passenger	97%
54 passenger	70%
72 passenger	85%

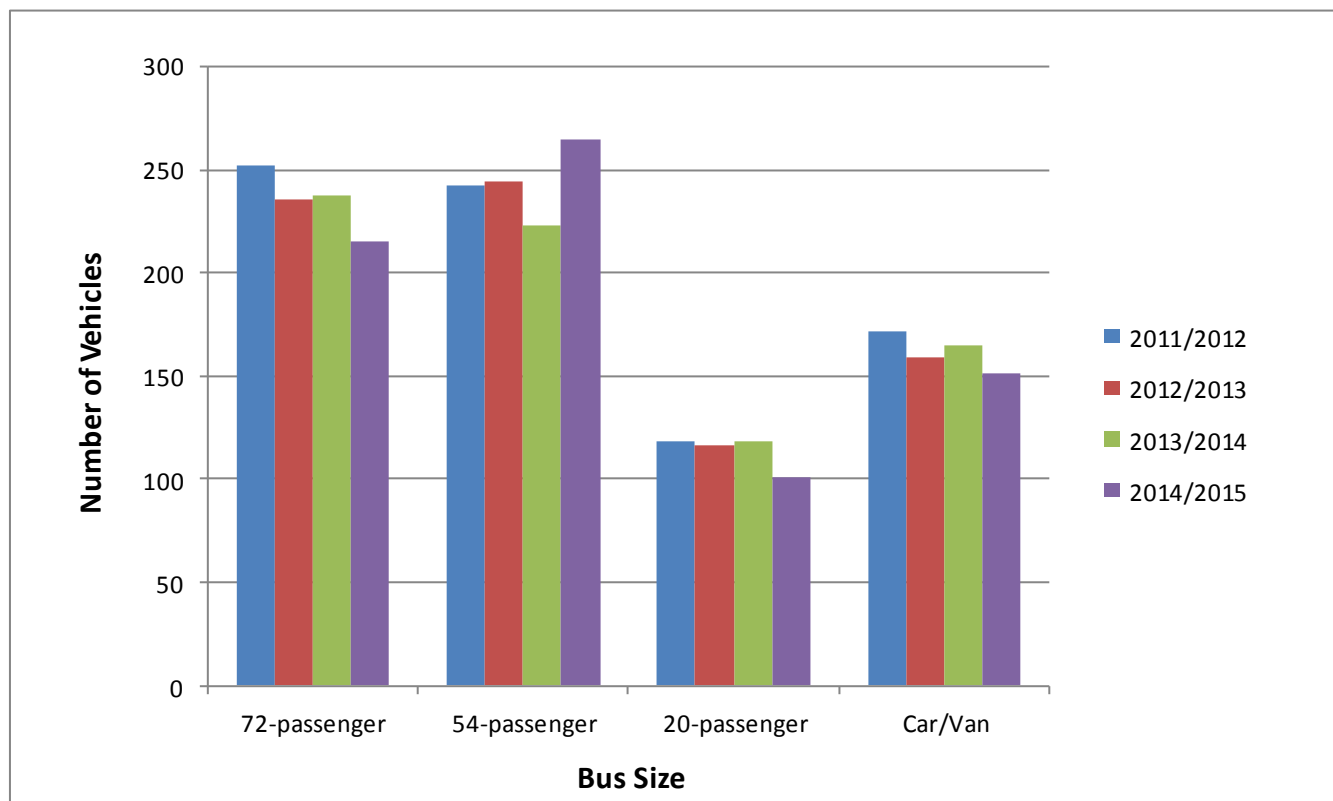
Average Ride Times



Average Ride Times	
2013-2014	2014-2015
23.4	24.8



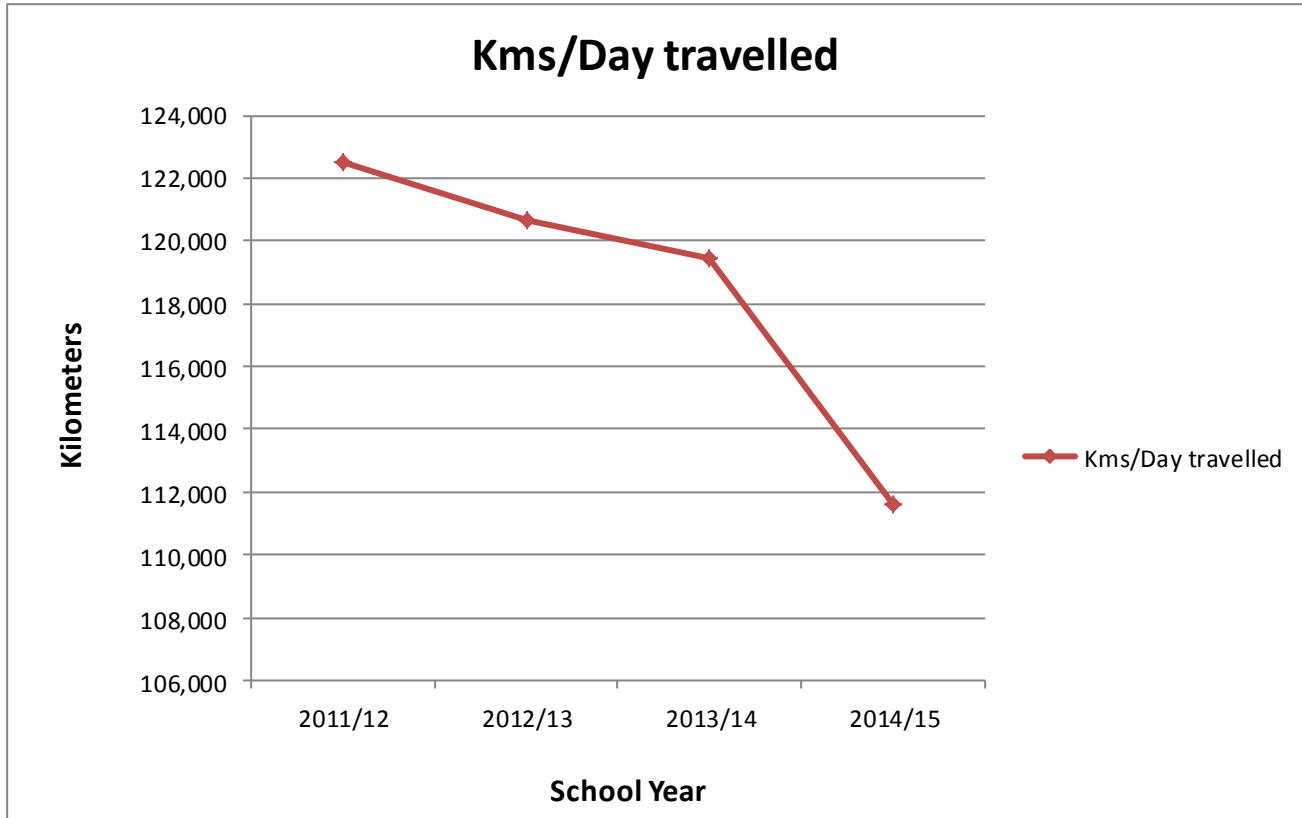
Total Number of Vehicles by Vehicle Type



