



# ***BOARD OF EDUCATION TRANSPORTATION UPDATE***



***FEBRUARY 14, 2023***

# OPERATIONS

## Route Assignments

Regular Routes: **154**

Special Needs: **70**

Total Routes: **224**

Monitor Routes: **88**

## Staffing (Support)

Managers: **2**

Dispatch: **4**

Clerical: **4**

Safety & Training: **6**

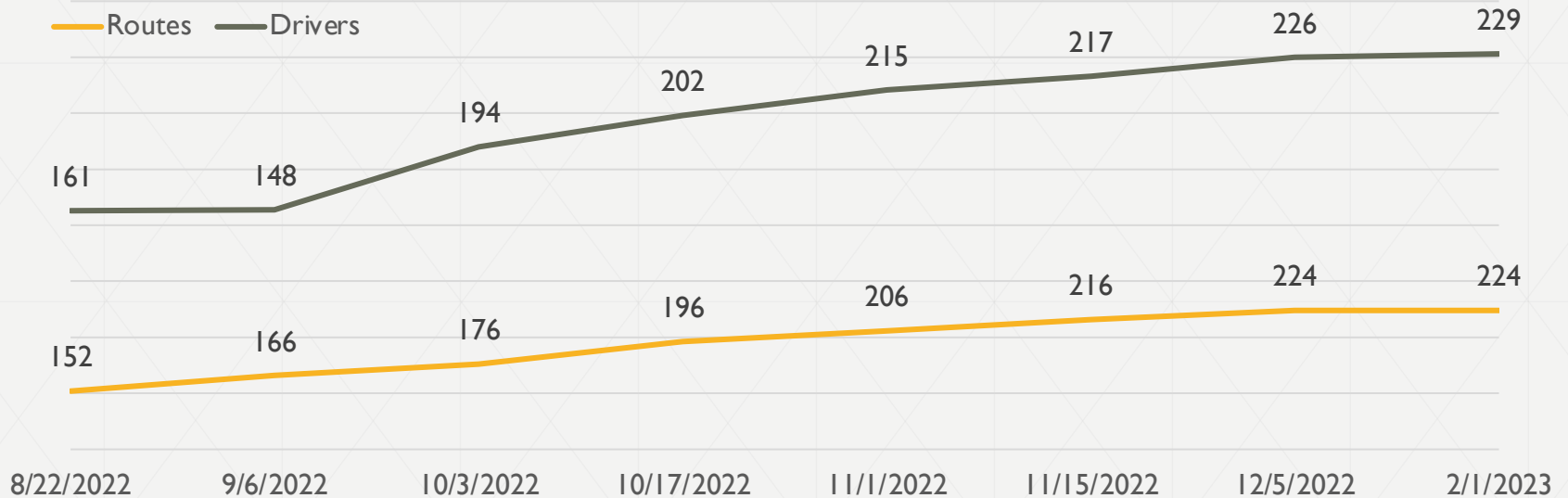
Human Resources: **1**

Routing: **4**

Tech-N-Charge: **2**

Technicians: **7**

Shop Support: **3**



# RECRUITING EFFORTS

**Our Driver's Seat is the Best!**



- \$25/hr
- Flexible Pay
- Paid Training

**314-762-0318**

**DriveAYellowBus.com**



## Important Note

- Hired over 400 employees
- Post Pandemic
- Difficult Labor Market
- No other company

**WE ARE  
HIRING  
MECHANICS**

**Sign On Bonus  
\$2,000**

**TO APPLY:**  
**WWW.NORTHAMERICACENTRAL.COM**  
Chris Schaeffer - C.SCHAEFFER@ILLINOIS-CENTRAL.COM

- Paid Holidays
- Health Benefits Including
- Paid Vacation
- Dental & Vision
- 401K Match
- Uniforms Provided

