



Student Transportation of Eastern Ontario

2017-2018 Annual Report

Life is a
Journey.
Enjoy
the Ride.



Table of Contents

Our Business Scope	4
Philosophy/Mission Statement	5
A Shared Common Set of Principles	6
Our Leadership Guiding Principles	7
GM/CAO's Statement	8
The STEO Team	10
STEO's Wall of Awesome	11
Future Short and Long Term Initiatives	12
Transportation Contingency Plan	13
STEO Key Accomplishments and Initiatives	14
2017 – 2018 Accomplishments	15
➤ Tokens of Kindness	16
➤ Purple Band Program	17
➤ School Bus Rider On-Site Safety Training Program	18
➤ STEO Safety Program Resources for First Time Riders	19
➤ School Bus Driver Appreciation	20
➤ The Key to Safety	21
➤ ACT Program	22
➤ Driving Potential	23
➤ Driving Wellness	24
➤ Kids Help Phone Poster Launch Campaign	25
➤ STEO Training Network NOW	26
➤ BusPlanner App	27
Departmental Year in Review	29
➤ Safety and Training	30
➤ Operations	31
➤ Information Technology	32
➤ Finance	33

STEO Board of Directors Organizational Chart	34
STEO Board of Directors	35
STEO Organizational Chart	36
Routing Efficiencies	37
Annual Operational Statistics	38
➤ Number of Inclement Weather Days	39
➤ Accident/Incident Statistics	40
➤ Enrolment vs. Students Transported	41
➤ Average Vehicle Capacity Utilization and Total Number of Vehicles by Vehicle Type	42
➤ Average Ride Times	43
➤ STEO's Area Coverage Map	44



Our Business Scope

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

We provide effective and efficient transportation for approximately 33,613 students on 747 vehicles, travelling over 132,000 kms daily, to over 150 sites and schools across Eastern Ontario.

Transportation is provided to students in the counties of Lanark, Leeds and Grenville, Stormont, Dundas, Glengarry, and Prescott-Russell. This area covers over 12,000 square kms.





Mission Statement



Vision

To build a strong, efficient and integrated transportation system that will ensure safe, reliable transportation for students and communities. To improve customer service to all stakeholders by providing convenient service delivery systems.

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.

Credo

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



A Shared Common Set of Principles

Developed by STEO Staff on March 6, 2013

Customer Service

Our Customer Service promises to deliver;

- Customer-focused service
- A welcoming, caring and open-minded environment
- Equality and fairness to all customers
- Clear, accessible and honest communication by knowledgeable employees
- Responses in a respectful and timely manner, ensuring we listen to customer feedback
- Quality, safety-minded and adaptable solutions

Teamwork

We achieve effective Teamwork through;

- Understanding expectations, a clarity and meeting of objectives
- Strong effective communications
- Ensuring team members reach their highest potential
- Valuing and accepting each other's opinions and differences
- A high level of engagement and involvement in the organizational culture
- Shared common processes to achieve objectives
- Understanding strengths and weaknesses of the team and the capacity to adapt to change
- Offering innovative and creative solutions and tools to implement them
- An environment of FUN!

Revisited by the STEO Team through a Values Audit in July 2018



We will **go beyond what is expected** of us as leaders.

We will become **world class**, providing our stakeholders with the resources, guidance, technology and/or training needed to ensure the organization is **operationally excellent** and a **great place to work**.

Deliver Surprisingly Good Service

- Understand the needs of both internal and external clients
- Be collaborative with all our stakeholders
- Exceed expectations and create raving fans by always being 1% better
- Be aware of what other organizations do to support their service delivery
- Embrace change, high expectations and different methods of service delivery
- Continuously offer training and tools to support the delivery of service

Be Caring Professionals

- Be aware and understanding of other people's views, beliefs and ways of looking and thinking
- Be open and honest
- Deliver on what is promised
- Own our mistakes
- Be consistent, but flexible

Get the Job Done Right

- Do what we say we are going to do when we say we will
- Own our work
- Be budget-responsible

Communicate for Understanding and Collaboration

- Make communication a two-way street with stakeholders
- Provide information through various channels
- Encourage the sharing of ideas

Create a Happy Place

- Recognize successes and milestones
- Be playful
- Provide opportunities to celebrate
- Embrace individual differences

Put Safety First

- Provide leading edge training and service for staff, bus contractors, drivers and students
- Offer group, individual and online materials

Never Stop Learning

- Offer training and support for growth and expertise



GM/CAO's Statement

Cultivating Awesome

I am very fortunate to call STEO my place of employment, to engage in the work that I do and with the people that I call colleagues, partners, clients and friends. I am privileged to do work that is meaningful and important to our community, surrounded by people who are smart, engaged and talented.



Does that mean it's always a breeze around here – no way – transportation can be a challenging gig, with varied stakeholders and many moving parts! Further to that, in January 2018, we lost our leader, former GM/CAO Ron Cotnam. That event represented the loss of a boss, a leader and a friend.

I am honoured to have been given the opportunity to transition into the role of GM/CAO here at STEO. That opportunity has furnished me with a chance to work with an amazing team to articulate some purpose-driven value statements and strategic goals to help better live our present and guide our future. Some of these include:

- To create a workplace which provides opportunities for all employees to express their ideas, bring their authentic selves to work, speak freely, work joyfully and make a difference.
- To create a positive impact, no matter how small, on a child's life. To make each of our families' days a bit easier, more manageable and safer. Now that's a worthy purpose!
- To create genuine (and sometimes unexpected) community partnerships, recognizing that it takes a village to raise a child and that we are better when we work together.
- To cultivate AWESOME. To look for innovative solutions to challenging problems. To not simply do something because it has always been done. Or to resist doing it, because it hasn't.
- To work diligently to maintain strong relationships in the face of challenge.
- To never forget that humans are the most important resources in any organization.
- To remember that you can still have fun and be playful, even whilst delivering on accountability and working with integrity.

Despite its challenges, the 2017-2018 school year was an excellent year for STEO. The team continued to identify efficiencies, improve operations and grow together. We are excited to share this Annual Report as a summary of some of the year's key projects, accomplishments and metrics.

As we move forward, we will continue our journey to create strong communication within the organization and with external stakeholders and to provide a level of service and innovation that exceeds expectations.

Student transportation is about moving passengers from point A to point B, safely and efficiently. In so doing, we want our passengers, our families, our partners and our communities to both feel valued by STEO and to receive value of service. Transportation is also about the journey – not just the destination, so don't forget to enjoy the ride.

We look to the future with confidence and excitement and strive to live the present with full engagement.



Janet Murray, CHRL

Student Transportation of Eastern Ontario
General Manager/CAO



The STEO Team

We are proud of the achievements of the past year which have allowed us to continue to enhance and improve operations here at STEO. 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 to work tirelessly to deliver great service to our students and schools. **GO TEAM!**

In the coming year, we will begin developing new routing for the 2018-2019 school year, taking into consideration opportunities for integrating the transportation requirements of both school boards. We will strive to be fair, consistent, flexible, cost-effective and will ensure a balance between service and efficiency.

We will continue to listen and respond to our students, parents, school staff, senior administration and the community as we work to manage operating costs.



From less than five to nearly 30 years of service, the STEO team boasts a wide diversity of skills and training. These varied insights and perspectives working together creates a dynamic environment of innovation, dedication, professionalism and fun!

STEO's Wall of Awesome

At STEO, we firmly believe that what you take the time to cultivate and acknowledge, **grows!**

2017-2018 saw the introduction of **Project Awesome** at STEO – a program dedicated to recognizing Random Acts of Awesome amongst staff, students and school bus drivers.



Future Short Term Initiatives

- Staff training and team building sessions
- Further GPS development and integration
- Develop STEO Driver Handbook
- Driver certification
- Continual development of driver training programs
- RFP for Student Transportation Services
- Routing software enhancements
- Cloud-based server infrastructure
- New software tool - Statistical Tool for Administrative Tracking (STAT) program
- Enhanced misconduct reporting
- Standardized school bus rider training
- Programs to support positive behaviour on school buses
- Pilot for the first-time walkers program



Future Long Term Initiatives

- Further development of automated Key Performance Indicators (KPI)
- Potential pilot project for video cameras on buses
- Continued development of route optimization software and strategies
- Student ridership and tracking tools
- Further development of Special Education guidelines
- Contractor Performance Dashboard
- Potential pilot project for WiFi on buses
- Refinement of Facility Audit process
- STEO employee engagement project



Your Transportation Contingency Plan *Preparing for Safety and Success*

At STEO, we are fantastically proud of all of the people involved in ensuring safe and dependable transportation for the students and families we serve. When you consider that those students number more than 33,613, travelling on nearly 747 vehicles over 132,000 kms each day – that’s no small achievement!

While the school boards, STEO, our local bus companies and an amazing team of school bus drivers work collaboratively to ensure a system that you can rely on, like anything involving our children, from childcare to health care, doing some contingency planning around your child’s transportation will only strengthen the foundation of that system.

Whether it be road conditions, inclement weather, driver absence, seasonal construction, or family-related circumstances – a certain number of delays and interruptions are to be anticipated as part of a system as complex and robust as this one.

For example, as a family with Kindergarten students, it is important to develop a back-up plan should your child’s guardian be unavailable to meet her or him at the bus stop. This might involve connecting with family, friends and/or neighbours to create an action plan to support the safety of our tiniest travelers in the case of an unforeseen emergency or personal delay.

