



SHARED SCHOOL SERVICES



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# ANNUAL REPORT

2019-20

## Introduction

Chatham-Kent Lambton Administrative Schools Services “CLASS” is a shared services organization equally owned by the Lambton Kent District School Board and the St. Clair Catholic District School Board.

We were formed with the purpose of creating increased efficiency and service enhancements for the Boards through a collaborative separate entity.

Currently CLASS provides Shared Services in the following areas:

- Student Transportation (since 1999)
- Community Use of Schools (since 2009)
- Child Care Programming (since 2012)
- Energy & Environment (since 2014)



## Contents

Introduction.....	2
2019-20 In-Review.....	3
<i>Highlighting CLASS projects</i>	
Student Transportation.....	4
<i>2019-20 business unit highlights</i>	
Community Use of Schools.....	8
<i>Key metrics &amp; initiative highlights</i>	
Child Care.....	12
<i>2019-20 business unit highlights</i>	
Energy & Environment.....	16
<i>2019-20 business unit highlights</i>	
Closing thoughts.....	20
<i>Final comments and outlook for 2020-21</i>	
CLASS Team.....	21
<i>Staff Directory</i>	

## ***2019-20 In Review***

Looking back on the 2019-20 school year it would be easy to just focus on our response to the COVID-19 global pandemic. However, in addition to working with the Boards / Ministry, local Health Units, and other stakeholders, to put in place safety measures and new protocols for the coming school year, here at CLASS, we focused on what we do best; providing valuable, efficient, cost effective shared services for the school Boards we service.

This report highlights some key initiatives undertaken throughout the 2019-20 school year by the individual business units, outside of regular operations and is intended to serve as both a report card and tangible showcase of the cumulative CLASS staff efforts.

***Student Transportation*** rolled-out web-based tools to support our stakeholders and introduced new service delivery efficiencies.

***Community Use*** introduced updated admin fees to support sustainability & facilitated use of schools as polling stations.

***Child Care Services*** increased child care spaces & license capacity to support local service needs.

***Energy & Environment*** supported the Boards as they embarked on the first year of their multi-energy conservation plans.





## *Student Transportation*

Student Transportation Services provides safe and efficient transportation to eligible students attending schools in the St. Clair Catholic and Lambton Kent District School Boards.

We are responsible for all elements associated with the planning and provision of student transportation services and currently utilize nearly 300 school buses, travelling upwards of 45,000 kms daily to transport more than 17,000 students across the district.

The maximum seating capacity of a full-size school bus is 72 riders. CLASS has planned maximum capacities of 60 riders for GrK-8, 54 riders for GrK-12 & 48 riders for Gr9-12. Some additional 2019-20 metrics about Student Transportation:



17,857 students  
bused daily



293 school  
buses utilized



43,997 kms  
travelled daily



21 minute  
average ride time



88% buses servicing  
multiple runs



95% buses service  
multiple schools



1,086 am/pm  
daily bus runs



89% bus seats  
fully utilized daily

## Business Plan Initiative Highlights



- Developed and rolled out online School Portals and web-based workflow forms, training videos, phone support, user manual & webinars as part of transition.
- Conducted routing scenarios to support cost effective St. Angela Merici school consolidation transportation.
- Conducted routing efficiency scenarios associated with potential bell time changes.
- Leveraged GPS and planned route data to conduct monthly bus route audits; resulted in more accurate invoicing and associated mileage cost savings.
- Implemented third-party bus operator facility audit program for North portion of district to ensure service quality and contract compliance.
- Developed and introduced bus operators report card program to establish transparent Key Performance Indicator reporting metrics.
- Conducted impact assessment of discontinuing 400 series highway use by school purpose vehicles as a safety measure: discontinued usage while loaded Jan 1<sup>st</sup>, 2020.
- Reviewed and updated Transportation Operational Procedures.

- Promoted school bus safety; annual emergency preparedness and marijuana in the workplace drivers training, First Student Safety Dog Program, participated in Sarnia Safe Routes to School committee, supported KinderStart program with drivers/buses for elementary 41 schools.
- Continued to update video surveillance program; drafted revised surveillance procedure, explored centralized video surveillance logging/software tools, expanded stop arm cameras to 1/3 fleet.

### COVID-19 Safety Measures Implemented

- Developed a custom bus service video addressing COVID-19 safety protocols for students.
- Launched online training with in-house custom COVID-19 safety protocol modules for bus drivers.
- Created signage for school buses & FAQ sheets for students/parents/drivers to enforce safety protocols.
- Supplied buses with PPE - face masks/shield, gloves, sanitizer, and handheld Electrostatic Sprayers.
- Implemented school bus cohort seating assignments.
- Modified Evacuation Training for schools to suit COVID guidelines.
- Leveraged frequent updates to CLASS website to keep stakeholders informed.

