



BOARD OF EDUCATION TRANSPORTATION UPDATE



JULY 11, 2023

SCHOOL YEAR

2022/2023

OPERATIONS

(A Look Back)

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
- 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 1st 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 2nd round opens up

OPERATIONS

Route Assignments

Regular Routes: **152**

Special Needs: 70

Total Routes: **222**

Monitor Routes: **88**

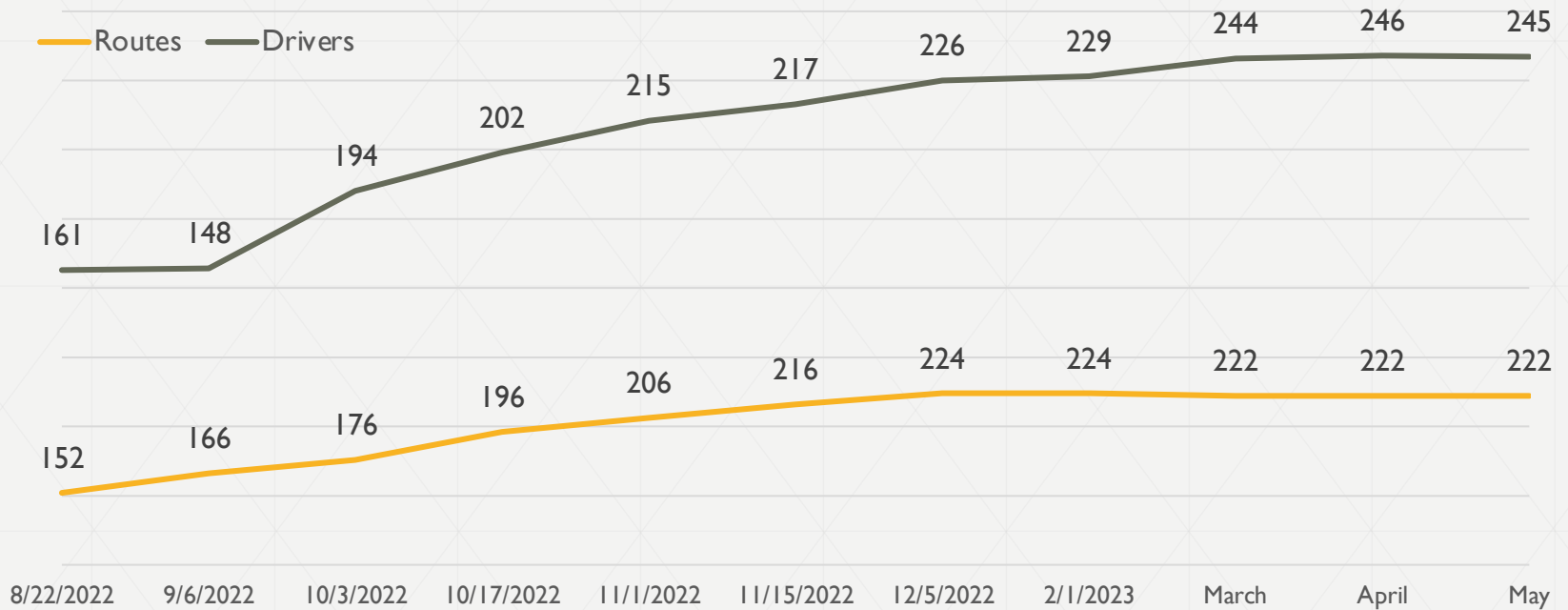
Driver Assignments

Reg Route Drivers: **168**

