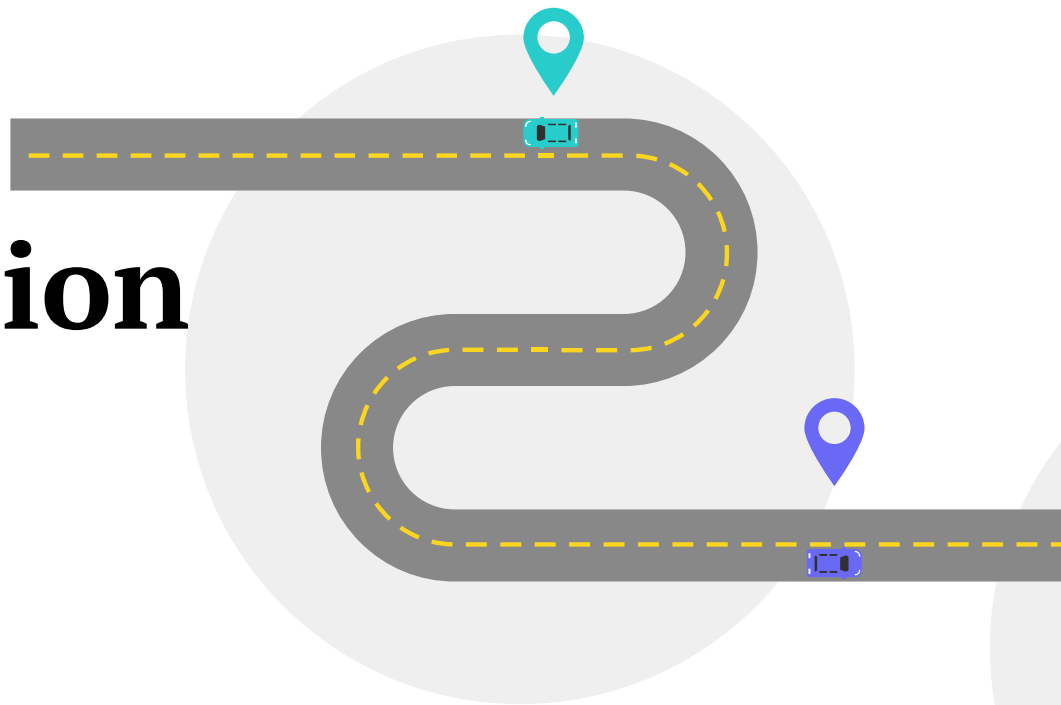# JCPS Transportation Update

August 15, 2023

# First Day Debrief

Chris Perkins

# Major Challenges & Deficiencies

- Efficient Stop Assignments & Routing
- Depots
- Antiquated System
- Communication

# Efficient Stop Assignments & Routing

- System stretched too thin
- High number of unresolved students without bus stops
- Safe stop concerns (some subjective)
- No Implementation Plan with AlphaRoute
- Inaccurate route lengths caused by additional stops
- Route finalization began later than in previous years
- Bus Drivers had complicated and lengthy routes with no navigation tools beyond the left/right sheet
- Daycare drops-off and proximity

# Depots

- Depot delays due to late buses created systemic backups
- Depot communication was not communicated when cleared
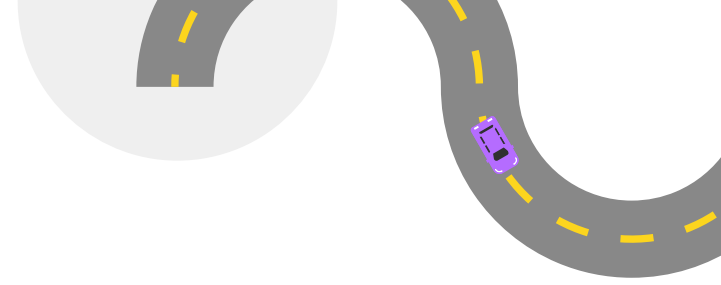
# Antiquated Systems & Resources

- Bus driver shortage
- System built to support 900+ routes
- Outdated technology for communication and bus tracking