## *Student Transportation Services*

Tel: 519-627-6860

Toll Free: 877-330-4287

[www.cklass.ca](http://www.cklass.ca)

[www.mysbi.ca](http://www.mysbi.ca)





## *Community Use of Schools*

Schools provide a safe and supportive learning environment for students. They are also welcoming and inclusive places for community members to come together, build skills, access community programs, and become physically active during non-school hours.

Locally the Lambton Kent & St. Clair Catholic District School Boards collaboratively endorse and encourage community use of their schools. Acting on behalf of the Boards, the CLASS Rental Office promotes and coordinates community access to school space, outside regular school hours.



Most community use rental hours are for programs supporting youth 18 years of age and younger, a positive indication student engagement continues outside of school hours. Some additional 2019-20 metrics about Community Use of Schools:



338,487 people  
accessed school space  
(46% less than  
2018/19)



22,097 hours  
of community use  
(31% less than  
2018/19)



\$13,360 refunded  
to groups due to  
COVID-19  
permit cancellations



65% of hours of use  
were programs for  
youth <18



45% of hours of use  
were sports/rec  
programs



15% of hours of use  
were educational  
programs

## Business Plan Initiative Highlights



- Implemented new administrative user fees to support cost recovery in community use of school space. Assistance was provided to ‘streamline’ rental permits to limit the financial impact on rental groups wherever possible.
- Facilitated use of 17 schools as Federal electoral polling stations by acting as liaison with Elections Canada / security company / schools / board facilities staff and other CLASS business units to coordinate school use in a safe and secure manner. Follow-up school surveys indicated all rentals ran smoothly, without incident.
- Conducted review of financial impacts due to Ministry funding changes; developed internal cost recovery analysis to assist in benchmarking rental revenue / operating expenses to ensure sustainability.
- Provided on-going support for schools and community groups including acting as mediator to address concerns, facilitate site visits and orientation sessions.
- Developed ‘auditorium rental packages’ to promote theatre bookings and increase revenue to ensure sustainability.

- Maintained third party school space lease agreements; updated insurance & police checks and lease renewal confirmations.
- CLASS representation at Ontario Association of School Business Officials (OASBO) Community Use of Schools meetings.

### COVID-19 Safety Measures Implemented

- Facilitated notifications of cancellations for all indoor & outdoor rentals in response to school closures.
- Liaised with community user groups to review evolving closure situation, edit permits, and refund payments where required.
- Leveraged CLASS website and email blasts to keep user groups informed of updates.
- Developed draft Emergency Space Use Agreement document.
- Coordinated tenant access to leased space with Board facilities staff July/August 2020.

## *Community Use of Schools*

Tel: 519-627-0835

Toll Free: 877-887-4025

[www.cklass.ca](http://www.cklass.ca)



## *Child Care Programming*

CLASS is committed to building strong child care partnerships in order to support students, families and communities.

Our core functions within Child Care services is to oversee the implementation and management of child care initiatives for Lambton Kent and St. Clair Catholic District School Board schools.

We also act as a system resource and liaison for the School Boards, the Ontario Ministry of Educations, local Municipalities & Consolidated Municipal Service Managers (CMSM) and Child Care Providers.

Research shows early years (0-6) for children, are the most significant influential years in terms of brain development, learning, behaviour and health. High-quality child care programs enhance school readiness and help children achieve school success. Some additional 2019-20 metrics about child care programs in schools:



93% elementary  
schools with  
child care programs



70 Before & After  
child care programs  
in schools



37 full day  
child care programs  
in schools



27 Kindergarten  
Extended Day  
programs in schools



12 EarlyON  
programs  
in schools

## Business Plan Initiative Highlights



- Completed roll out and execution of 100 new long-term lease & license agreements to all Child Care Providers operating programs within schools.
- Implemented new revenue administration and collection process for Child Cares operating in schools. Process is now handled by CLASS and reported to the Boards.
- Assisted SCCDSB with grant application for child care addition to Sacred Heart (Port Lambton) and assisted in confirming financial contributions for expansion projects at St. Joseph-Tilbury and St. John Fisher.
- Assisted with hosting Physical Literacy Training for Early Childhood Educators in Boards and video taping of partnerships with the SCCDSB.
- Conducted childcare site visits to review quality of programs and provide support with issue resolutions.
- Worked with municipalities and child cares to explore possibilities for expansion of programs.
- Worked with local Municipal Child Care Municipal Service Manager (CMSM) to develop an expression of interest for new program at St. Angela Merici.