Special Needs Driver: 77

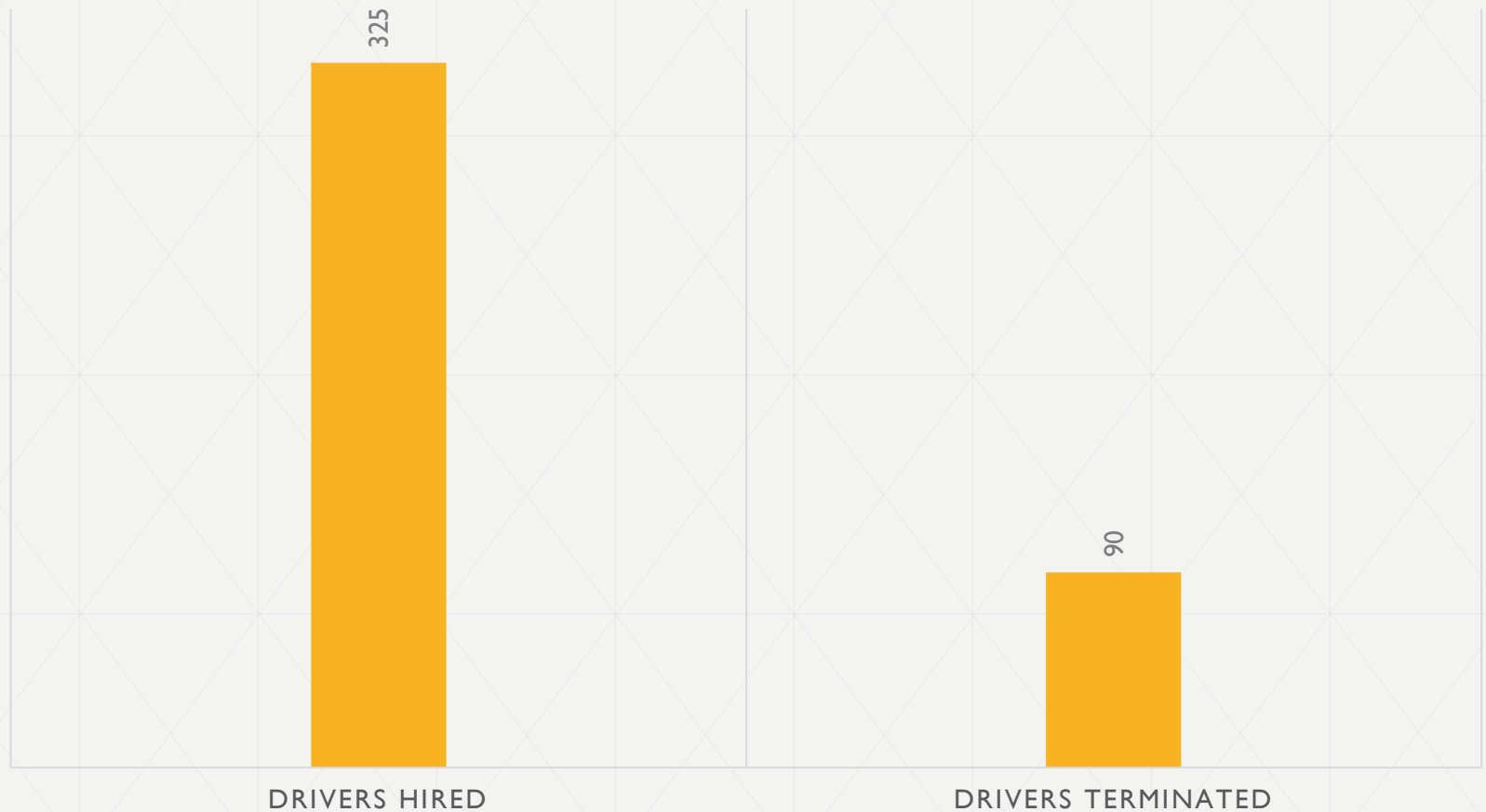
Total Drivers: **245***

Monitors: **98**



* Includes LOA

DRIVER HIRES

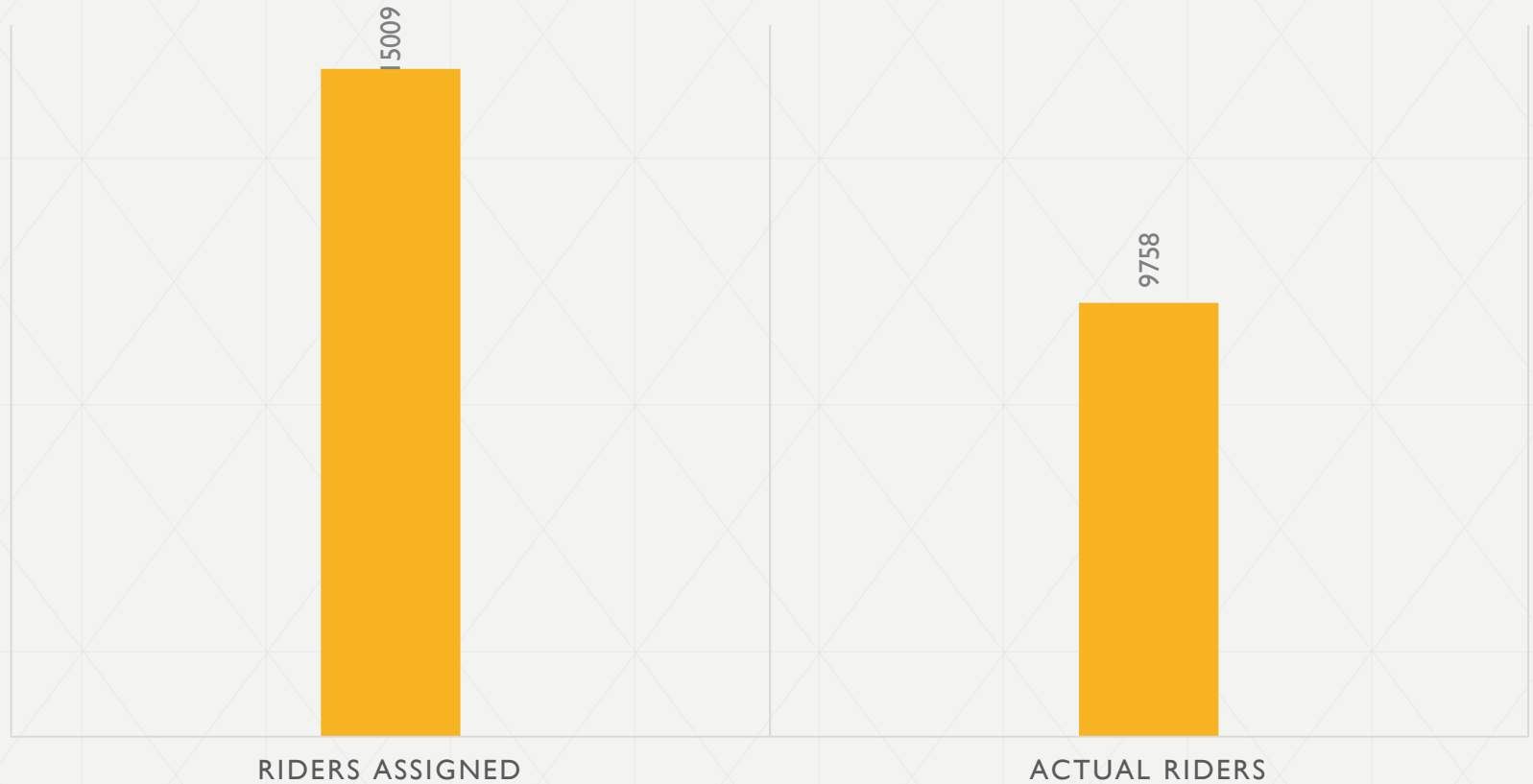


Drivers Hired SY22/23: 325 (Note: all this during a post pandemic period)