# CURRENT SITUATION

## Staffing (Drivers & Monitors)

Drivers Today: **229**

Drivers Needed: **257**

Drivers Short: **-29**

Monitors Today: **98**

Monitors Needed: **101**

Monitors Short: **-3**

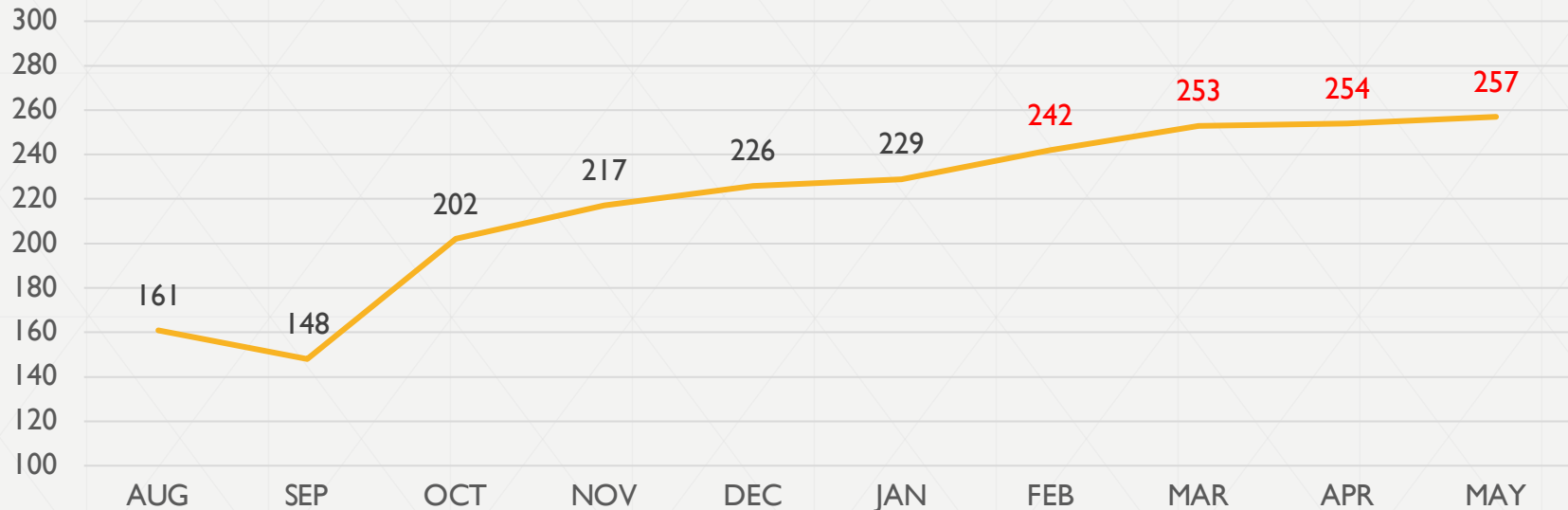
## Training Status

Drivers (CLP Prep): **13**

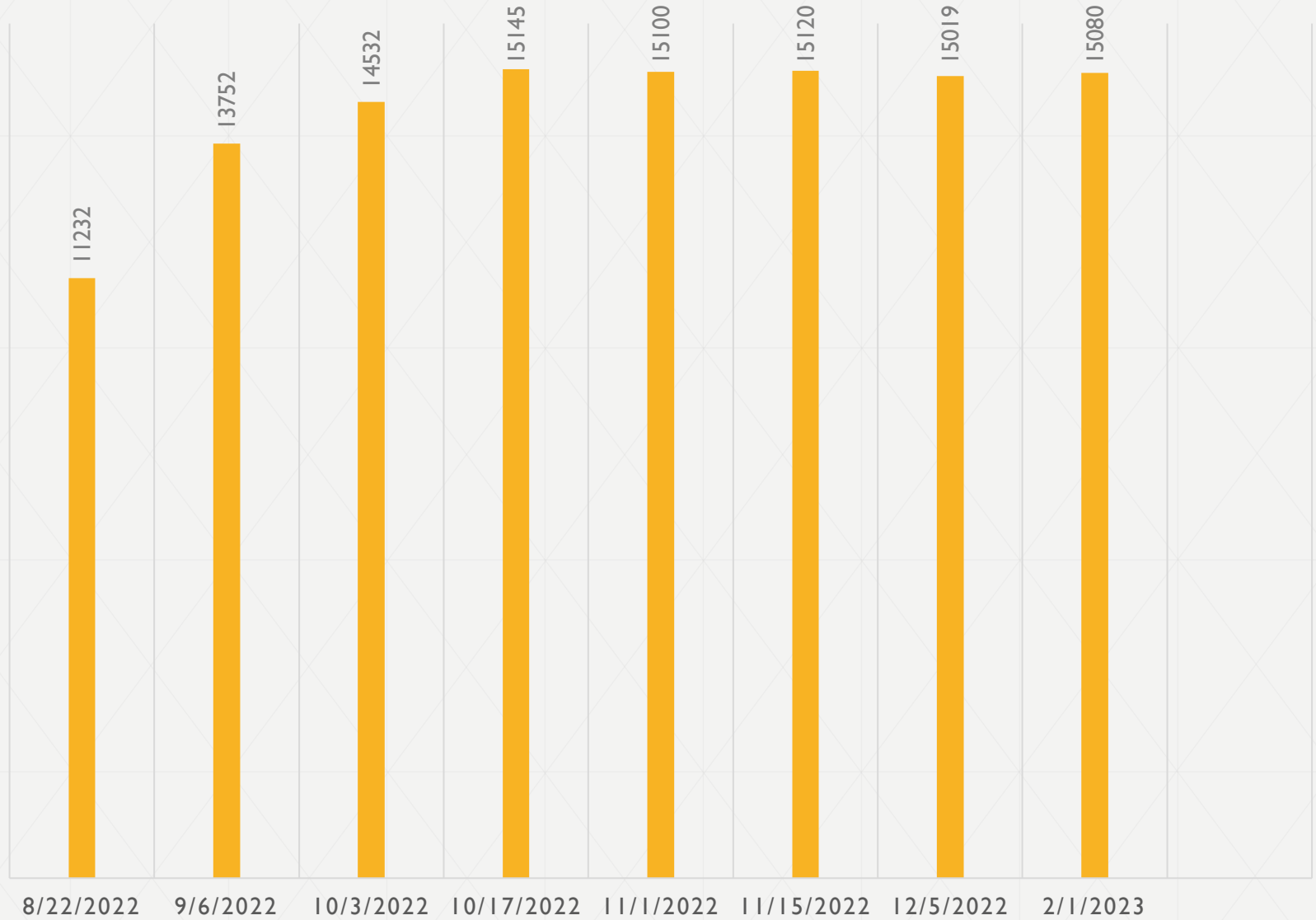
Drivers (BTW): **23**