Further, on days of inclement weather and/or questionable road conditions, the school boards we serve, in collaboration with STEO, are tasked with making a challenging decision around running or cancelling buses, with the safety of the entire student body in mind. When you consider the significant number of students and the vast geographic region in question, you can be sure that there will be days when some of our families may disagree with the final decision. On those days, your parental discretion and your transportation contingency plan are of utmost importance. Schools remain open to receive students even when school transportation is cancelled. Conversely, if buses are operating but you feel that weather or road conditions are not conducive to travel, you may ultimately decide to keep your children home.

Your commitment to planning for contingencies in your child’s transportation is sincerely appreciated by the STEO team. For our part, STEO pledges to work diligently with all of our stakeholders to ensure that safety and efficiency remain the foundations of our service-model and that delays and interruptions remain the exception.

As always, yours in safety...

The STEO Team

Check in regularly at www.steo.ca for posted delays, cancellations and transportation updates. Sign up with STEO’s Parent Portal to receive alerts for transportation delays specific to your child’s route. Follow us on Facebook and Twitter.



2017 – 2018 Key Accomplishments and Initiatives

- ❖ Completion of regional reviews within STEO's area of service, to enhance safety and efficiency of transportation
- ❖ Development of new safety and training initiatives for students and school bus drivers
- ❖ Ongoing initiatives to support staff training, development and teambuilding
- ❖ Ongoing enhancements to STEO's website, social media and IT platforms
- ❖ Streamlined processes for financial and statistical data reporting
- ❖ Full implementation of new route planning software





Accomplishments

2017 - 2018

- Tokens of Kindness Program
- Purple Band Program
- New School Bus Rider Safety Training
- Buzzy Bee School Bus Safety Training
- Bus Driver Appreciation Program
- Key to Safety Program
- ACT Emergency Threat Program
- Driving Potential Conference
- Driving Wellness Conference
- Kids Help Phone Poster Launch
- Online Training Platforms
- Bus Planner App
- STEO Staff Recognition Program
- Streamlined Accidents & Incidents Report
- Full Fleet GPS Implementation
- 100% of Routes Audited via GPS
- 100% of Operator Facilities Audited
- Audited Financial Statements
- Features in **Your Workplace, School Bus Ontario (OSBA) and Canadian Coin News** Magazines
- Community partnerships with Ontario Early Years Centres (OEYC) programs, Kids Help Phone, Leeds, Grenville and Lanark District Health Unit & Community Police

TOKENS OF KINDNESS

AN ACT OF KINDESS CAN CHANGE THE WORLD



Student Transportation of Eastern Ontario (STEEO), is the transportation consortium for the Catholic District School Board of Eastern Ontario (CDSBEO) and the Upper Canada District School Board (UCDSB).

STEEO provides transportation for approximately 33,000 students on nearly 800 vehicles, traveling over 120,000 kilometres each day, to over 150 sites and schools across Eastern Ontario.

Student Transportation of Eastern Ontario is extremely excited to launch a new program with an eye to building positive bus culture. The **Tokens of Kindness** program will launch in autumn 2016 and is a platform designed to recognize acts of kindness on the bus.

Janet Murray, STEEO's Manager of HR, Safety and Training acknowledges that the school bus can be a challenging environment for students. "To some extent, the school bus can be seen as a microcosm of the larger society—a diverse group of people of different ages, backgrounds and motivators, who nevertheless are bound by a shared journey."

Through STEEO's **Tokens of Kindness** program, bus drivers will be provided with 'bus tokens' inscribed with the words "an act of kindness can change the world." Drivers will have an opportunity to distribute the tokens in recognition of acts of kindness, as a tangible tool to reinforce positive action on the bus.

"We hope that the program will resonate with drivers and passengers alike" explains Murray. "We often hear from bus drivers that they would welcome a means to recognize and thus reinforce positive behaviour. And for students, this program communicates to them that their acts of kindness really do make a difference."



WWW.
STEEO.
CA



PURPLE BAND PROGRAM

BE A PURPLE PARENT



A Program for Junior and Senior Kindergarten Students

The Purple Band Program provides an efficient means to help protect our tiniest travelers – our junior and senior kindergarten passengers. Simply, school personnel attach a purple band around the handgrip on the top of a junior or senior kindergarten student's backpack. The purple band is a quick visual tool that tells bus drivers that the student with a tagged backpack needs their special attention, as well as adult/guardian supervision at the drop-off point.



Parents play a key role in the program:

Ensure that the band the school provides is in place on your child's backpack

Ensure that the school has your correct contact and caregiver information

Ensure that a responsible guardian is at the bus stop on time to receive your child

Contact your school and bus company if your child's guardian is unable to provide supervision at the stop and you have made alternative arrangements



104 Commerce Drive
Prescott, ON, K0E-1T0
1-855-925-0022
transportation@steo.ca
www.steo.ca



NEW School Bus Rider On-Site Safety Training Program for Winter/Spring 2019

The Auditor General's Report of 2015 revealed a gap in consistent training provided to school bus riders in the Province of Ontario. Intertrain Incorporated has developed two Standardized Ministry of Education approved **School Bus Rider On-Site Safety Training sessions**, which are age appropriate and which use engaging themes, including multi-media and interactive components. The program content includes key bus rider safety messages with training sessions of approximately 30 minutes in length to be presented by skilled trainers. The following training will be provided:

- **A Primary session for students from JK to Grade 3**
- **A Junior session for students from Grades 4 to 8**

The Ministry of Education will fund the delivery of these programs to 50% of elementary students for each board annually, to be delivered to *all* elementary students for both CDSBEO and UCDSB, beginning in the 2018/19 school year.

Schools have been divided into two regions, with training for schools in the Eastern region to be scheduled for the 2018/2019 school year and training for schools in the Western region to be scheduled for 2019/2020. In the coming weeks, your school board will let you know in which year the training will be provided at your school.

The 2018/2019 training sessions will be delivered in February and March 2019.

In the new school year, Intertrain will contact each school individually to schedule the training sessions and will provide all materials and equipment required for each session. Training can be provided for up to 250 students per session. **Stay tuned for more details from STEO and your school board as relates this exciting new safety training opportunity for schools and students!**



NEW STEO Safety Program Resources for First Time Riders

STEO has joined with Intertrain to provide in-school training in the early fall each year to JK and SK students on how to ride the bus safely. Intertrain has been in business since 2003 and provides dynamic programs for first time riders and primary and junior school grades.

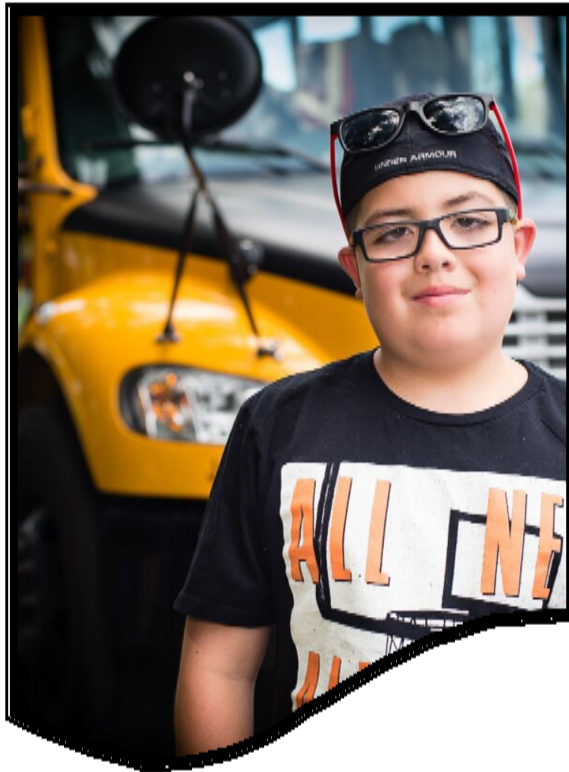
Buzzy the Bee's School Bus Safety Rules Video

The video provides an example of standardized school bus rider safety in Ontario for first time riders of the school bus. Buzzy the Bee 'flies' students through the ins-and-outs of riding the school bus for the first time. This first-time rider training video teaches children about danger zones and how to wait, ride, and disembark from a school bus safely. It also shares tips on how to sit safely and to ask for help. Watch and learn the A-"Bee"-Cs of school bus riding safety with Buzzy the Bee!



SCHOOL BUS DRIVER APPRECIATION

I DRIVE PROMISE. I DRIVE POTENTIAL. I DRIVE THE FUTURE.



Strong of character and will,
Calming conflict with grace
and with skill.
Helpful to students in need of
support,
Observant to the interests of
those you transport.
Optimistic – always ‘half full’
is your bus,
A **L**eadership – engendering re-
spect and trust.

Brave; --- enough said.
Up early from bed.
Safe travels ahead.



On School Bus Driver Appreciation Day—and every day—sincerest thanks from our team to yours for your diligence and care in transporting and supporting our most precious cargo.

- The STEO Team

WWW.STEO.CA

Driving the future safely to
school,
Reminding the future that
safety is cool.
Innovative in sparking cooper-
ation,
Our **V**alued partner in trans-
portation.
Ever-committed to safety’s
goal,
Reliable, **r**are and **r**eady-to-
roll!