Drivers Terminated SY22/23: 90

Turnover Rate: 28%

ASSIGNED STUDENTS



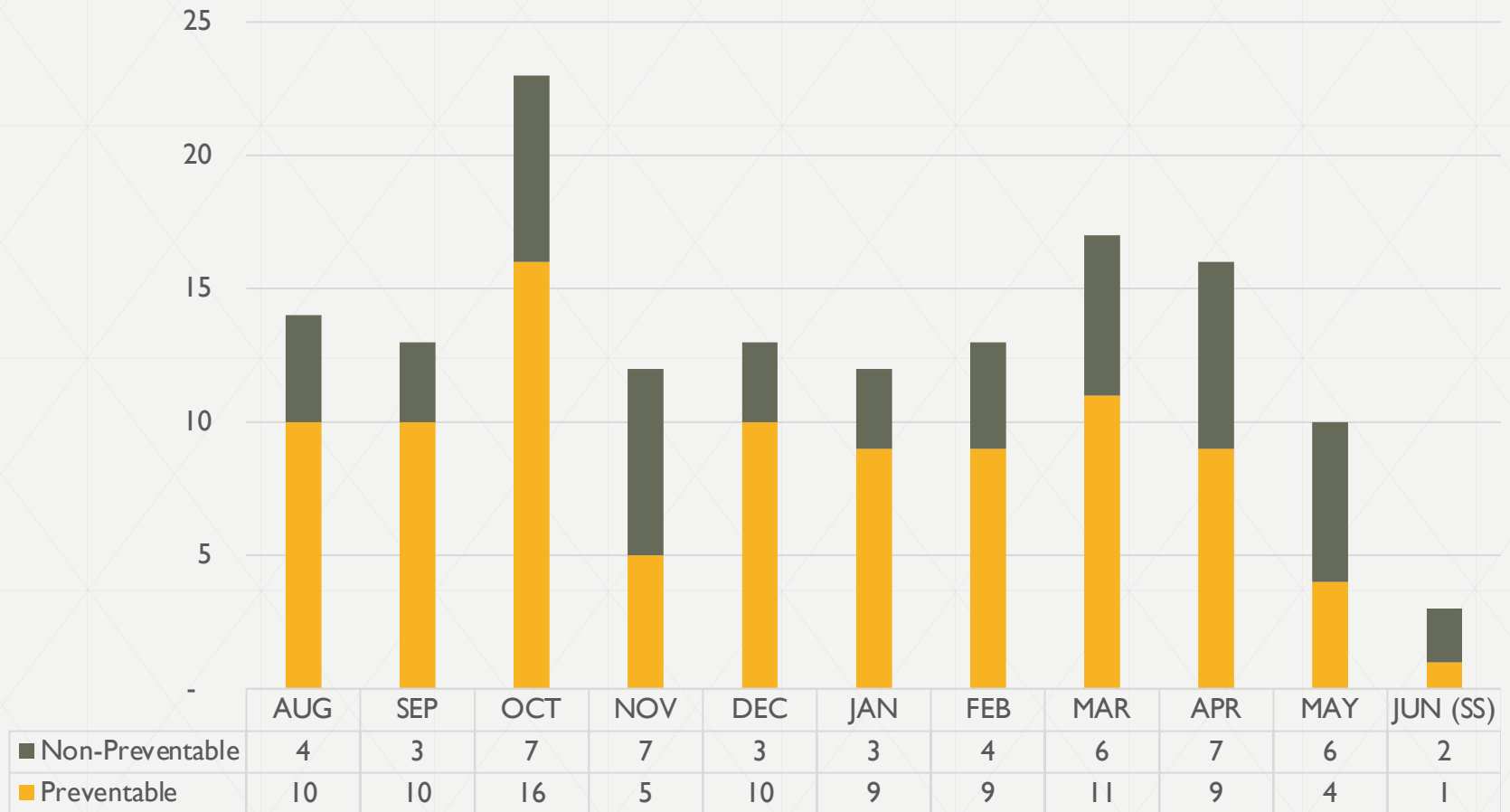
Students assigned fluctuated throughout the school year

Actual riders also fluctuated as well.