Monitors (Class): **3**

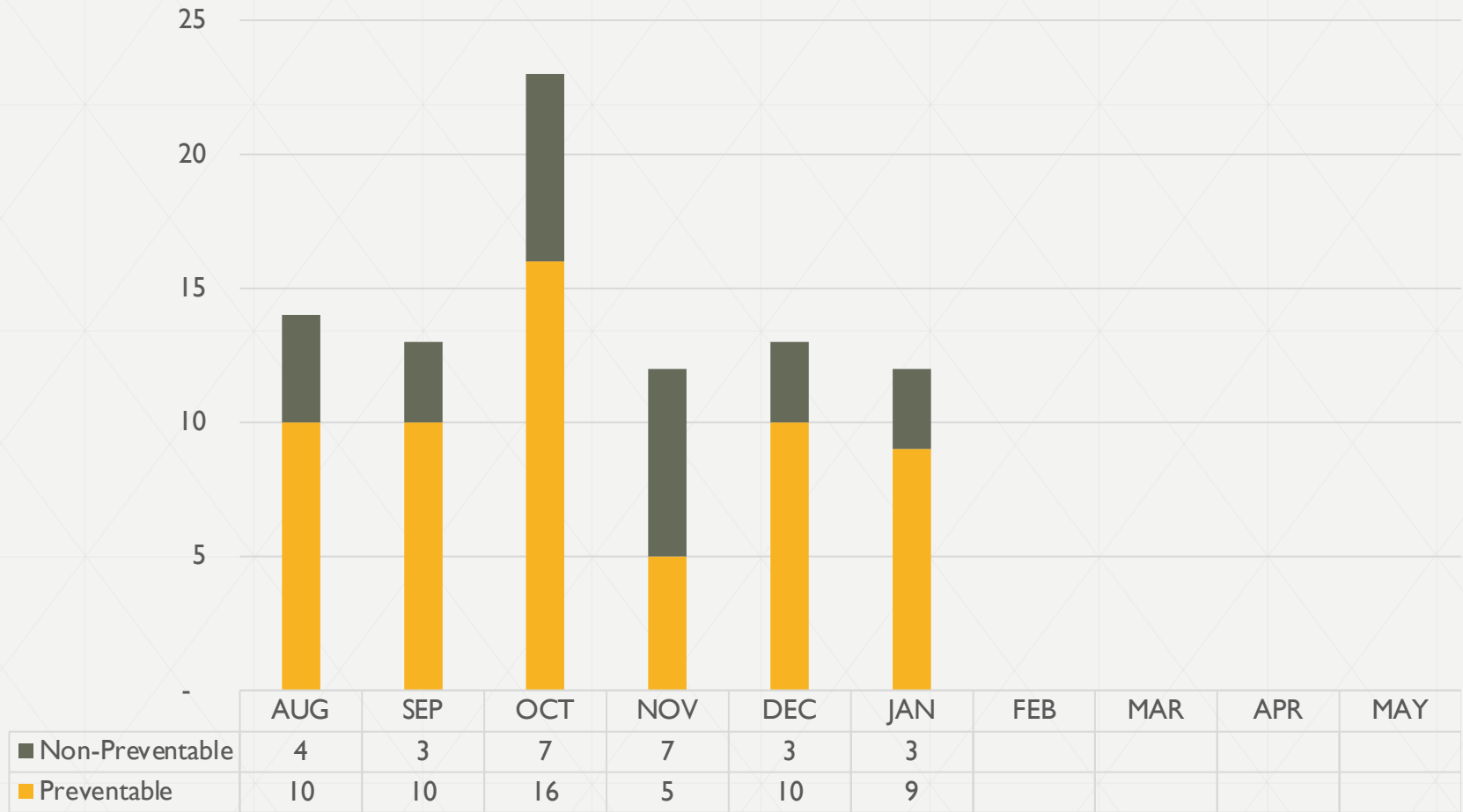
## Driver Projections



# ASSIGNED STUDENTS



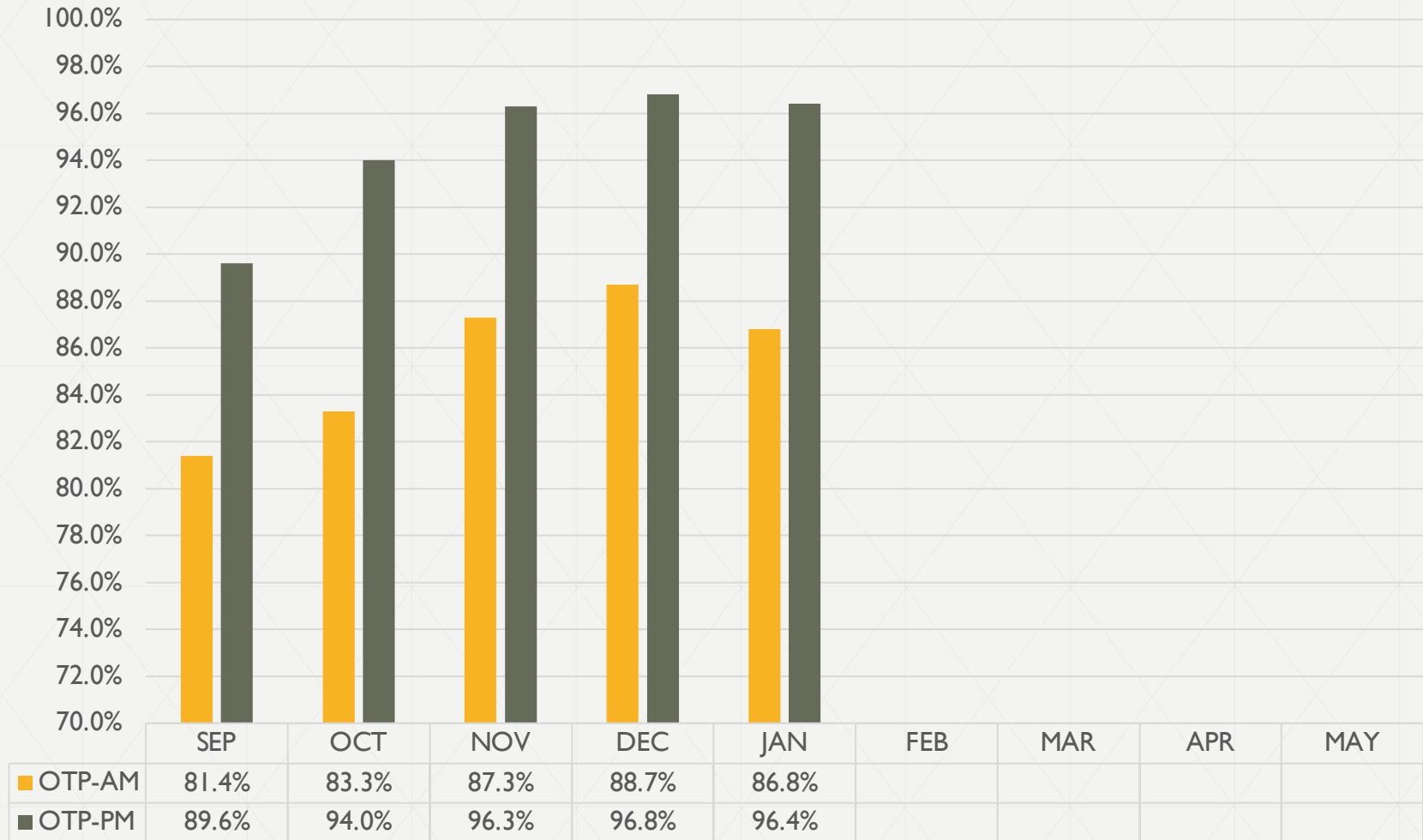
# COLLISION DATA



Increase in collision activity has prompted additional remedial training efforts. Cone courses have been established at each yard location; remedial training efforts are underway.

