

2014-15 TRANSPORTATION SURVEY REPORT EXECUTIVE SUMMARY

Background

The Schollie Survey was the medium of choice for STAR Catholic School Division to obtain feedback on the satisfaction of our families on bus transportation. Only two questions were asked:

- (1) Is the bus a safe place for your child? and
- (2) What is your overall Bus Satisfaction with bus transportation?

The 2013-14 results showed improvements with the buses being a safe place for children showing an overall satisfaction rating of 91%.

For 2014-15 two surveys were developed using SurveyMonkey to help broaden the scope of the survey in order to better gauge the areas for improvement. One survey was designed for parents while the other was designed for busing students in grades 4 to 12.

19% of the estimated 1,103 busing families invited to complete the survey responded. 4% of the potential bused students in grades 4 to 12 responded.

Evaluation

| | Parents | Students |
|---|----------------------|----------------------|
| Bus Ride and Overall Experience | 86% satisfied | 75% satisfied |
| Safety | 96% satisfied | 93% satisfied |
| Bus Driver as a professional | 92% satisfied | 89% satisfied |
| Bus Maintenance and Cleanliness | 97% satisfied | 86% satisfied |
| Student Behaviour on Buses | 82% satisfied | 75% satisfied |
| Resolution of Concerns and Issues (Parents Only) | | |
| By STAR Catholic Transportation | 80% satisfied | |
| By School Bus Provider | 82% satisfied | |
| By School | 92% satisfied | |
| By Bus Driver | 85% satisfied | |

Summary:

Parents acknowledged the excellent work in regards to the schools' management of issues arising from bussing incidents. Student behaviour on buses appears to be a significant area of concern expressed by both students and parents. Concerns were raised with fees, boundaries, bus stops, walking distances, bus cancelations and communications. On average, levels of satisfaction are at par with previous year's results and the basis for future comparatives for continued growth and improvement.

For detailed survey results, please contact transportation@starcatholic.ab.ca