Actual riders was around 65% of assigned riders

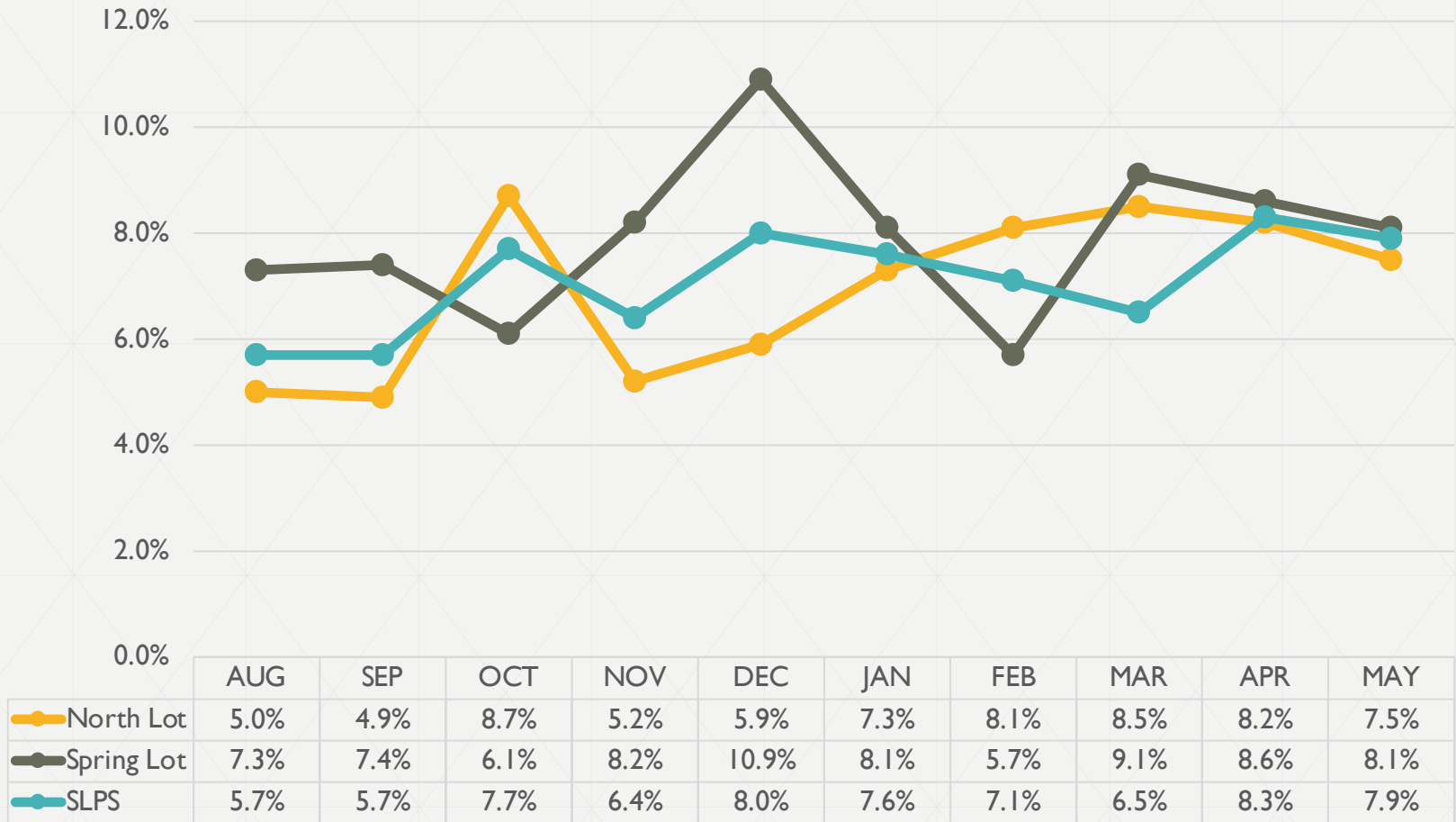
Daily Avg Transportation Rate Assigned 68/Route vs 44/Route actual