A safety reminder at each turn of the key

Purple = Parent on one side

Child Check ✓ on the other

Reinforces driver training

Fun 'swag' to share with school bus drivers :)

THE KEY TO SAFETY

School Bus Driver Keychain Initiative

As part of STEO's ongoing commitment to support driver training and student safety, we are providing cool key chains to all school vehicle drivers, which serve as a helpful reminder around the Purple Band and Child Check programs. **Stay Calm and Drive On!**



www.steo.ca



ACT Program

Emergency Threat Management

Tools & Strategies for Managing Threats of Violence on the School Bus



Facilitator Guide and Program Agenda

Review Slide Deck (video embedded in slide deck)

SLIDE	HANDOUT	TOPIC/EXERCISE
Slide 6	No Bully Zone	No Bullying Zone Bus Poster
Slide 8	Worksheet 1	Student Management Debrief
Slide 11	Worksheet 2	Risk Assessment Exercise
Slide 14	Worksheet 3	Situational Awareness Debrief
Slide 20	Worksheet 4	Unauthorized Person Debrief
Slide 22	Cue Cards	Four C's of Threat Management
Slide 28	Worksheet 5	What Would You Do Exercise
Slide 29	Worksheet 6	Review Questions
Slide 29	Worksheet 7	Review Answer Key
Slide 31	Certificates	Certificates of Completion

NOTE: Depending on the number of participants in your training session, worksheets can be completed individually or in small groups, with the intent that large group discussion will follow to support idea sharing.

Contact STEO if you require additional Driver Cue Cards and/or No Bullying Zone Bus Posters.

www.steo.ca

For support in program delivery, contact
Student Transportation of Eastern Ontario

Alert
Calm
Thinking Ahead

Tools included:

- Training Slide Deck
- Training Video (provided both as part of slide deck and as a standalone resource)
- Worksheets
- Review Questions
- Answer Key
- No Bullying Zone Bus Poster
- Driver Cue Cards (Four Cs)
- Certificate of Completion

Each ACT Program training package contains a memory stick with all training materials included.

THANK YOU

Driving Potential

Training and Awareness for School Bus Drivers in Providing Support to Students on the Autism Spectrum

I drive promise. I drive potential. I drive the future.



featuring

A Dynamic Speaker
Refreshments and Hot Lunch
Training Handouts
Cool Giveaways

A day of learning, networking and awareness.

STEO is very excited to bring three training sessions to school bus drivers, providing an opportunity for enhanced awareness to support students on the autism spectrum. Our trainer, **Kim Moore, M.ADS**, is the founder and clinical director at **The Portia Learning Centre**. Workshop themes will include an introduction to autism; transportation challenges for students on the autism spectrum; behaviour management; communication best practices; and safety precautions.

April 6, 2016
JR Brisson Complex
758 Brebeuf Street
Casselman

April 13, 2016
Best Western
1515 Vincent Massey Drive
Cornwall

April 20, 2016
Econo Lodge
33 Centre Street
Smiths Falls

AGENDA (all sessions):

Registration and refreshments begin at 10:00 a.m.
Keynote Speaker Kim Moore from 10:30 a.m. to 12:30 p.m.
Lunch at 12:30 p.m. (with takeout option if required)

Please register with names of participating drivers by **Wednesday, March 30, 2016** to steo2@steo.ca. Advance registration allows us to ensure that all drivers receive training materials and cool swag.

Collaborating for Potential

Kim Moore, M.ADS

Founder/Clinical Director at **The Portia Learning Centre**, Kim specializes in early intervention for children with autism. Kim is a leader in the field of applied behaviour analysis and has worked with families in Canada, Europe, the United States and Asia.



The Portia Learning Centre offers over fifteen years of experience working with individuals with autism spectrum disorder, developmental delays and disorders, with varying levels of ability. They are founded upon the principle that no one should be denied the opportunity to reach their full potential.



Driving Wellness

Training for School Bus Drivers in Self-Care, Mental Health Awareness and Creating Suicide-Safer Communities

I drive promise. I drive potential. I drive the future.



featuring

Dynamic Speakers
Refreshments and Lunch
Training Handouts
Self Care Resources

Never give up on
someone with a
mental illness.
When "i" is
replaced by "we",
"illness" becomes
"wellness".

A day of learning, networking and support.

STEO is very excited to bring three training sessions to school bus drivers and bus company staff, providing an opportunity for enhanced awareness around mental health challenges and available supports. Our trainers work in the field of mental health promotion and will guide us through strategies for supporting ourselves, our students and each other as we navigate life's journey.

Hope to see you there!

October 24, 2017
Best Western
1515 Vincent Massey Drive
Cornwall

October 26, 2017
Econo Lodge
33 Centre Street
Smiths Falls

November 1, 2017
JR Brisson Complex
758 Brebeuf Street
Casselman

AGENDA (all sessions):

Registration and morning refreshments begin at 9:30 a.m.

Speaker presentations from 10:15 a.m. to 12:30 p.m.

Lunch at 12:30 p.m. (with takeout option if required)

If you have any questions about these sessions or to register, please reach out to

Gord Kirk at gord.kirk@steo.ca.

Workshop Topics:

suicideTALK

Dealing openly with the stigma around suicide, the steps taught in **suicideTALK** can be used to protect, preserve and promote life in a suicide-safer community.

TAKING CARE OF YOURSELF

Explore the positive and negative stress we face on a daily basis. An opportunity for self-reflection and simple, practical tips on how to reduce negative stress in our lives.

Your Dynamic Speakers:

Angele D'Alessio and Line Lapensée
Mental Health Promoters with
CMHA Champlain East

Jessica Pancoe - Kids Help Phone
Manager, Eastern Ontario



Kids Help Phone



Kids Help Phone Poster Launch Campaign

February 2018

Angele D'Alessio of the Canadian Mental Health Association (CMHA) Champlain East in Cornwall reached out to STEO with an idea to make mental health supports more accessible to students. While there are supports available within the school itself, she wondered if there was a way to extend messaging to the school buses as well.

In late October and early November 2017, STEO held conferences for school bus drivers and bus company staff addressing the topics of suicide and mental health awareness. During the sessions, participants discussed various issues which affect the mental health and wellbeing of children today.

As a result, the CMHA in partnership with Kids Help Phone, STEO, CDSBEO and UCDSB worked extensively on a campaign to have posters placed on all school vehicles servicing STEO, which include resource information for mental health supports for students.

Need Help?
Get Support 24/7

 **1 800 668 6868**
Kids Help Phone

 **REACHOUTNOW.CA**
SUICIDE PREVENTION COALITION
OF CHAMPLAIN EAST

Download the
Always There
App

STEO • CDSBEO • UCDSB



Training Network *Now*

35 YEARS OF EXCELLENCE

Training Network Now is a recognized solution for Safety Training. With nearly 600 titles, they offer one of the largest online safety libraries available today. **STEO** is pleased bring these resources to its bus contractors. See below for login instructions to access new and improved online safety training opportunities through **STEO's** website. We hope that you find these videos to be a valuable supplement to in-house training. Videos can be accessed multiple times.

INSTRUCTIONS:

- Visit www.steo.ca
- Choose CONTRACTOR LOGIN
- Enter USERNAME and PASSWORD as usual
- Click 'Link to School Bus Safety Training' or 'Link to Workplace Safety Training' located under Online Safety Training to access the **Training Network Now** login pages
- Enter your TRAINING USERNAME and PASSWORD as follows:
 - **USERNAME:** _____
 - **PASSWORD:** _____

NOTE: If given the option, please do **not** change your USERNAME and PASSWORD.

- In the Workplace Safety Training Module, click 'Browse Topics' or search by keyword using the 'Search' box.
- Click on the video title or thumbnail image and click the "Play Video" button.
- Downloadable course materials, including quizzes, certificates and leader guides can be found on each video page.
- Videos are compatible with desktops, laptops, tablets and smartphones. You can access your online training anywhere there is an Internet connection.
- Operators may provide the direct link to the 'School Bus Driver Training' to staff and drivers at: <http://trainingnetworkonline.com/login?co=4505&v=70826>

Please contact STEO if you have any questions or require support with your USERNAME or PASSWORD.

**DOWNLOAD OUR NEW FREE
DELAY/CANCELLATION APP!**



**FIND "BUSPLANNER
DELAYS" ON THE
APPLE/ITUNES OR
ANDROID/GOOGLE
PLAY APP STORE.**

**USE ACCESS CODE
"STEO" TO VERIFY**



- **RECEIVE PUSH NOTIFICATIONS FOR DELAYED AND CANCELLED SCHOOL PURPOSE VEHICLES**
- **MORNING AND AFTERNOON DELAY INFORMATION FOR ROUTES THAT HAVE BEEN REPORTED TO BE DELAYED 10 MINUTES OR MORE**
- **RECEIVE NOTIFICATIONS SPECIFIC TO YOUR CHILD AND/OR SCHOOL**

**FREE DOWNLOAD ON YOUR APPLE OR
ANDROID DEVICE**

NEW BUSPLANNER APP



This application displays current morning and afternoon school bus delay information for routes that have been reported to be delayed 10 minutes or more



Download for **FREE** on your Apple or Android device to receive push notifications for delayed and cancelled buses! In the app, users can select buses they want to follow and receive alerts when the buses have been reported to be delayed 10 minutes or more.

Subscription options:



- **For My Child's Transportation** – individualized transportation route delays and cancellations
- **For My School(s)** – you will receive all Delays and Cancellations for your chosen school
- **All Notifications** – this will push out notifications for All routes and runs going to All schools (**IMPORTANT:** Selecting this option will potentially result in numerous notifications)



This is for information purposes only and students are encouraged to be waiting at their bus stop at the appropriate pick-up time as often buses are able to make up time as the route progresses.