- Supported child care operators with preparing information for Ministry licensing program.
- Prepared required Ministry reports accurately and submitted to Boards in a timely manner.
- Conducted training session of “Partners in Care Manual” for seven (7) new program Supervisors.
- Completed Before & After (B&A) school reporting tool for Boards.
- CLASS Child Care Supervisor representation at multiple regional Child Care focused meetings.

### COVID-19 Safety Measures Implemented

- Participated in virtual meetings between CMSM, Public Health and child care providers re: reopening protocol measures.
- Communicated and jointly planned locations for the B & A school programs with facilities leaders, Principals, and child care providers.
- Collaborated with school Principals regarding the required child care screening stations.

## *Child Care Programming*

Tel: 519-627-1763

Toll Free: 877-887-4025

[www.cklass.ca](http://www.cklass.ca)



## *Energy & Environment*

Our core function in this business unit is to provide consultative leadership, expertise, and support in the areas of energy conservation and sustainable environmental stewardship for the St. Clair Catholic and Lambton Kent District School Boards.

We support energy management and conservation initiatives in the Boards' facilities and act as system resource and liaison for School Boards, Government Ministries, Utility Providers and Energy Consortia.



The importance of sustainable energy consumption, environmental education & protection is embedded into the Boards' planning processes, and operations as required, including capital initiatives and maintenance/operational practices.



\$1,052,785  
IESO/Enbridge  
incentives realized  
2014-2020



6,161,725 kWh  
projected future  
consumption  
avoidance due to  
conservation  
projects 2014-2020



3,900,458 M<sup>3</sup>  
projected future  
consumption  
avoidance due to  
conservation  
projects 2014-2020



75% buildings with  
full or partial LED  
lighting  
(71% with full LED)



219 energy  
conservation  
projects 2014-2020

# Business Plan Initiative Highlights



- Supported Boards with incentive / rebate applications for eligible projects with energy efficiency characteristics; navigated changes in application process.
- Provided energy intensity and greenhouse gas trend reports based on data from the Ministry of Education's Utility Consumption Database to the Boards.
- Maintained CLASS Incentive Database with incentive and cost avoidance tracking.
- Identified cost avoidance initiatives for the Boards; supported exploration of updated Building Automated System (BAS) smartphone app tool.
- Supported Boards in preparing annual Energy Budgets submissions.
- Participated in capital planning/operational meetings for Boards and provided technical expertise and guidance regarding Energy and Environmental practices.

- Coordinated Energy & Environmental steering committee meetings with Board Plant/Facility Services Leadership.
- Prepared and submitted the legislated annual Energy Conservation and Greenhouse Gas Emission reports to the Ministry of Energy on behalf of the Boards.
- Conducted energy audits on seventeen (17) hi-intensity consuming schools to explore energy savings opportunities; potentially cost-neutral for the Boards.
- Provided interim reports of Energy Intensity to Boards identifying BAS setpoints and program scheduling and efficiency opportunities.
- Promoted and supported the Ontario EcoSchool program within district; four (4) schools achieved certifications.

## *Energy & Environment*

Tel: 519-627-1763

Toll Free: 877-887-4025

[www.cklass.ca](http://www.cklass.ca)

## ***Closing Thoughts***

As we look ahead to CLASS operations during a pandemic in **2020-21**, our primary focus will continue to be the health and safety of our internal and external key stakeholders and maintaining a readiness to adapt to changes. Each of CLASS' business units are being impacted uniquely; and at different times so we need to be focused on anticipating changes, staying in tune with developments and planning wherever possible. With that being said, in addition to supporting ongoing operations we will also look to pursue continuous improvements in the following areas:

In *Student Transportation Services*, we will be shoring up our website to ensure a robust platform for high volume website views (i.e. inclement weather days), and also exploring digital workflow forms and centralized video surveillance tools to support efficiency.

*Community Use of Schools* will be seeking opportunities to promote school rental safety including; reinforcing the online incident reporting process and promoting the development and ownership of Emergency Action Safety Plans.

*Child Care Services*: will be seeking opportunities to ensure robust and timely communications between stakeholders. Maintaining a preparedness to support student/child safety in the evolving pandemic conditions a key focus.

*Energy and Environmental Services* will continue to seek out and promote Energy Conservation and Reduction Initiatives for the Boards; additionally will be looking to establish clear short term and long term objectives.

With Gratitude and Sincerity,

*Kent*





## **2019-20 CLASS Team**

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