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. Overall increased focus on safety

AVG MONTHLY DRIVER ABS RATE

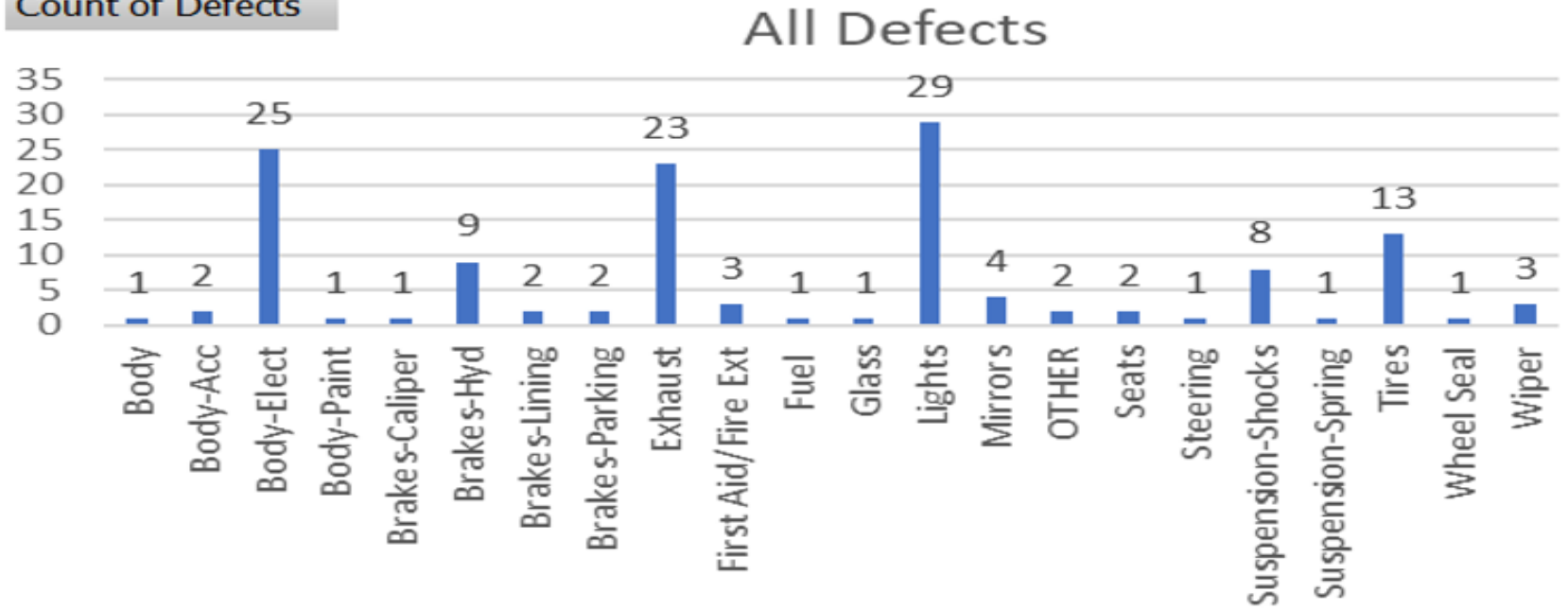


Spikes can be traced to inclement weather, both good & bad days.