Safety and Training

2017 - 2018



Milestones and Success Stories

- Creation, delivery and copyright of Emergency Threat Management (ACT Program) sessions for school bus drivers
- Successful Bus Driver Conferences on a variety of topical themes
- **Kids Help Phone** partnership and poster campaign
- Walking School Bus and Active Transport programs

Metrics and Measurables

- Driver participation at Driving Potential: Autism Awareness Sessions = **350 plus**
- Driver participation at Driving Wellness: Mental Health Conferences = **250 plus**
- Kids Help Phone Posters placed in school vehicles = **1400**

Projects

- ACT Emergency Threat Management program delivered to all STEO operators.
- Suicide Awareness and **Kids Help Phone** project. Mental health awareness posters in all school vehicles.
- Driving Potential: Autism Spectrum Awareness School Bus Driver Conferences. Only sessions of their kind in Canada.
- Driving Wellness Conferences: Training for School Bus Drivers in Self-Care, Mental Health Awareness and Creating Suicide-Safer Communities.
- Preliminary organization of School Bus Rider Safety Training Sessions to be delivered by Intertrain.
- Creation of safety memos and PR initiatives, including social media outreach.
- Consultation with Leeds, Grenville and Lanark District Health Unit to promote Active School Travel and Walking School Bus Programs.
- Partnership with Ontario Early Years Centre (OEYC) and Touch-A-Truck events to support community safety outreach for young families.

Path Forward

- Promotion of Active School Travel across STEO's area of service
- Organization of innovative School Bus Driver Conference for 18/19 school year to promote learning and driver engagement/retention
- Delivery of New School Bus Rider Safety Training sessions
- Expansion of community partnerships to support student safety and well-being

Operations

2017 - 2018



Milestones and Success Stories

- Strategic transportation efficiency reviews resulted in route/vehicle reductions over previous year
- A smooth September start-up with minimal operational and logistical issues and no interruption to service
- Ongoing staff training and development to support a strong and cohesive team of Transportation Planners

Metrics and Measurables

- Ride times over 60 minutes remain well below the 3% tolerance threshold
- Approximate average student ride time for both school boards: 20 minutes

Projects

- Unpack and deliver on key customer service objectives
- Development of innovative transportation solutions
- Bell Time reviews to explore opportunities for route doubling/tripling
- Annual Hazard Zone reviews
- Creation of strategies and partnerships to more effectively manage Special Education Transportation
- Development of tools and strategies for KPI management

Path Forward

- Continue to find ways to be as efficient as possible, while still meeting customer service objectives
- Provide the best customer service in the industry, delivering timely and accountable service to all stakeholders

Information Technology

2017 - 2018



Milestones and Success Stories

- BusPlanner transportation software fully implemented
- Outfitted all UCDSB and CDSBEO vehicles with GPS
- Enhancement of the Business Continuity Plan - Power Generator, network cabling, software upgrades
- Website redesign

Metrics and Measurables

- 10 webinar training sessions for all staff on BusPlanner software
- Student Data file checker enhancements - dramatically reducing the incidence of corrupt data
- 700+ vehicles outfitted with GPS
- Building backup generator in place
- Network cabling upgrade to Cat6 - to be compliant with network equipment
- Phone system upgrade to enable continued support
- Website redesign using the Mobile First methodology
- Upgrade to current Desktop Application Software - Office 365 Suite

Projects

- Review and analyze succession plan for End of Life server infrastructure
- Improve communication between Bus Operators, Schools and STEO in regards to misconduct reporting

Path Forward

- Pilot testing and implementation of Electronic Misconduct forms
- Implementation of new boundary and program changes within transportation software for public consumption via web tools
- Further Enhancement of the Data Mining tools to quickly analyze student data issues, ODC file creation and manipulation
- Implement new server infrastructure

Finance

2017 - 2018



Milestones and Success Stories

- Unqualified audit opinion from independent auditors
- Adherence to appropriate internal controls
- Compliant with all regulatory reporting
- Strategically maximized rate of return on investments
- Preparation and presentation of Compliant Budget for approval by Board of Directors

Metrics and Measurables

- Regulatory compliance with all relevant laws, policies, and regulations
- Achieve all payment processing deadlines
- Meet all financial reporting deadlines

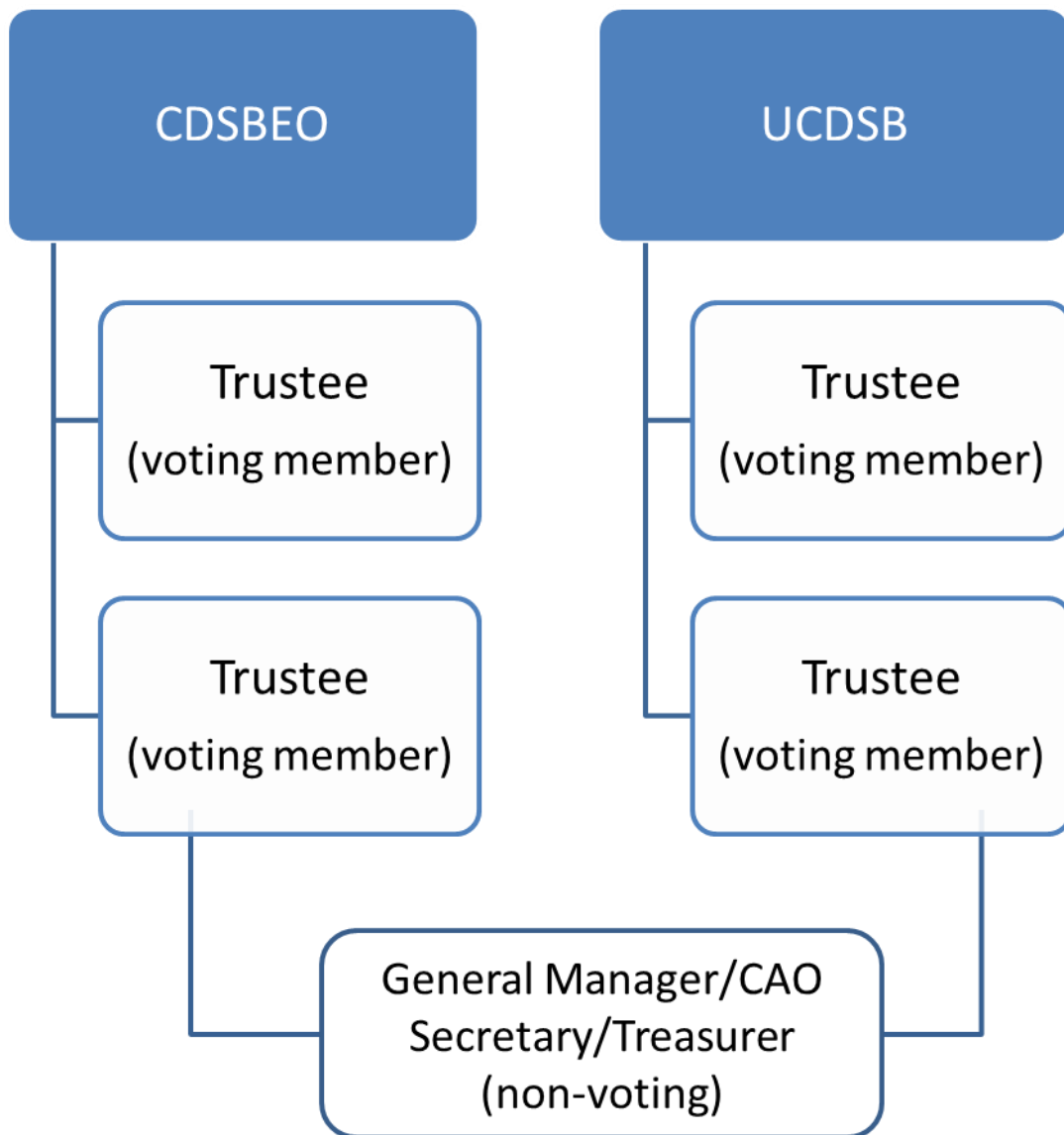
Projects

- Upgrade to new release of accounting software and program
- Recommend strategies to minimize transportation expenditures

Path Forward

- Implementation and management of revised contract with key service providers (Bus Operators) for 2018-2019
- Successfully secure 2019-2020 Contract with key service providers (Bus Operators)
- Preparation and presentation of Compliant 2019-2020 Budget for approval by Board of Directors

STEO Board of Directors Organizational Chart



STEO Board of Directors



Trustee—Ronald Eamer (CDSBEO)
STEO Board Chair



Trustee—Jeff McMillan (UCDSB)

