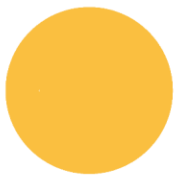




SHARED SCHOOL SERVICES



# 2021-2022 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 Boards of Trustees on CLASS items.

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## *Board of Directors*



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



*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

Once again, the 2021-22 school year presented unique challenges and service conditions that required continued flexibility, innovation, and a state of preparedness. By maintaining attentiveness and focus on the Boards' needs, CLASS staff were able to implement innovative solutions to continuously improve services.



The following report is intended to provide highlights on key initiatives undertaken by the individual business units throughout the 2021-22 school year as well as some operational metrics.

Kent Orr  
General Manager



*“Customer Service,  
Efficiency and Stakeholder  
Value continue to be at the  
core of CLASS culture”*

# 2021-22 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 Boards' needs.



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



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



# 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.



Contact:

Tel: 519-627-6860

Toll Free: 1-877-330-4287

# Student Transportation

2021-22 School Year in Review



## *Financial Perspective Initiatives*

- Conducted routing efficiency studies and implemented bell time change in Petrolia to achieve cost avoidance.
- Performed system routing simulations to support Ministry of Education work on updated Provincial student transportation funding model.
- Continued leveraging of GPS data to drive routing efficiencies and to validate service quality & contract compliance.



## *Stakeholder Value Initiatives*

- Leveraged online training platform for the rollout of new CLASS driver training modules addressing pandemic safety protocols.
- Expanded e-form tools to include data collection for minor operational safety incidents such as mid-run student transfers.
- Addressed identified 3<sup>rd</sup> party contact centre start-up service challenges and gaps with market analysis and renegotiation work to ensure future stability.

# Student Transportation

2021-22 School Year in Review

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## *Continuous Improvement Initiatives*

- Launched online School Site Traffic Management Plans (SSTMPs) tool to support school communities.
  - Established working committee with key bus operator representatives focused on driver recruitment & retention data collection and initiatives.
  - Formalized CLASS commitment to environmental stewardship in student transportation with Idling Policy.
- 



## *Organizational Excellence Initiatives*

- Completed 3-year refresh training for drivers on Emergency Preparedness training (First Aid/CPR etc.).
- Launched [www.schoolbusjob](http://www.schoolbusjob) website platform to promote jobs in school busing and provide central inquiry platform.
- Ensure CLASS representation and participation in key committees: Ministry of Transportation School Bus Safety Task Force, OASBO Active Travel Sub-Committee.

# Student Transportation

2021-22 School Year in Review

## *Quick Facts*

- 16,641 students bussed daily
- 282 school buses utilized
- 43,635 kms travelled daily
- 20.37-minute average ride time
- 91.8% buses servicing multiple runs
- 95% buses servicing multiple schools



# 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.



Contact:

Tel: 519-627-1763

Toll Free: 1-877-887-4025 x225



# Community Use of Schools

2020-21 School Year in Review



## *Financial Perspective Initiatives*

- Leveraged re-opening periods to re-establish relationships with community groups, support grant use for non-profits and generate rental revenues to offset administrative overhead.
- Introduced *Interac* e-Transfer payment option for user groups to enhance payment efficiency for groups and reduce costs.
- Administered third-party tenant lease renewals to ensure the program is operating on a cost recovery basis.



## *Stakeholder Value Initiatives*

- Liaised with Public Health to coordinate school based COVID-19 vaccine clinics vaccinating students & community members.
- Liaised with Elections Ontario and local Municipal Returning Officers to coordinate school site usage as required for 2021-2022 polling stations.
- Supported a member Board with graphical design modernization of budget and school profile documents.

# Community Use of Schools

2020-21 School Year in Review

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## *Continuous Improvement Initiatives*

- Developed ‘outdoor sports complex rental information packages’ to promote these venues and provide site specific photos/specs to potential rental groups.
  - Invited to participate in ‘Piktosquad’ community to exchange graphic design expertise and make software update suggestions.
  - Developed, implemented and maintained procedures, resources, and tools to support all stakeholders and ensure safe school rentals in evolving pandemic conditions.
- 



## *Organizational Excellence Initiatives*

- Assumed a lead role in maintaining Provincial ‘Safe Return to School Rentals’ resource document for Ontario school boards.
- Leveraged Community Use of School staff resources to aid and support other CLASS business units for initiatives related to the pandemic response and beyond.