Driver shortages can play a part increased attendance

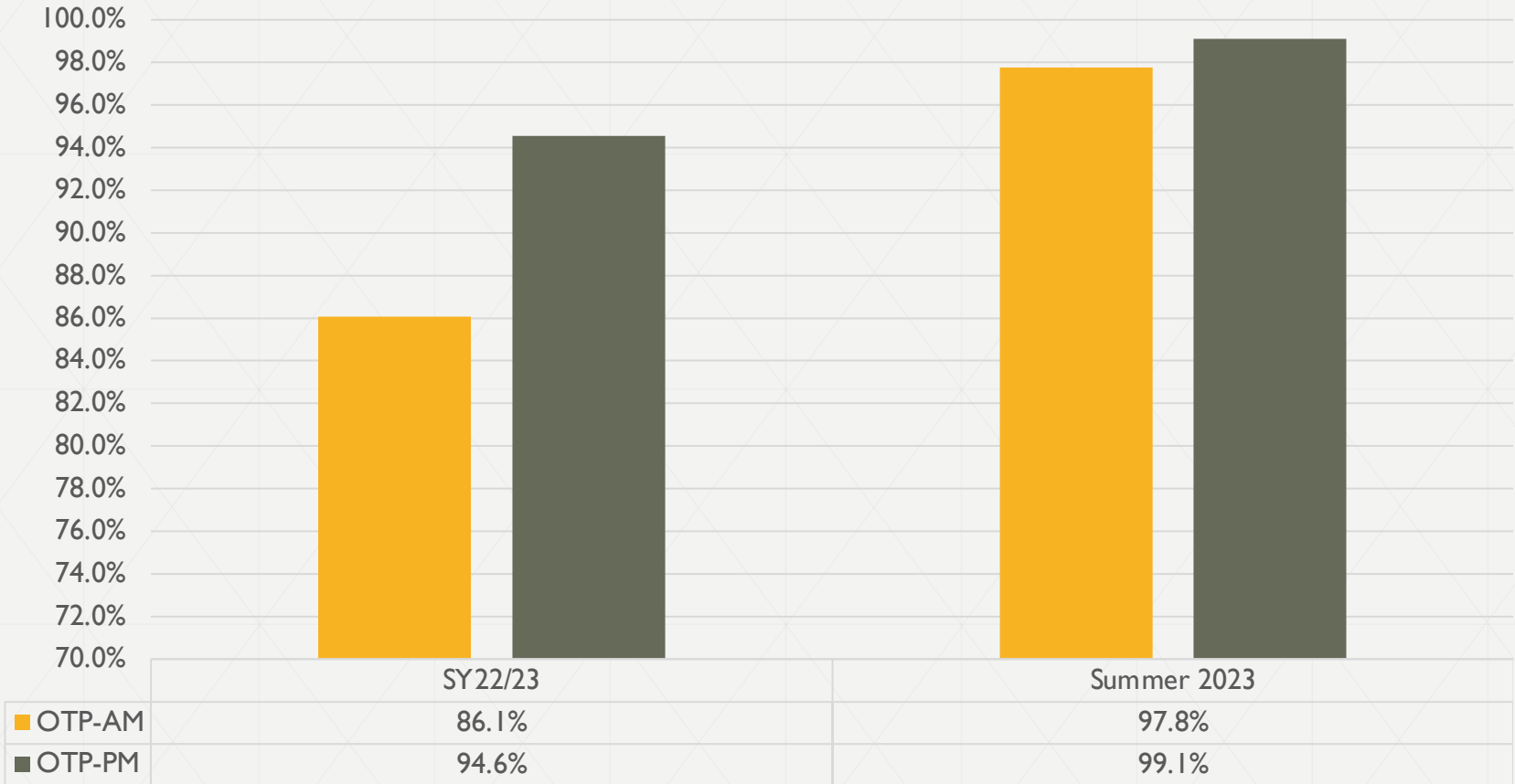