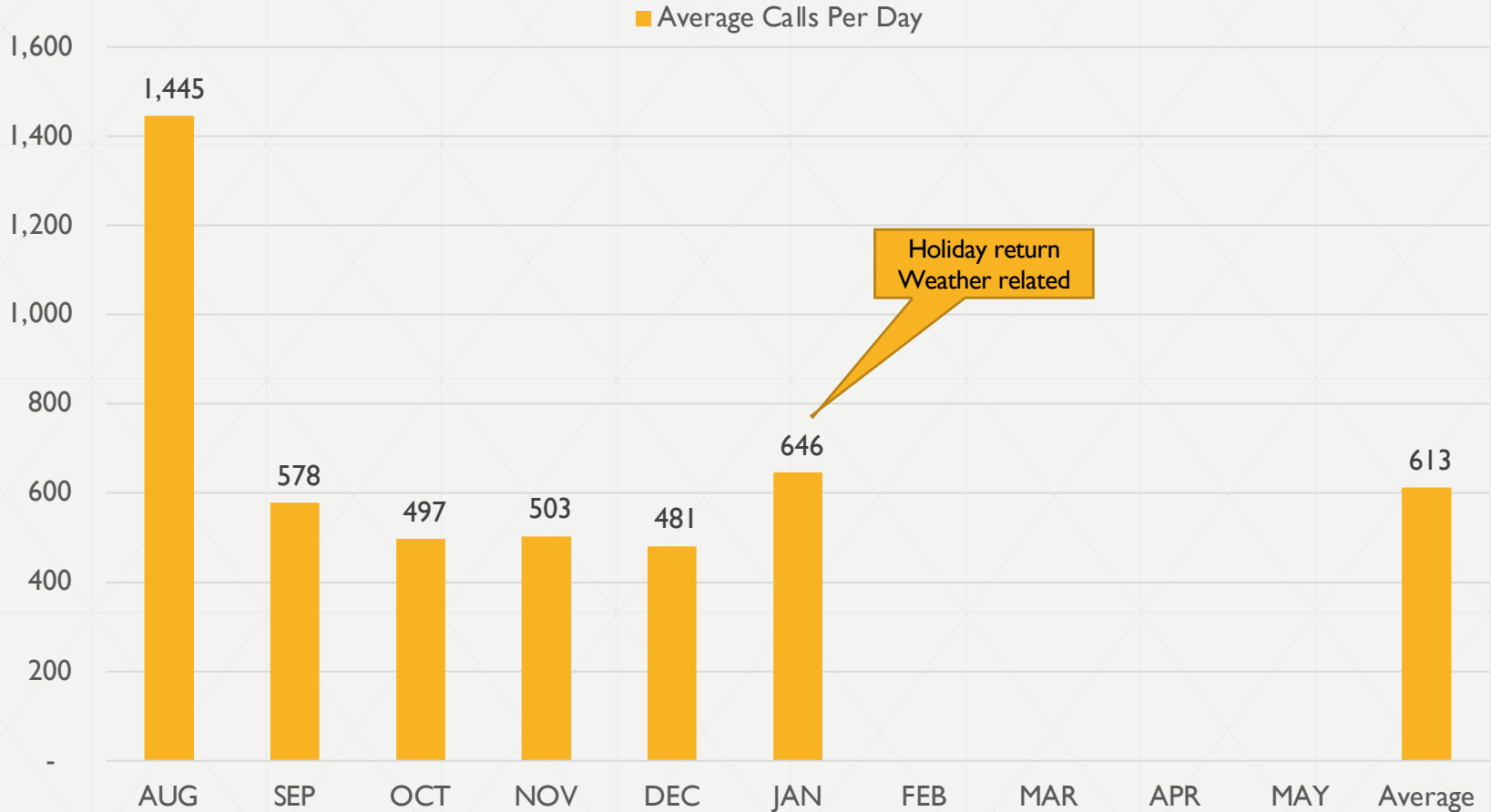


# ONTIME PERFORMANCE



On-Time Performance was hampered by the need to provide as much service as possible with the limited number of drivers, routes were forced to be packaged extremely tight that resulted in planned lateness within the designed of routes.

# CALL CENTER



Transportation has registered over 57,000 phone calls since August 1<sup>st</sup>, Over 9,200 calls, 1<sup>st</sup> week  
Monday calls make up 25% of the week's calls  
59% answered before queue, 39% go into queue, 2% unanswered



# LOOKING BACK

## ➤ Challenges

- Call volume greater than expected
- Fleet sizing (Special Needs) demands different than RFP plan
- New (inexperienced) Drivers
- Unfilled Routes & Route Pairing
- Application flow continues, but tight labor market has been a challenge for drivers, monitors, and technicians.
- Driver shortage has caused service interruptions and routing challenges
  - Starting to turn the corner
- Technician Supply
  - Shortage is being backfilled by third parties, other locations
  - Vector Communications is drafting a recruiting campaign

## ➤ Electric Bus

- MCSB/SLPS applied for up to 25 buses EV Buses
- SLPS was not chosen in 1<sup>st</sup> round of grant money (79% not chosen)
- 56 MO buses awarded to 26 smaller districts
- SLPS has been placed on the “Wait List” in case someone drops out
- We plan for SLPS to apply when the 2<sup>nd</sup> round opens up

# LOOKING FORWARD

## ➤ Lessons Learned

- Call volume much larger, will need a different approach in 23/24
- Importance of communication plays within the District

## ➤ Improved communication

- Weekly in person meetings with district administration and MCSB
- Various daily lines of communication with parents, schools, and district administration.

## ➤ Communication, Communication, Communication (The Tool Box)

- Here Comes The Bus (HCTB) parent app (2180 Accounts)
- School Monitor (Synovia GPS) (For building administrators)
- Bus Stop Locator (District Routes) <https://vt.slps.org/elinkrp/search.aspx>
- Phone Lines
  - Main line 314.449.9162
    - Press 1 for routes 1000 series
    - Press 2 for routes 2000 series
    - Press 3 for Recruiting & Training



# THANK YOU



Success will only come through  
cooperation and partnership