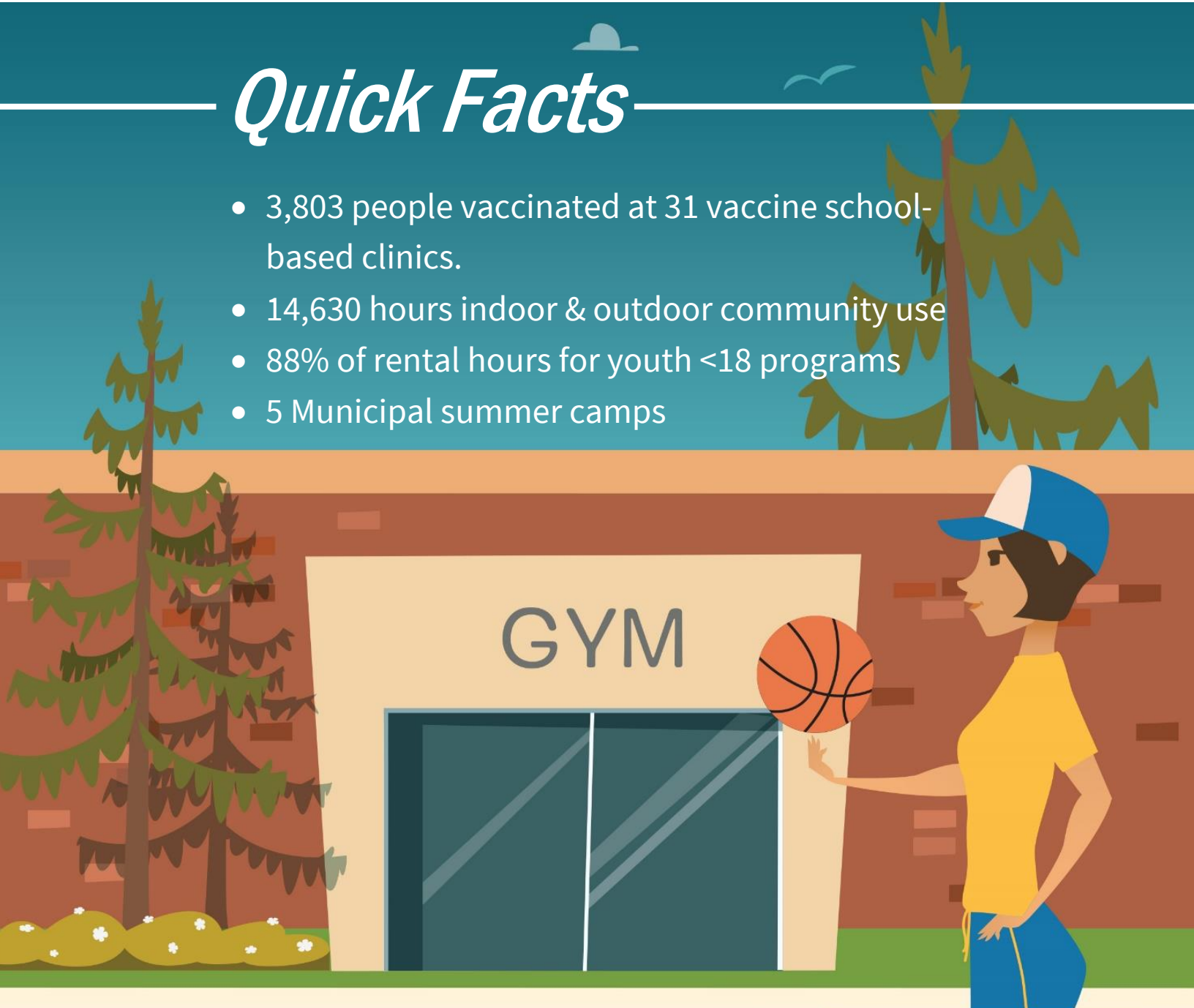


# Community Use of Schools

2021-22 School Year in Review

## *Quick Facts*

- 3,803 people vaccinated at 31 vaccine school-based clinics.
- 14,630 hours indoor & outdoor community use
- 88% of rental hours for youth <18 programs
- 5 Municipal summer camps





# Child Care Programming

CLASS is focused on 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.



