



OPERATIONS DEPARTMENT: TRANSPORTATION UPDATE

Square Watson, Deputy Superintendent of Operations

Toyin Akinola, Director of Transportation

November 15, 2022



TRANSPORTATION: BUSES



BUS TYPE	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
Regular	197	199	200	198	194	104
SPED	79	77	77	78	74	72
Total Buses	276	276	277	276	268	215
Eligible assigned	16,451	16,418	17,409	15,497	16,128	13,831

Ten alternate transportation agencies are transporting 382 students either AM, PM or both. We added 59 buses to cover the 6 suspended high and 2 elementary schools. We are expecting to add 10 buses by **December 5** bringing the total fleet to 225.

TRANSPORTATION: CALL CENTER



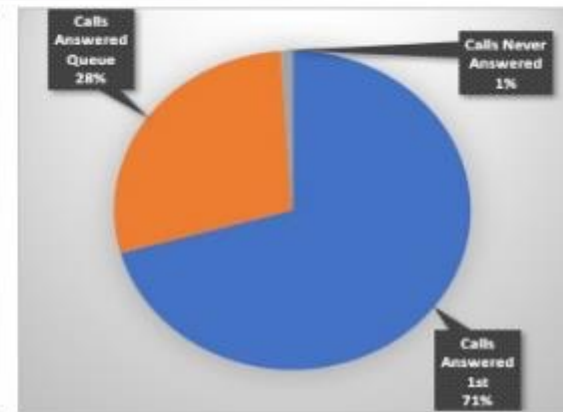
Type	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
All calls	1,256	703	640	413	2275	27,993
Stop Information	26%	21%	23%	19%	25%	44%
Address Change	2%	9%	12%	16%	18%	13%
Bus Status	68%	57%	51%	27%	46%	36%
Complaints	4%	5%	5%	3%	4%	4%
Other	-	8%	9%	35%	7%	3%

Calls To Date
27993
Avg Per Week
3110
Avg Per Day
718
Service Days
39

Calls Answered 1st
19786
Avg Per Week
2198
Avg Per Day
507
Performance %
70.7%

Calls Answered Queue
7911
Avg Per Week
879
Avg Per Day
203
Performance %
28.3%

Calls Never Answered
296
Avg Per Week
33
Avg Per Day
8
Performance %
1.1%



TRANSPORTATION: ON-TIME PERFORMANCE



DAYS	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
1 st day	83%	75%	72%	85%	68%	20%
2 nd day	85%	87%	89%	90%	87%	34%
3 rd day	90%	88%	90%	93%	93%	43%
4 th day	95%	91%	91%	93%	94%	46%
August						38%
September						83.6%
October						91.3%

On-time performance gradually increases per month. The performance is hampered because of the limited number of drivers, and routes were forced to be packaged extremely tight, which resulted in planned lateness within the design of routes.



QUESTIONS ???