

# Hamilton Wentworth Student Transportation Services 2023-2024 Annual Report

Presented to the HWDSB Board of Trustees  
November 25, 2024

**HWDSB**  
BE YOU. BE EXCELLENT.

# 2023-2024 Highlights

- **Enhancing routing** – BusPlannerPro assisting in improving routing solutions in Hamilton
- **Improving service** – ongoing review of routes to continue improving efficiency and reducing delays
- **Focus on safety** – review of bus stops, practices, roadway conditions to improve safety for students and families
- Piloting GPS tracking apps for parents



# Operational Quick Facts



- 177 Schools
- 86,800 Students
- 30,500 Transported Students
- 472 School Bus Routes
- 14 minutes average student ride time
- 39,300 kilometres average DAILY travel
- 1946 bus runs per day

# Objectives and Initiatives for 2024-2025

- Expanding pilot of GPS technology – automating status updates and delay notifications
- Government reporting – working to refine Ministry routing simulations and reporting
- Collaborate – work with operators and schools to create safe and efficient ridership experiences
- Continue to implement the opt-in registration process
- Reintroduce the CAA Safety Patroller Program in Fall 2025



# September 2024 Start Up

- Targeted **recruitment and retention** strategies to address ongoing driver shortage
- More frequent interactions to **support and problem solve** with bus operators
- HWSTS staff continue to **address concerns** received through the call in service and by HWSTS staff
- Total **delays are up year over year**, driven by driver shortages; overall the average minutes of delay has increased by 3 minutes