Contact:

Tel: 519-627-1763

Toll Free: 1-877-887-4025 x250



# Child Care Programming

2020-21 School Year in Review



## *Financial Perspective Initiatives*

- Supported Boards budget planning with lease / license revenue projections.
- Ensured Boards cashflow with administration of lease / license invoicing, collections, and remittances.
- Maintained and administered 105 lease / license agreements on behalf of the Boards.



## *Stakeholder Value Initiatives*

- Provided support and leadership to Child Cares while navigating pandemic conditions with procedural updates, HEPA filter distributions and testing kit inventory management & distribution.
- Transitioned the updated 'Partners in Care Manual' checklist, into a fillable electronic format, available online for efficiency.
- Collaborated with Boards, community partners and Child Cares for online kindergarten registration initiative.
- Supported Child Care expansion in schools' initiatives with administration of license & grant applications and documentation.

# Child Care Programming

2020-21 School Year in Review

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## *Continuous Improvement Initiatives*

- Collaborated with Boards and Child Care providers to facilitate temporary Emergency Child Care programs.
  - Liaison and administrative work to create effective procedures and documented agreement for partner use of community room.
  - Provided leadership and support to Child Cares and internal Board stakeholders regarding evolving pandemic guidance and impact.
- 



## *Organizational Excellence Initiatives*

- Represented CLASS and Boards on C-K Professional Development Committee & ECE Advisory Committee for St. Clair College
- Coordinated information distribution to school Principals and participated in inaugural system-wide Child Care professional development day in May 2022.

# Child Care Programming

2021-22 School Year in Review

## *Quick Facts*

- 92% elementary schools with child care programs
- 43 Lease agreements covering 120,000+ square feet
- 66 Before/After & 11 EarlyON programs in schools
- 31 Full Day programs
- 16 Service Providers
- ~2,800 children in programs



# Energy & Environment

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

We provide a system resource and key liaison role with School Boards, Government Ministries, Utility Providers and Energy Consortiums.



Contact:

Tel: 519-627-1763

Toll Free: 1-877-887-4025 x270



# Energy & Environment

2020-21 School Year in Review



## *Financial Perspective Initiatives*

- Enrolled Board new school construction projects into Enbridge ‘Savings by Design’ program to support energy efficient new school facilities and capitalize on incentives.
- Actively pursued over fifty incentive/rebate opportunities associated with capital projects & retrofit initiatives.



## *Stakeholder Value Initiatives*

- Prepared and submitted Ministry of Environment mandated annual greenhouse gas and water / alternative fuel consumption report submissions for the Boards.
- Initiated research and data collection on recycling practices for all school sites to establish baseline to augment waste audit results.
- Consolidated utility consumption data for all school facilities into comparative results to assist Boards in directing future facility improvement focus.

# Energy & Environment

2020-21 School Year in Review

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## *Continuous Improvement Initiatives*

- Delivered 9 environmental and conservation focused online student engagement sessions with activities in collaboration with the Science Discovery Squad.
  - In collaboration with a Secondary school co-op student, delivered an Earth-Day environmental presentation and local community waste clean up event.
  - Continued participation in the Provincial-led Power BI pilot group for the Utility Consumption Database.
- 



## *Organizational Excellence Initiatives*

- Created and launched CLASS-led joint environmental committee core team with multi-disciplinary representation from both Boards with focus on common environmental stewardship improvement opportunities.
- Enhanced business unit bench strength & credentials with completion of Canadian Institute for Energy Training (CIET) Certified Energy Manager designation.

