



SHARED SCHOOL SERVICES



# 2020-2021 Annual Report



*Student  
Transportation*

*Community  
Use of Schools*



*Child Care  
Programming*

*Energy and  
Environment*



*Providing Shared School Services for the Lambton-Kent  
and St. Clair Catholic District School Boards.*

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# Who We Are

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 delivering service enhancements for the Boards through a collaborative separate entity.

CLASS is unique within the Province of Ontario for School Boards as we offer a diverse mix of shared services through our group of business units.



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

# Business Units

*Student Transportation* is responsible for all elements associated with the planning and provision of student transportation services.

*Community Use of Schools* promotes and coordinates community access to school space, outside regular school hours.

*Child Care Services* is committed to building strong child-care partnerships to support students, families and communities.

*Energy & Environmental Services* provides consultative leadership, expertise, and support in the areas of energy conservation and sustainable stewardship for the Boards.



# Corporate Structure

To ensure appropriate transparency for our separate legal entity, CLASS has two defined committees to provide oversight, direction and governance. These committees are comprised of Senior Officials from both Boards who in turn report back to their respective Board of Trustees on CLASS items.

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## ***Board of Directors Committee***

Consisting of Directors of Education and Senior Business Officials from both Boards; they are responsible for policy, fiscal accountability, high level oversight and strategic direction.

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## ***Operations Committee***

Oversight areas include procedures, budget, operational items and contracts. This committee consists of Senior Business Officials from both Boards, and the CLASS General Manager.

# Our Team



*Kent Orr*  
CLASS  
General Manager



*Michelle Johnston*  
Finance  
Administrator



*Taylor Maris*  
Energy &  
Environment



**NEW HIRE!**  
Taylor joined  
the CLASS team  
February 2021



*Theresa McFadden*  
Child Care  
Services



*Kris Davis*  
Community  
Use of Schools



*Pat Teahan*  
Student  
Transportation



*Patty Authier*  
Student  
Transportation



*Scott Hall*  
Student  
Transportation



*Katie Hurst*  
Student  
Transportation

# Message from the GM

Looking back on the 2020-21 school year, it presented a most unique combination of service impacts and conditions. Our business units experienced service cancellations / pauses and a myriad of new demands and challenges to support the changing pandemic conditions. Once again, CLASS staff have risen to the occasion and implemented innovative solutions to continuously improve and expand the services and support we provide our Boards and customer stakeholders.



This report highlights some key initiatives undertaken throughout the 2020-21 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.

Kent Orr  
General Manager



*“Service delivery and stakeholder value continue to be at the core of CLASS culture”*

# 2020-21 School Year in Review

In addition to focusing on the health & safety of our stakeholders and maintaining a readiness to adapt to change, we concentrated on the following areas:



***Financial Perspective*** to ensure business unit sustainability and provide value for dollar services for the Boards.



***Stakeholder Value*** to ensure our operations and strategic initiatives align with Board's needs.



***Continuous Improvement*** to ensure our organizational structure is effectively prepared to support Board's needs.



***Organizational Excellence*** to improve staff expertise to support continued shared service value for the Boards.



# CLASS Corporate

2020-21 School Year in Review



## *Financial Perspective Initiatives*

- Realigned billing and collection schedule to ensure CLASS Operations Committee are receiving accurate, timely and dynamic financial reporting on business units.



## *Stakeholder Value Initiatives*

- Initiated long term/strategic planning discussion for CLASS with Governance Committees, to define Corporate Mission, Vision and Values.



## *Continuous Improvement Initiatives*

- Updated CLASS staff position profiles to accurately reflect positions and implement efficient review process.



## *Organizational Excellence Initiatives*

- Ensured CLASS staff have professional development opportunities to support continuous improvement and cross training.

# Student Transportation

CLASS provides student transportation to eligible students attending schools in the St. Clair Catholic and Lambton Kent District School Boards.

We service over 90 schools throughout Chatham-Kent and Sarnia-Lambton and our service area covers almost 5,500 square kilometers.