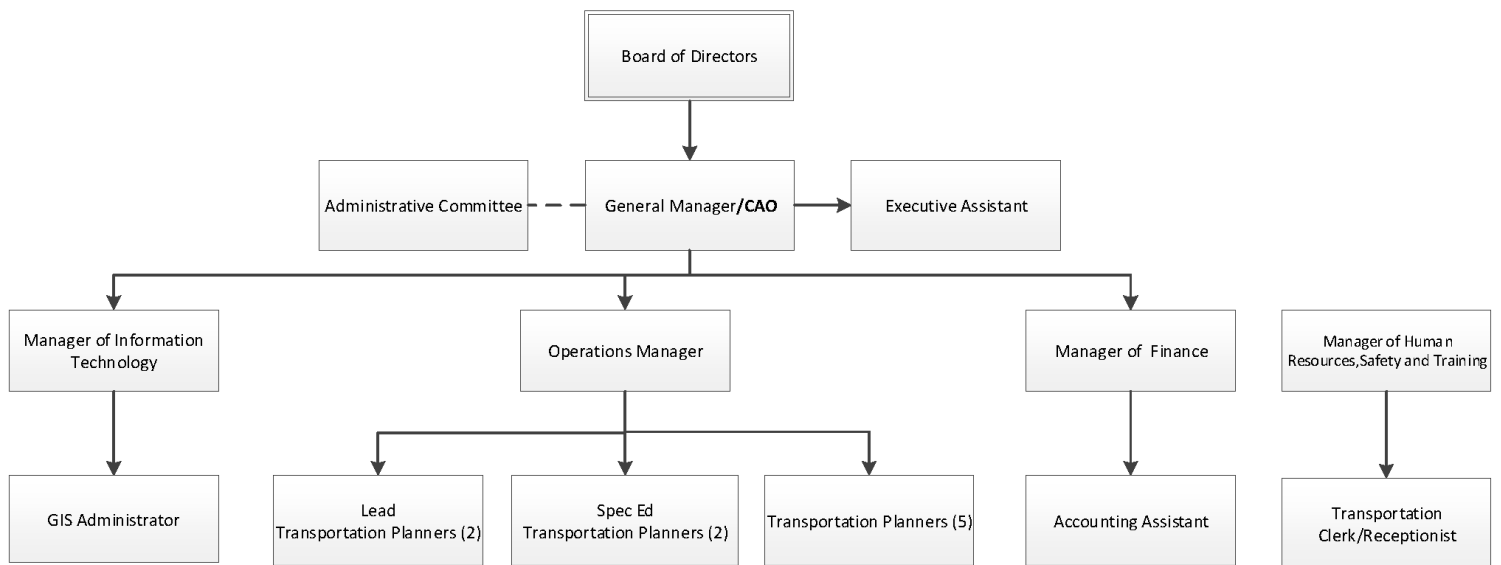


Trustee—Nancy Kirby (CDSBEO)



Trustee — John McAllister (UCDSB)

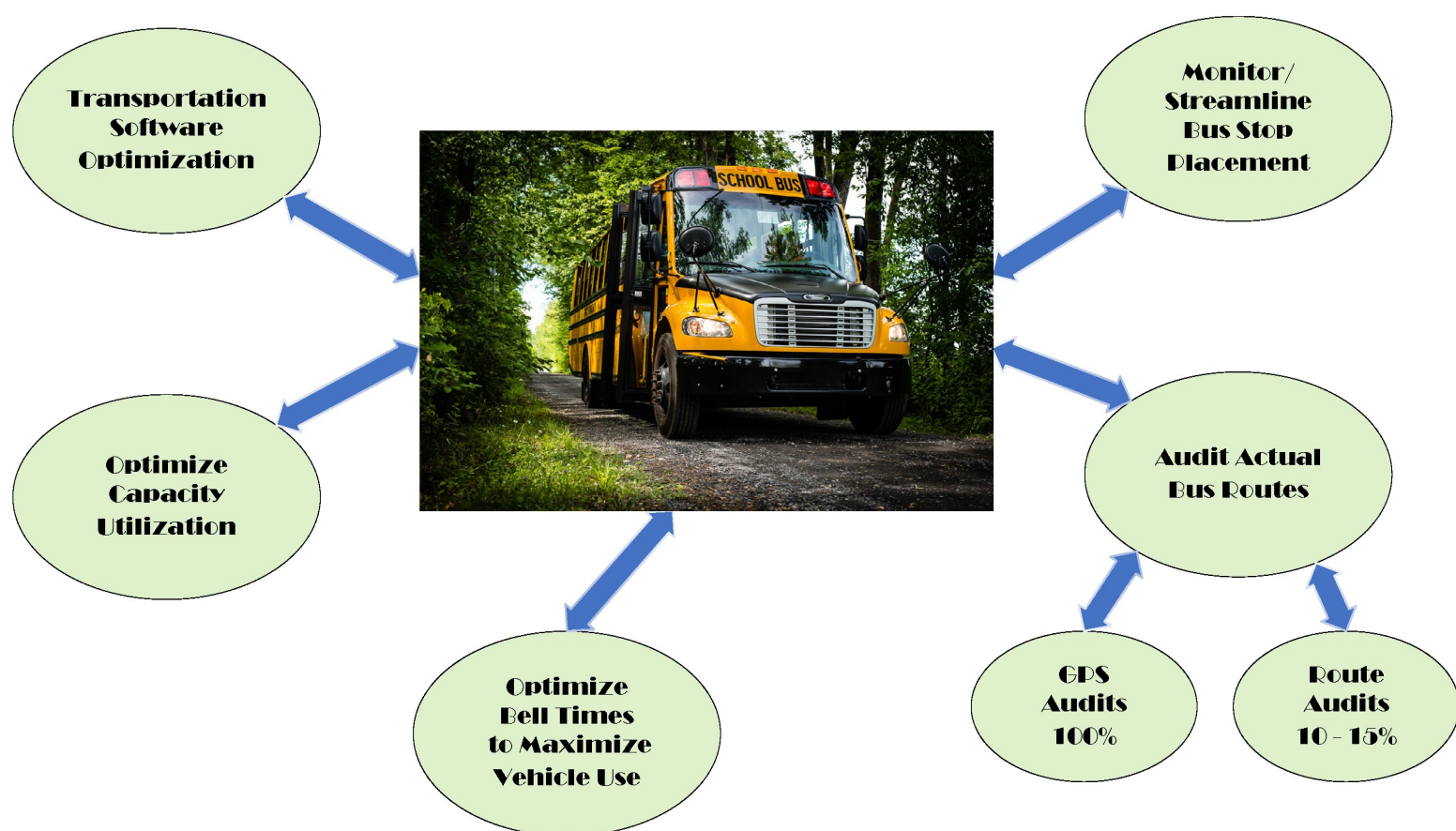
STEO Organization Chart



“Great Vision with Great People Defines Success”

Routing Efficiencies

STEO continues to become more dynamic and flexible each year. We have enhanced our operation to better meet the needs of our communities. Effective route planning ensures that services are delivered within established parameters and helps to predict and control operational costs. We continue to reduce the number of stops and to optimize pick up and drop off times, while striving to reduce mileage and student ride times.

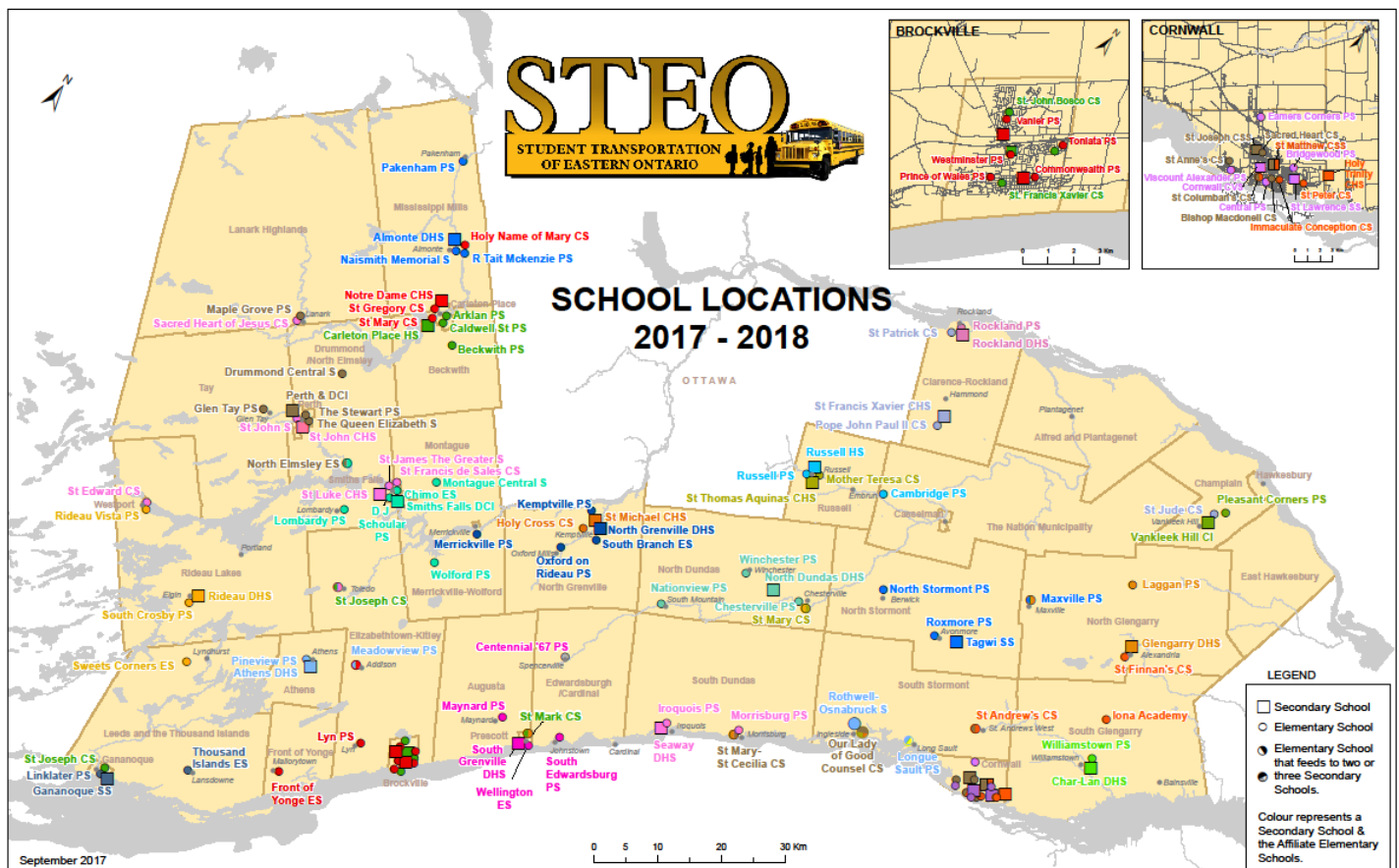


Vehicles under contract with the Consortium travel approximately 25,000,000 kilometres annually, which is the equivalent of 625 trips around the world each year.