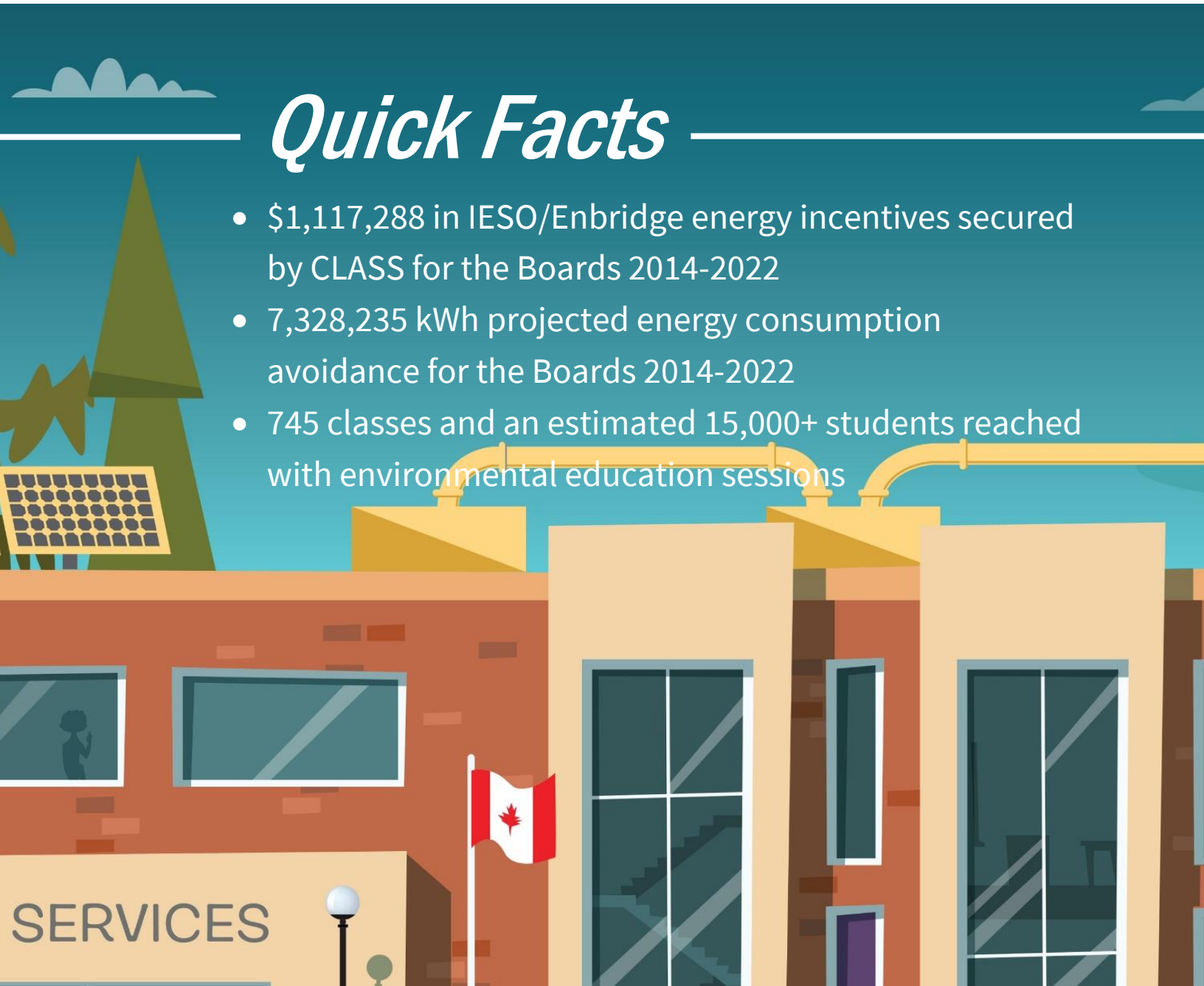


# Energy & Environment

2021-22 School Year in Review

## *Quick Facts*

- \$1,117,288 in IESO/Enbridge energy incentives secured by CLASS for the Boards 2014-2022
- 7,328,235 kWh projected energy consumption avoidance for the Boards 2014-2022
- 745 classes and an estimated 15,000+ students reached with environmental education sessions





# Looking ahead

Throughout the **2022-23** school year, in addition to ongoing operations we will also pursue continuous improvement in the following areas:

*Student Transportation Services* – focused efforts on operational efficiency and cost avoidance through routing simulation and bell time optimization studies.

*Community Use of Schools* – continued efforts on re-establishing effective after school rental operations in post-pandemic restrictions.

*Child Care Services* – focus on providing expertise & support for child care programs to ensure quality and service to meet community needs.

*Energy and Environmental Services* - leveraging data, Green Team collaboration and stakeholder engagement to drive conservation focused initiatives.

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

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Child Care Programming  
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Energy & Environment  
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