

# 2019-20 YEAR IN REVIEW

## THE SCSTC AT A GLANCE:

In 2019-20, the SCSTC focused on improving home-to-school transportation in Simcoe County in three key areas:

- Student Safety
- Customer Service
- Sustainable Service Model

Our 2019-20 Motto:

**Exceptional customer service through collaboration and continuous improvement.**

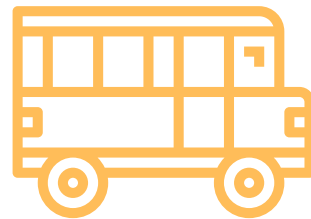
The SCSTC remained focused on its Mission and Strategic plan in 2019-20 to provide safe, effective and efficient home-to-school student transportation services to eligible students in Simcoe County.

For more information, follow us at:



@ SCSTC\_SchoolBus

## STUDENT TRANSPORT



**36,557**

students transported

**710**

routes utilized

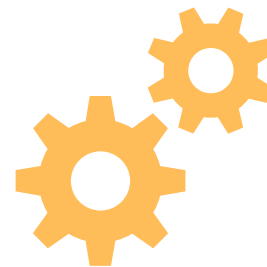
**64,454**

kilometers travelled

**150**

schools serviced

## SERVICE LEVEL



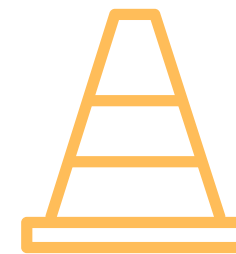
The SCSTC monitors, reports and problems solves service issues and gaps on an ongoing basis throughout the year.

**NEW** for 2019-20, GPS on all school vehicles allow the SCSTC to track and report on vehicles starting on time, on-time to first stop and on-time to school.

**99.6%**

of runs did NOT report a delay this year

## STUDENT SAFETY



**647**

students trained during the First Rider Program

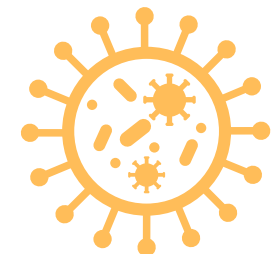
**5,181**

bus tags provided to support students required to be met

**26,754**

students provided with evacuation training

## IMPACTS OF COVID-19



The Ministerial Order to close all publicly funded schools in Ontario due to COVID-19 took effect on March 23, 2020 through to June 30, 2020. During this time, the SCSTC provided value added services, including the delivery of technology and paper packages to support at home student learning. This time was also used to provide additional training to the various stakeholders and plan and prepare for the numerous new busing protocols for the coming year.