# Communication

- Command Center breakdown and lack of cohesive plan
  - Insufficient capacity for radio communications
  - School and depot communication plans
  - Family communication
- Poor communication with stakeholders (bus drivers)
- Capacity to track bus arrival and compound clearing times
- Call center not sufficiently staffed
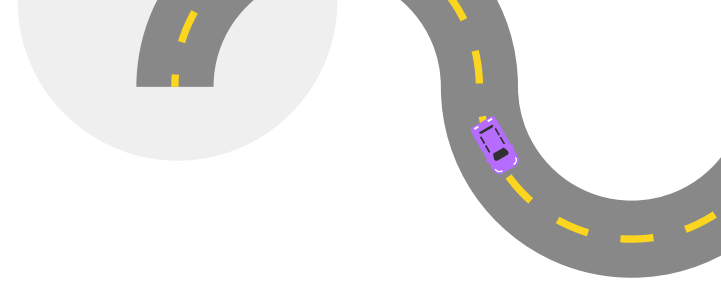
# Collaborating Towards Solutions

**AlphaRoute Collaboration-** working side by side on solutions, including temporary support and long term fix

**T-Mobile Collaboration For Bus Tracking-** working with T-Mobile and Edulog to implement an APP for parents/families and schools to track buses in real time and for navigation support services

**UPS Collaboration-** reviewing routes to identify problematic routes and possible solutions

# Increased Communication & Support

**Command Center-** tight structures and logistics and role clarity. Clear communication plan between the command center, schools and depots.

**Call Center Support-** Increased help at the call center to answer questions

**School Communication Support-** Double checking office after-hours feature on voicemail is disabled and someone is answering calls until all students are home.

**Shoulder Buddy-** to help drivers navigate in areas with which they are unfamiliar

**Increased Stakeholder Feedback-** regular meetings with bus drivers, school leader debriefs and compound leads

# Direct Transportation Shifts

**Bus Stop Quality Control-** Bus stop quality control and data analysis to ensure safe and accurate stops for families

**Depot Plan–**tightening communication system with Depot leads and backup transportation interventions

**Crunch Time Plan-** Outlier challenges and individual student needs have a support and crisis team ready to deploy

# Route Updates

**Efficiency:** Significant route improvement for time

**Time Reduction:** Working to reduce lengthy routes

**Daycare**- Door to door routes updated

**Special Needs Transportation-** Information will be delivered to schools through the ECE Department

**Additional Resources for Short Term Support** - Buses, Vans, Fleet Vehicles

# Updated Schools Plan- Tightening Systems

**Bus Tagging with Student Addresses**: Checking and double checking tags.

      a. Adding Middle and High

**Multilingual Learners:** Admin looking at Multilingual Learner provisions & translation systems for clear communication & tagging

**School Transportation Verification:** Schools are checking transportation verification in Infinite Campus and calling families

# Updated Schools Plan- Tightening Systems

**Bus Admin Documentation:** System for checking AM and PM Bus arrivals and departures.

**Family Communications Lead:** Communicate with families via School Messenger when buses are picked up or running more than 15 minutes behind the estimated arrival time.

**Principal Command Center Lead:** Admin are communicating emergencies with Zone Level Leadership who will relay concerns to the command center

# Staggered Return Plan

- **Friday, August 18:** All elementary & middle school students return
- **Monday, August 21:** All schools have returned including high school

Students at ==multilevel schools== will return back ==with their level==. For instance, Marion C. Moore middle school students will return to school Friday, August 18. Marion C. Moore high school students will return to school Monday, August 21.

All state agency schools will return on Friday, August 18.

All JCPS staff will report back to work beginning Tuesday, August 15.

- ★ **Internal Audit Team:** Analysis of Current Systems & Leading Causes
- ★ **Information, Integration & Innovation Technology:** Significant Technology Improvements
- ★ **Human Resources:** Bus Driver Shortage, Recruitment, Organizational Structure, and accountability
- ★ **Operations:** Continued Evaluation of Ridership
- ★ **Schools:** Tightening Internal Systems of Support & Communication

# Long Term Plan

# Questions