# Student Transportation

2020-21 School Year in Review



## *Financial Perspective Initiatives*

- Leveraged GPS data to drive routing efficiencies and to validate planned vs actual as part of service quality & contract compliance initiatives.
- Improved the CLASS transportation cost modelling tool to support effective integration with routing software and efficiencies with respect to invoicing, re-forecasting, and routing scenario cost estimates.



## *Stakeholder Value Initiatives*

- Developed intuitive e-forms to improve efficiency and integration of inquiries received from 3<sup>rd</sup> party contact centre & via website to improve customer experience.
- Developed and rolled out administrative support tools to support pandemic needs including student seating assignments and contract tracing reports for local Public Health Units.

# Student Transportation

2020-21 School Year in Review

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## *Continuous Improvement Initiatives*

- Enhanced school bus video surveillance program by implementing online digital alternative to streamline footage for school administrators.
  - Migrated CLASS website to a new hosting platform to improve responsiveness during high-peak periods, such as inclement weather mornings.
  - Updated website with enhanced accessibility tools.
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## *Organizational Excellence Initiatives*

- Leveraged online training platform programs to build bench strength and implement standardized training for school bus operator staff.
- Transitioned in-person Emergency Preparedness Driver Training program to a more flexible online platform.
- Developed a CLASS policy resource booklet for school bus operator staff.

# Student Transportation

2020-21 School Year in Review



14,776 students  
bused daily



282 school  
buses utilized



42,334 kms  
travelled daily



20-minute  
average ride time



89% buses servicing  
multiple runs



95% buses service  
multiple school



1,040 am/pm  
daily bus runs



85% bus seats  
fully utilized daily

# Community Use of Schools

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.

A variety of school facilities are available for rent including gymnasiums, secondary classrooms, cafeterias, auditoriums, libraries, and sports fields.



# Community Use of Schools

2020-21 School Year in Review



## *Financial Perspective Initiatives*

- Renewed tenant leases, which included a CPI Ontario Rate rent increase clause to ensure the program is operating on a cost recovery basis.
- Re-negotiated support service agreement rates to reflect idled services and affect cost savings.



## *Stakeholder Value Initiatives*

- Coordinated community based, asymptomatic COVID-19 testing clinics for school staff/students, childcare staff/children, and school bus drivers as per Ministry requirements for all four local school Boards.
- Liaised with Public Health to coordinate COVID-19 vaccine clinics for school staff/students and school communities.
- Coordinated and hosted site visits with Elections Ontario Returning Officers to conduct accessibility and technology inspections for selected locations for 2022 polling stations.

# Community Use of Schools

2020-21 School Year in Review

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## *Continuous Improvement Initiatives*

- Developed ‘auditorium rental information packages’ to promote these venues and provide site specific photos/specs to potential rental groups.
  - Leveraged Provincial best practices to develop local draft re-opening plan details.
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## *Organizational Excellence Initiatives*

- Actively participated in ‘Safe Return to School Rentals’ provincial committee to research, gather and develop a shareable ‘living’ resource document for Ontario school boards reference to ensure a safe return to school rentals.
- Leveraged Community Use of School staff resources to aid and support other CLASS business units for initiatives related to the pandemic response and beyond.



# Community Use of Schools

2020-21 School Year in Review



441 people tested at 16 COVID-19 testing clinics held in schools



494 people vaccinated at 3 COVID-19 vaccine clinics held in schools



29 Elections Ontario school site inspections conducted



594 hours of community use of outdoor school space



3,368 hours of community use of indoor school space



4 Municipal summer camps ran with COVID-19 protocols in place

# 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 are to oversee the implementation and management of all child care initiatives for Lambton Kent District and St. Clair Catholic District School Boards.



# Child Care Programming

2020-21 School Year in Review



## *Financial Perspective Initiatives*

- Maintained and administered all Child Care Providers lease agreements on behalf of the Boards.
- Developed projected revenue report for Boards to support budget planning.
- Ensured timely and accurate lease agreement fee invoicing, collections, and remittances to the Boards.



