Report on Transportation

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September 24, 2019
The mission of the Office of Transportation is to provide **safe** and **efficient** school transportation **services** in an environment that fosters positive social interaction and allows students to be **successful learners**.
Who We Are Today

25\textsuperscript{th} largest district-owned school bus fleet in the U.S.

Maintain 857 buses on 11 bus lots

Transport over 84,000 students twice a day

Travel 81,899 miles each day (14M+ annually)
Who We Are Today

786 daily routes - 543 general education routes, 386 BCPS, 157 contracted, and 243 special education routes

Field trips, magnet transportation, special events, displaced students, etc...

3 full-service maintenance facilities

Over 1,200 employees – including fleet, drivers/attendants, and support staff
Tonight’s Discussion

- Climate and Customer Service
- Recruitment and Retention
- Professional Learning
- Communication
Climate and Customer Service

- Lot Visits
- Exit Interviews
- Bus Loop Visits
- Call Center
- Area Structure
Area Operating Structure

Area Breakdown

- **Southwest**: Arbutus, Inwood
- **Northwest**: Windsor Mill, Wabash
- **Central**: Cockeysville, Providence, Parkton
- **Northeast**: Kenwood, Rosedale
- **Southeast**: North Point, Hopkins Creek

Staff Responsibility

- Sr. Operations Supervisor
- Dispatcher
- Field Representative
- Routing Assistant
- Customer Service & Communications Clerk

"7"
Climate and Customer Service

- Vacancies
- Leaves
- Call Outs

- Professional Learning
- Incentives
- Employee Attendance Monitoring Program
Why are buses late?

- Traffic
- Breakdowns
- Attendance
What’s happening at 6:00 a.m.?
Recruitment and Retention

Bus Driver Recruitment Locations:
• Eastpoint Workforce Development Center
• Hunt Valley Workforce Development Center
• Randallstown Workforce Development Center
• Mondawmin Mall
• Catonsville High School
• Dundalk / Sollers Point High Schools
• Perry Hall High School
• Perry Hall Public Library
• Rosedale Public Library
Recruitment and Retention

Baltimore County Public Schools

School Bus Drivers Needed!

Come join our team!

Starting hourly rate $16.20/hr.
Recruitment and Retention

SCHOOL BUS DRIVERS WANTED

www.bcps.org/jobs
Recruitment and Retention

Flex Hours. FLASHY Company Car.

School Bus Drivers Wanted. www.bcps.org/jobs

Baltimore County Public Schools
443-809-7872
Recruitment and Retention

School Bus Drivers NEEDED!

We want you back!

Baltimore County Public Schools
WE WANT YOU BACK!
School Bus Drivers NEEDED!

New Hourly Rates!
Trainees and Substitutes - $16.20/hr.
Regular Employees $16.20 - $23.09/hr.

Please Apply Online:
www.BCPS.org/jobs
Recruitment and Retention

<table>
<thead>
<tr>
<th>Year</th>
<th>Driver Hires</th>
<th>Driver Separations</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY17</td>
<td>79</td>
<td>72</td>
</tr>
<tr>
<td>FY18</td>
<td>77</td>
<td>70</td>
</tr>
<tr>
<td>FY19</td>
<td>67</td>
<td>66</td>
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</table>

- Driver Hires
- Driver Separations
Recruitment and Retention

Bus Driver Separations by Reason

<table>
<thead>
<tr>
<th>Year</th>
<th>Resigned</th>
<th>Retired</th>
<th>Terminated</th>
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<tbody>
<tr>
<td>FY17</td>
<td>12</td>
<td>8</td>
<td>52</td>
</tr>
<tr>
<td>FY18</td>
<td>18</td>
<td>10</td>
<td>49</td>
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<tr>
<td>FY19</td>
<td>16</td>
<td>4</td>
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Focus on Retention

• Acting on feedback from drivers.
• Improved compensation for bus drivers and fleet mechanics.
• Training that focuses on the behavioral needs of students.
• Professional learning related to social-emotional needs of students, drivers, and attendants.
## Professional Learning

<table>
<thead>
<tr>
<th>Professional Learning</th>
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<tbody>
<tr>
<td>Proactive and Reactive Behavior Management Strategies</td>
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<tr>
<td>ALICE Active Assailant Training</td>
</tr>
<tr>
<td>CPR</td>
</tr>
<tr>
<td>&quot;Stop the Bleed&quot;</td>
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<tr>
<td>Route Finder Pro</td>
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<tr>
<td>Safety</td>
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</table>
Professional Learning

Training Supervisor

Leadership and Management

Building Capacity, Knowledge, and Skill of Personnel

Equity

Students with Special Needs
Communication

- Area Drop-In Meetings
- School Admin Meetings
- School Visits
- Area Advisory Meetings
- Transportation Advance
Communication

- Stakeholder Bus Tracking
- Bus Radios
- Lot Visits
- Call Center
- Labor Management Meetings
- Data Monitoring and Analysis
Support to Schools

How we support school leaders?
The mission of the Office of Transportation is to provide safe and efficient school transportation services in an environment that fosters positive social interaction and allows students to be successful learners.
Questions