Focus: We focused on the needs of students, schools and families. 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 work hard to ensure that students are transported to and from school safely.



THE TRANSPORTATION OF STUDENTS DURING INCLEMENT WEATHER

During the winter season, there are times when the weather or road conditions will disrupt school bus and special vehicle transportation. STEO, the school boards and local bus companies work together to ensure that our approach to transportation during times of inclement weather is planned, coordinated and communicated with the safety of students in mind.

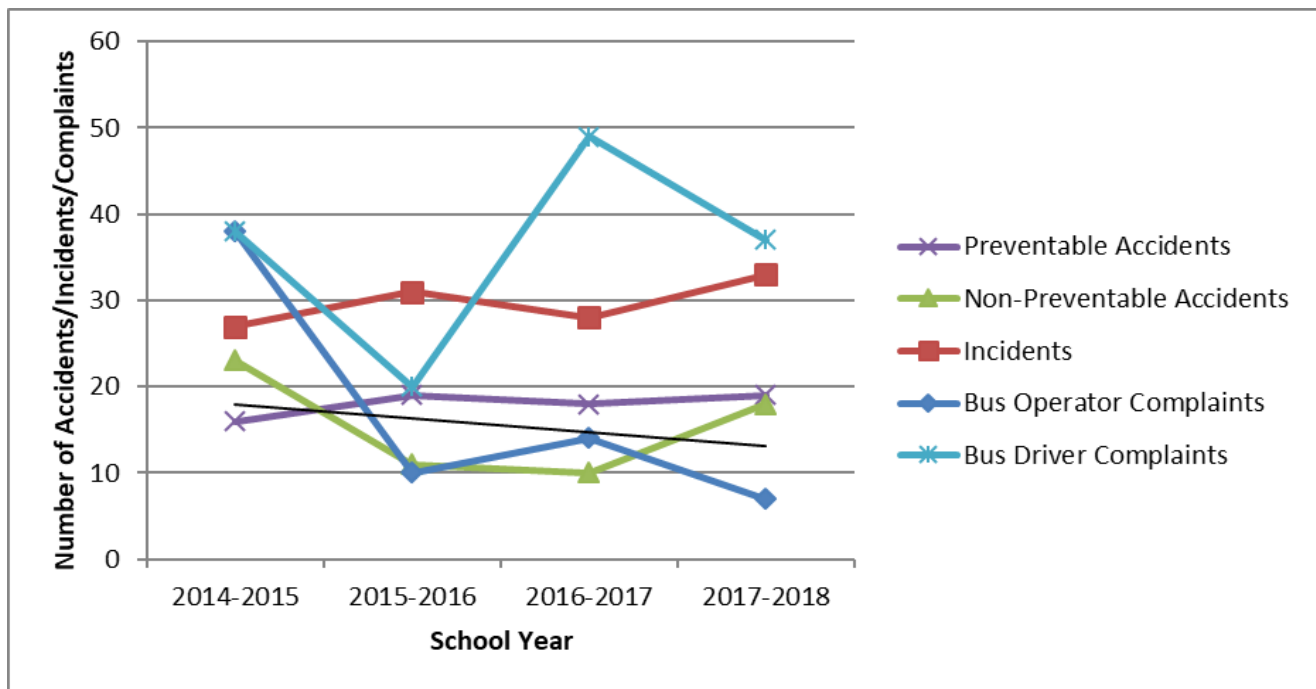
STEO receives up-to-date information regarding regional weather and road conditions from MeteoGroup – a global weather advisor. Decisions concerning the cancellation of school bus and special vehicle transportation are made cooperatively based upon this information and on the input of a team of weather captains across the region of service. Announcements regarding the cancellation of school bus and special vehicle transportation are broadcast by local media outlets, starting at 6:15 a.m. Alternatively, parents/guardians and students can verify if buses are cancelled via a variety of STEO resources, including our website, our free Bus Planner App, our Parent Portal, our Facebook and Twitter feeds and our inclement weather hotline.

On days of inclement weather and/or questionable road conditions, the school boards we serve, in collaboration with STEO, are tasked with making a challenging decision around running or cancelling buses, with the safety of the entire student body in mind. When you consider the significant number of students and the vast geographic region in question, you can be sure that there will be days when some of our families may disagree with the final decision. On those days, parental discretion and a transportation contingency plan are of utmost importance.

Schools remain open to receive students even when school transportation is cancelled. Conversely, if buses are operating but a parent feels that weather or road conditions are not conducive to travel, they may ultimately decide to keep their children at home. STEO understand that cancelling buses in bad weather can have a big impact on families and we know that students are best served in the classroom. There are times that we simply must cancel busing, with the safety of the entire student body – and our bus drivers – top of mind.

School Year	Number of Days
2017-2018	10
2016-2017	10
2015-2016	7
2014-2015	3
2013-2014	4

Accident/Incident Statistics



School Year	Preventable Accidents	Non- Preventable Accidents	Incidents	Complaints	
				Bus Operator Complaints	Bus Driver Complaints
2014-2015	16	23	27	38	38
2015-2016	19	11	31	10	20
2016-2017	18	10	28	14	49
2017-2018	19	18	33	7	37

Definitions

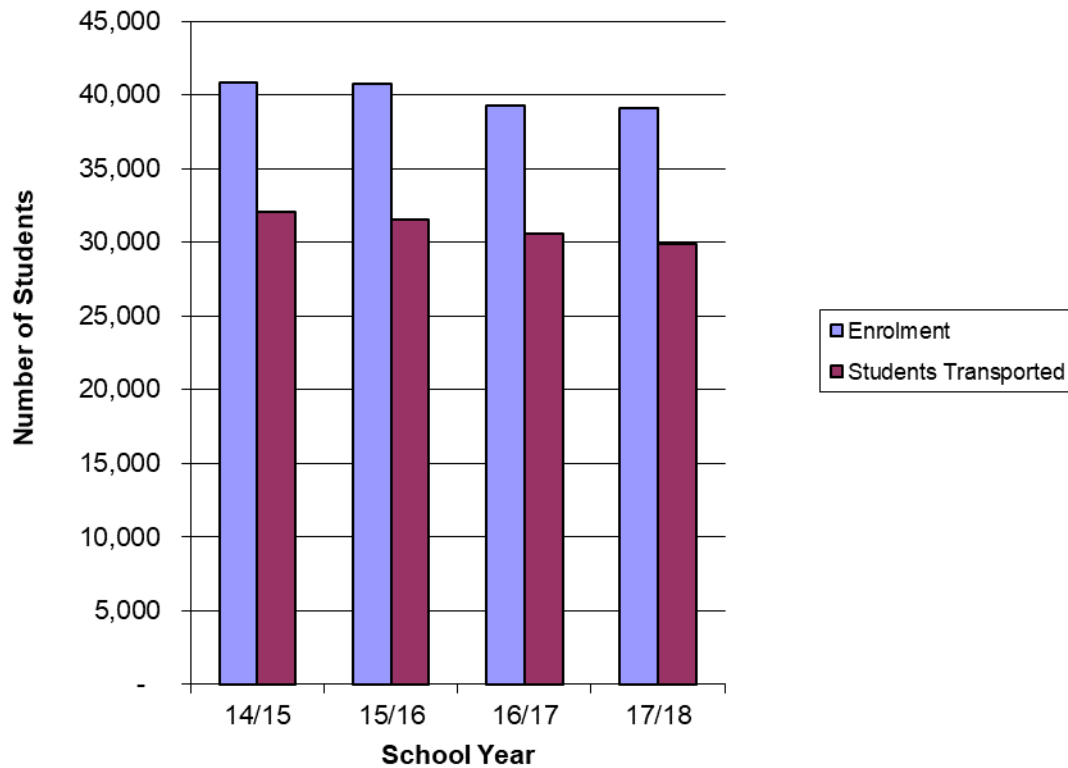
Preventable Accident: If a driver failed to do everything reasonable to avoid the accident, then it is considered a preventable accident.

Non-Preventable Accident: If a driver did everything reasonable he/she could do to prevent an accident, then it is considered a non-preventable accident.

Incident: Any extraordinary occurrence on or involving the school purpose vehicle which impacts on the regular operation of the vehicle or route (e.g. medical, behavioural, mechanical).