## *Stakeholder Value Initiatives*

- Reviewed and updated the “Partners in Care Manual” checklist, to reflect additional COVID-19 information.
- Collaborated with Boards and community partners on planning for kindergarten registration / KinderSTART program.
- Assisted Boards with grant applications for Child Care expansion in schools.

# Child Care Programming

2020-21 School Year in Review

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## *Continuous Improvement Initiatives*

- Collaborated with Boards and Child Care providers on Emergency Child Care programs and remote learning opportunities.
  - Worked with Boards and Child Cares on new school builds with regard to Child Care spaces within schools.
  - Actively maintained communication channels with Child Cares and internal Board stakeholders regarding evolving pandemic guidance and impact.
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## *Organizational Excellence Initiatives*

- Coordinated online training sessions from Board leads for Child Cares offering emergency child care and assisting students with their virtual learning.

# Child Care Programming

2020-21 School Year in Review



90% elementary schools with child care programs



68 Before & After child care programs in schools



36 full days child care programs in schools



11 EarlyON programs offered in schools



27 Emergency child care programs offered in schools



4 new lease agreements were signed

# Energy & Environment

Our core function in this business unit is to provide 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 are responsible for energy management and conservation operations at the Boards' facilities and to interact as system resource and liaison with School Boards, Government Ministries, Utility Providers and Energy Consortiums.



# Energy & Environment

2020-21 School Year in Review



## *Financial Perspective Initiatives*

- Actively pursued sixty (60) incentive/rebate opportunities associated with capital projects & retrofit initiatives.
- Identified cost avoidance initiatives for the Boards.
- Supported the Boards in their annual energy budget preparation and submissions.



## *Stakeholder Value Initiatives*

- Prepared and submitted mandated annual greenhouse gas energy report submissions for the Boards.
- Participation in pilot group to trial the use of Power BI in conjunction with the Utility Consumption Database which will generate visuals to better communicate utility and cost data to the Boards.

# Energy & Environment

2020-21 School Year in Review

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## *Continuous Improvement Initiatives*

- In collaboration with the Science Discovery Squad program, ‘Taylor Talks’ was formed, featuring workshops on various environmental and conservation topics with two (2) sessions in 2020-21.
  - The goal of this program is to engage students in environmentalism, encourage them to be stewards of their environment and positively impact school facility occupant behaviour.
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## *Organizational Excellence Initiatives*

- Developed proposal for the creation of a joint environmental committee for the Boards to be led by CLASS to focus on common environmental stewardship improvement opportunities.



# Energy & Environment

2020-21 School Year in Review



\$1,057,310  
IESO/Enbridge  
incentives realized  
2014-2021



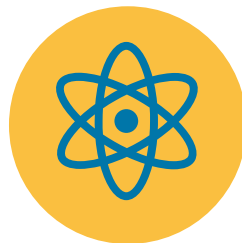
6,161,725 kWh  
projected energy  
consumption avoidance  
due to conservation  
projects 2014-2021



3,995,568 M3  
projected natural gas  
consumption avoidance  
due to conservation  
projects 2014-2021



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



239 energy  
conservation projects  
2014-2021



179 classes  
reached with  
environmental  
education

# Looking ahead

Throughout the 2021-22 school year, in addition to ongoing operations we will also pursue continuous improvement in the following areas:

***Student Transportation Services*** - supporting school safety through the launch of School Site Traffic Management Plans for all schools within the district.

***Community Use of Schools*** - establishing COVID-19 re-opening protocols as well as facilitating use of schools as vaccination sites and provincial electoral polling stations.

***Child Care Services*** – focus on revitalizing the CLASS website presence and providing expertise and support for child care program and site expansions.

***Energy and Environmental Services*** - expanding ‘Taylor Talk’ sessions to include hands-on activities in the classroom, launching the Environmental Committee and implementing waste focused initiatives.

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

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