

2015-16 TRANSPORTATION SURVEY REPORT EXECUTIVE SUMMARY

Background

The transportation survey provides STAR Catholic an opportunity to find areas to improve our service to our families and students to make travelling to school a safer and better environment to be in. The survey with the parent and student components helps broaden the scope of the survey in order to better gauge the areas for improvement. The student survey is for students in grades 4 to 12.

The response from 406 parents up from 213 was an increase of 90% representing 32% of the estimated 1,270 bussing families invited to complete the survey responded.

Student participation increased from 44 to 230 students a 422% increase. The participation rate increased from 4% to 26% of the bussed students in Grades 4 to 12.

Evaluation

	Satisfaction Rating			
	Parents		Students	
	2016	2015	2016	2015
Overall or Bus Riding Experience	88%	86%	76%	75%
Safety	96%	96%	90%	93%
Bus Driver as a professional	95%	92%	88%	89%
Bus Maintenance and Cleanliness	97%	97%	89%	86%
Student Behaviour on Buses	84%	82%	70%	75%

Resolution of Concerns and Issues (Parents Only)

By STAR Catholic Transportation Service	91%	80%
By School	96%	92%
By School Bus Provider	91%	82%
By Bus Driver	91%	85%

Summary:

Levels of satisfaction are at par with previous year's results with significant improvement in some areas. However, bus behavior appears to be a significant area of concern expressed by both students and parents. Additional concerns were expressed on fees, walking distances, and crowding. Plans are being put in place to improve the understanding of and compliance for on-bus behaviours, following the theme of Be Respectful! Be Safe! Be Responsible. It will involve students, drivers, contractors and parents. Acknowledgment by parents was given to the excellent work by the schools' management of issues arising from bussing incidents.

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