Statistics—Enrolment vs Students Transported



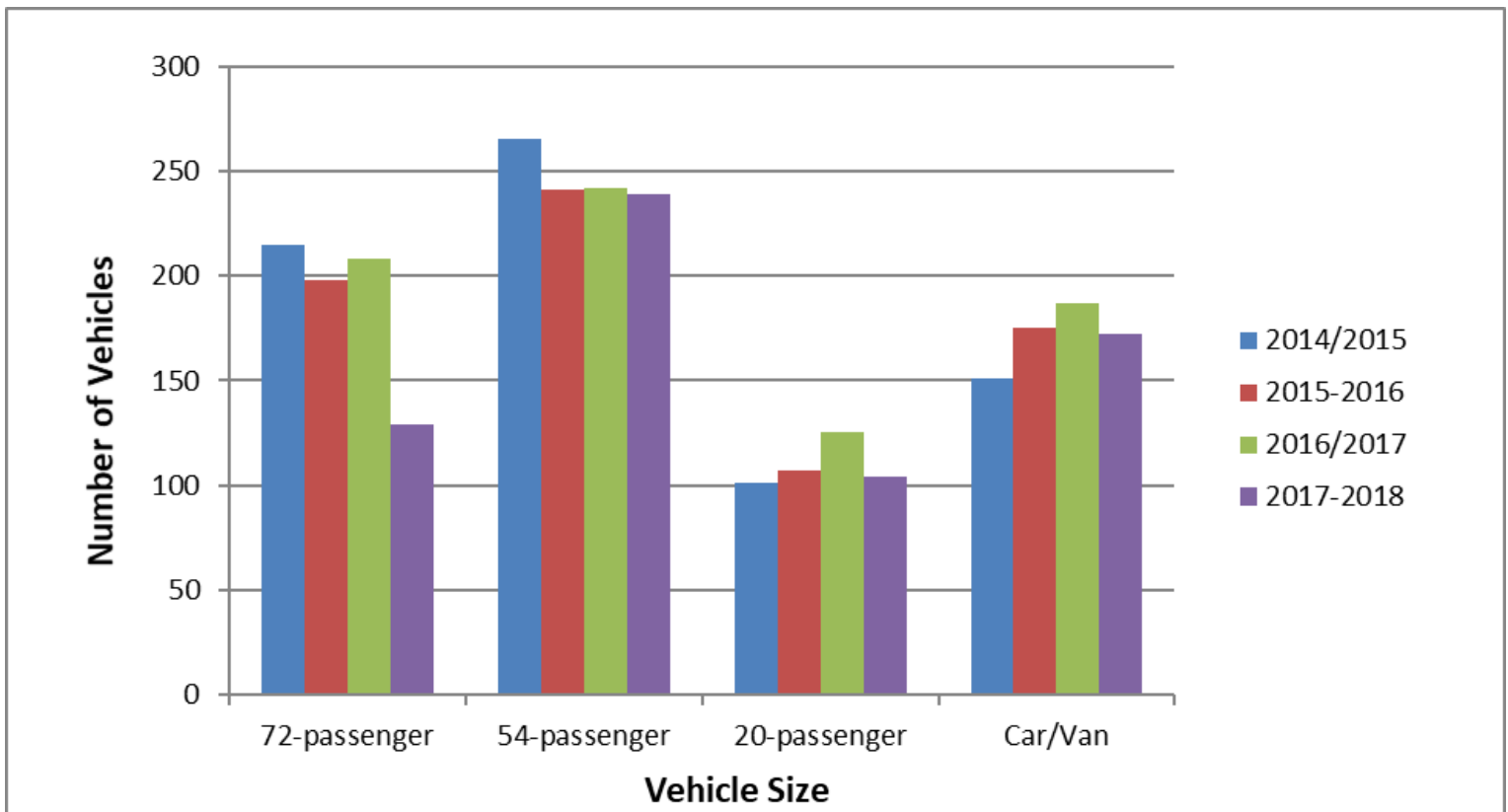
	14/15	15/16	16/17	17/18
Enrolment	40,880	40,753	39,272	39,133
Students Transported	32,038	31,562	31,332	33,613
% of Students Transported	78%	77%	80%	86%

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.

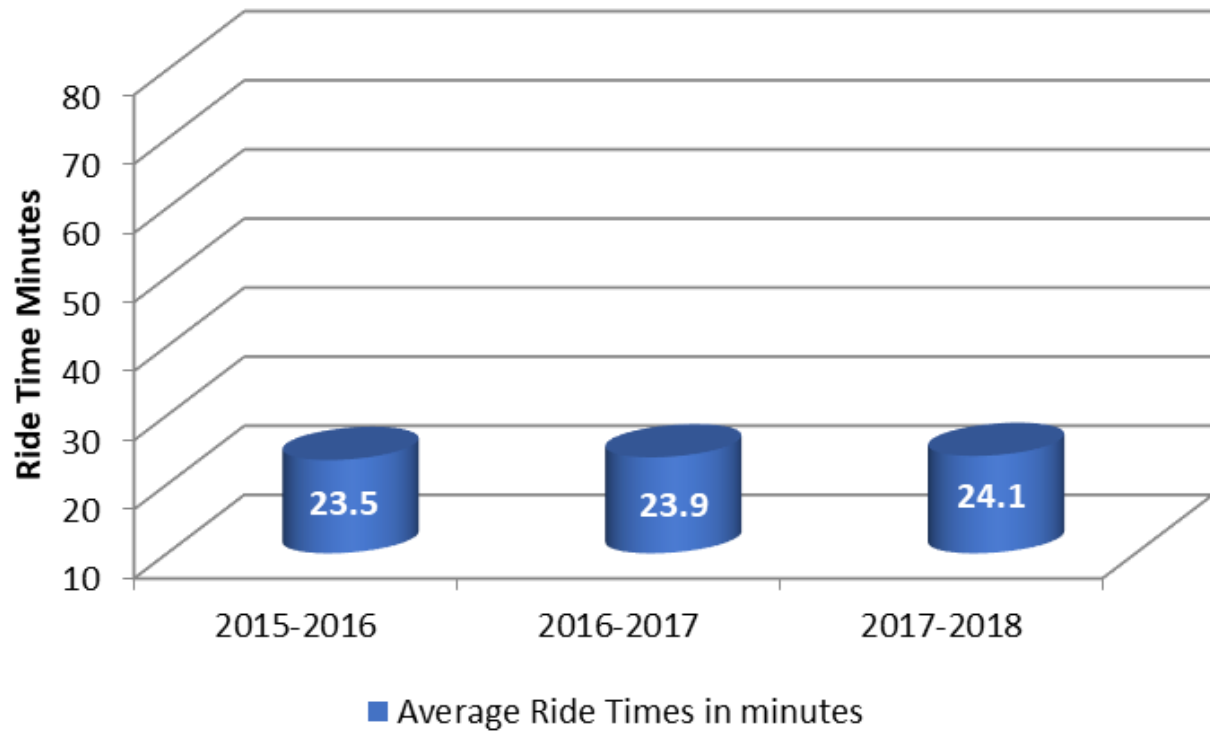
Average Vehicle Capacity Utilization By Route

Average Vehicle Capacity Utilization (2017-2018)	
Bus Size	Average capacity by Route
20-passenger	92%
54-passenger	71%
72-passenger	83%