Total Number of Vehicles by Vehicle Type				
	2011/2012	2012/2013	2013/2014	2014/2015
Vehicle Type:				
72 passenger	252	236	238	215
54 passenger	242	244	223	265
20 passenger	118	116	118	101
Car/Van	172	159	165	151
Total	784	755	744	732



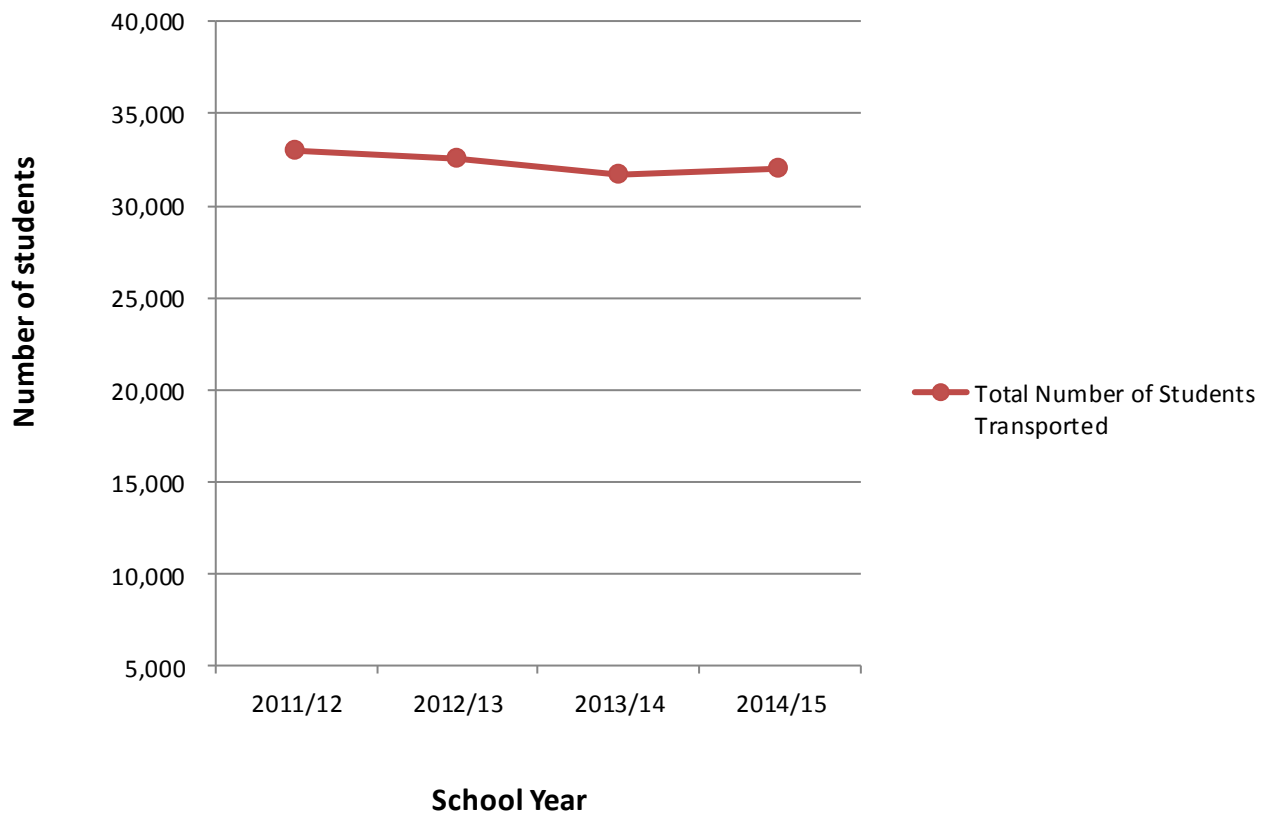
Total Number of Kms/Day Travelled



Total Number of Kms Travelled Per Day				
	2011/12	2012/13	2013/14	2014/15
Kms/Day travelled	122,488	120,672	119,439	111,588



Total Number of Students Transported



Total Number of Students Transported				
	2011/12	2012/13	2013/14	2014/15
Number of Students Transported	33,025	32,572	31,887	32,038

Thank you for reviewing this report. If you have any questions please contact Student Transportation of Eastern Ontario.





Student Transportation of Eastern Ontario

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www.steo.ca