Total Number of Vehicles by Vehicle Type

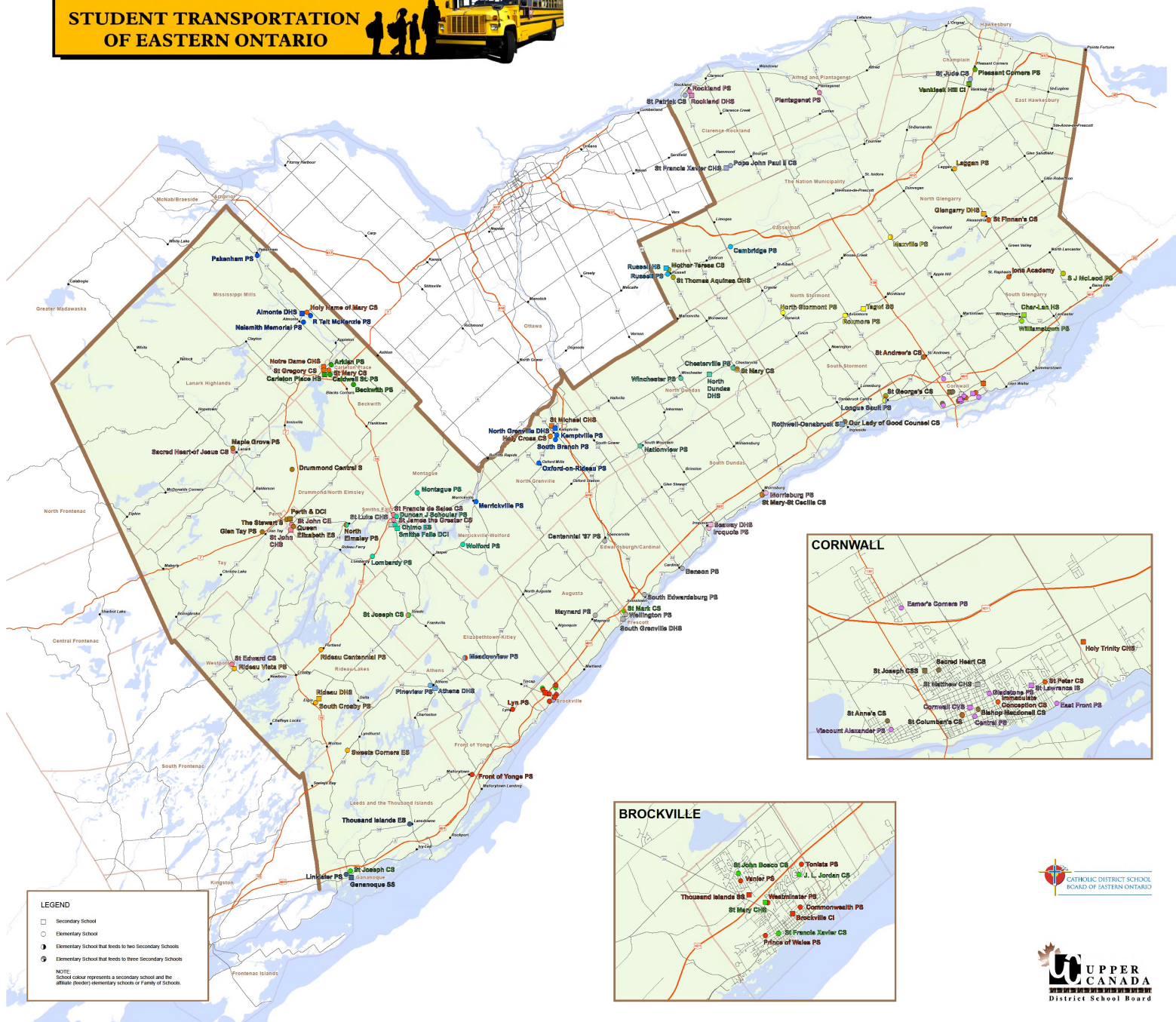


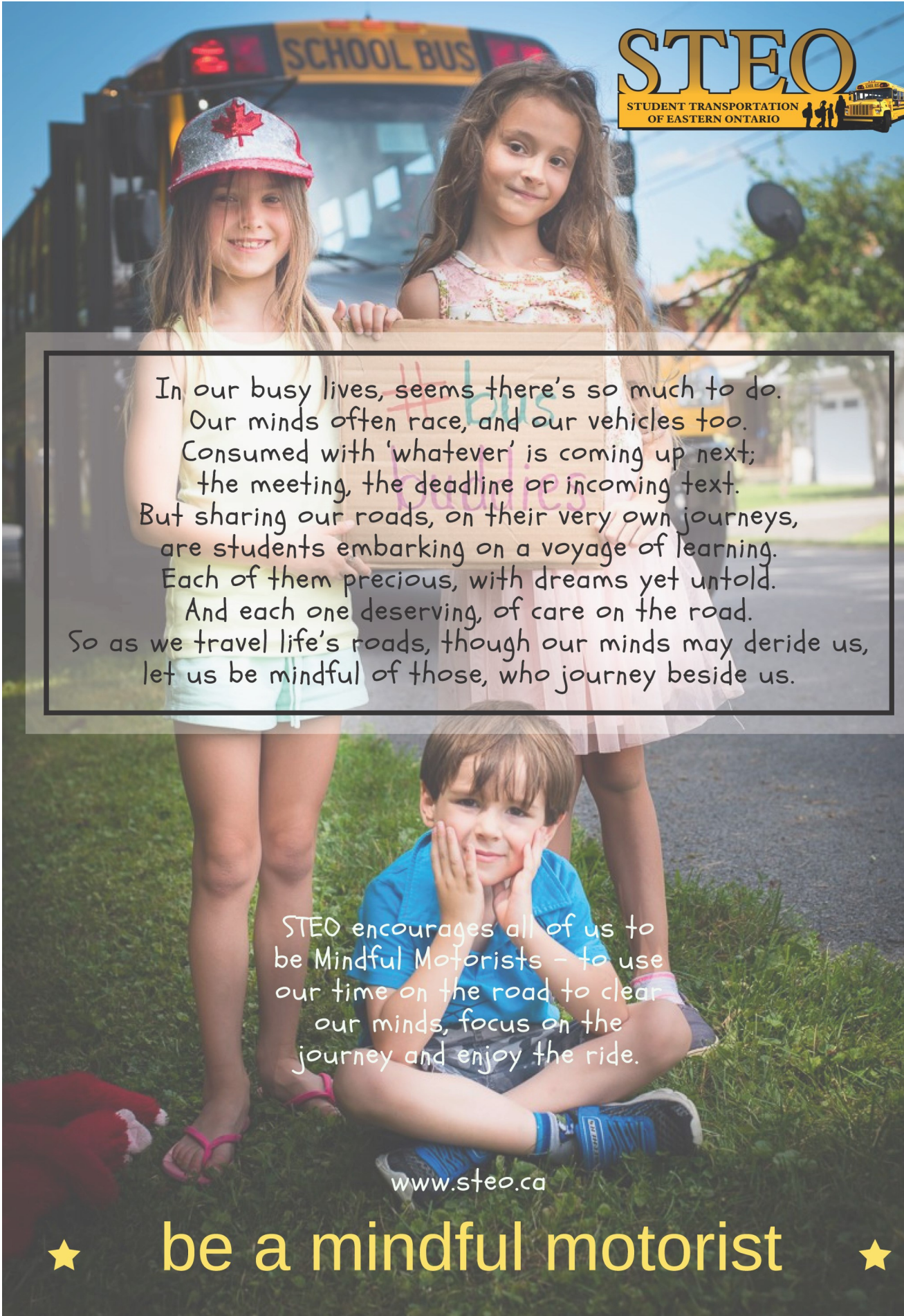
Average Ride Times



STEO

STUDENT TRANSPORTATION
OF EASTERN ONTARIO





In our busy lives, seems there's so much to do.
Our minds often race, and our vehicles too.
Consumed with 'whatever' is coming up next;
the meeting, the deadline or incoming text.
But sharing our roads, on their very own journeys,
are students embarking on a voyage of learning.
Each of them precious, with dreams yet untold.
And each one deserving, of care on the road.
So as we travel life's roads, though our minds may deride us,
let us be mindful of those, who journey beside us.

STEO encourages all of us to
be Mindful Motorists - to use
our time on the road to clear
our minds, focus on the
journey and enjoy the ride.

www.steo.ca



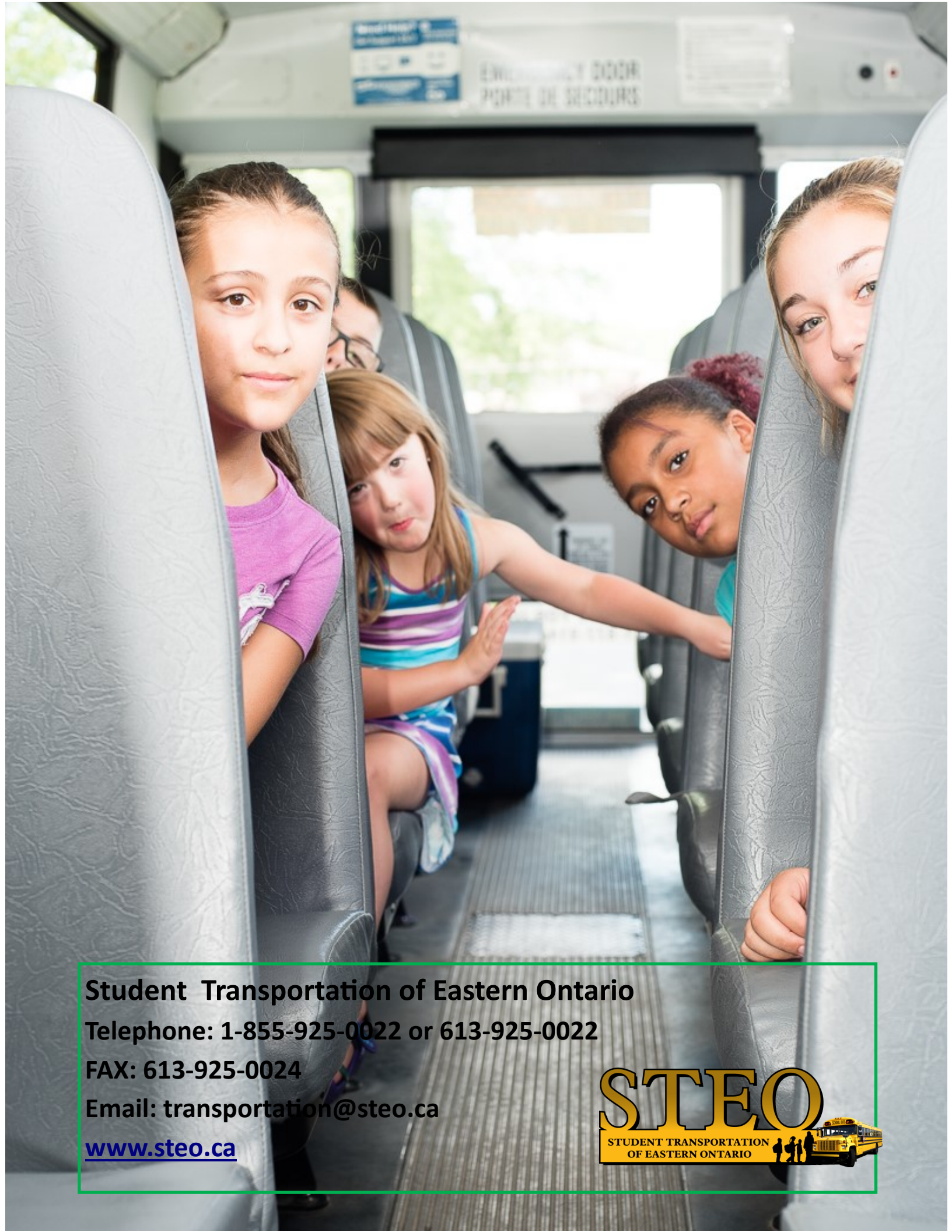
be a mindful motorist





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





Student Transportation of Eastern Ontario

Telephone: 1-855-925-0022 or 613-925-0022

FAX: 613-925-0024

Email: transportation@steo.ca

www.steo.ca