FLEET SPRING INSPECTION

Count of Defects



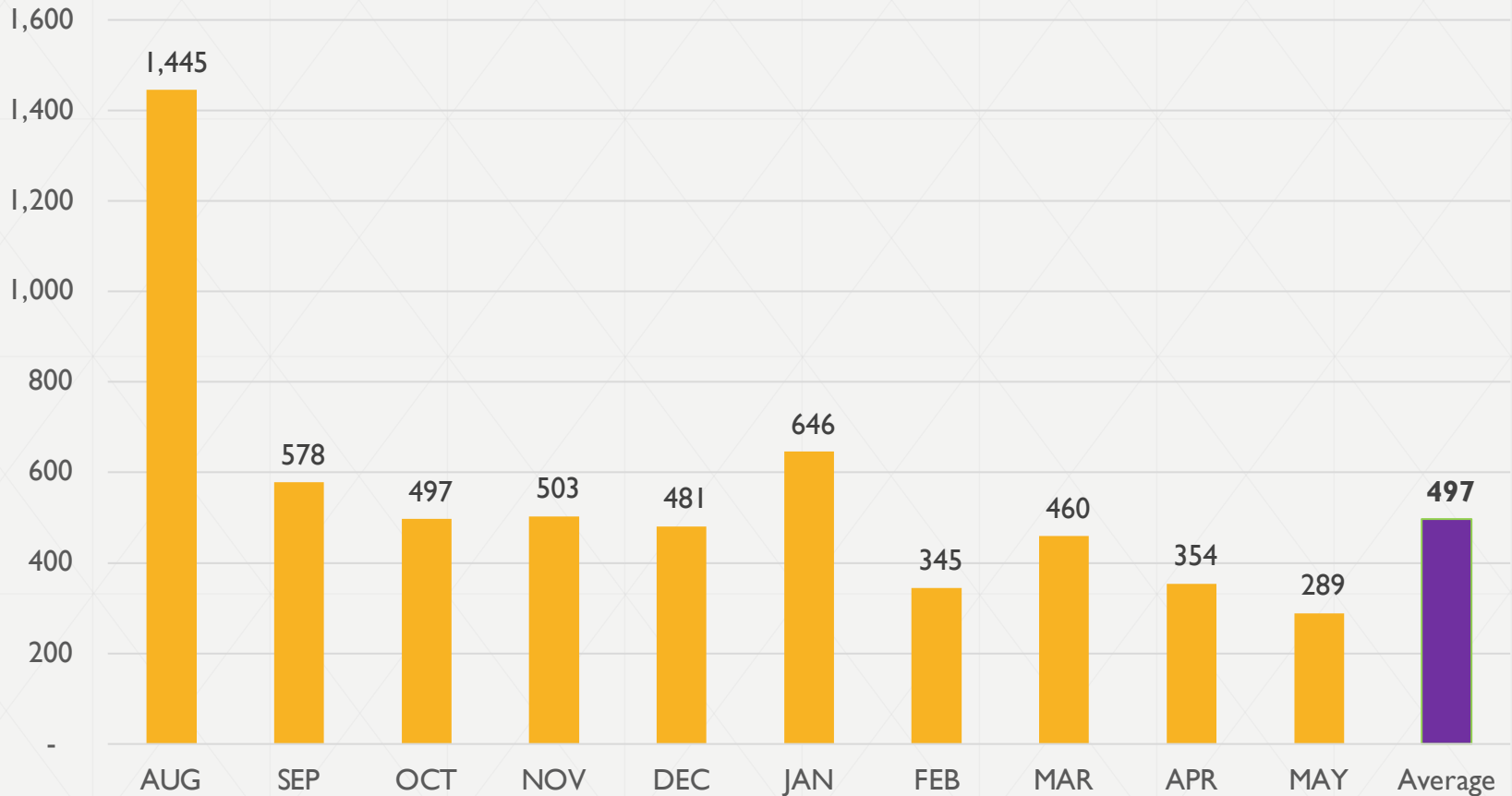
- Not what MCSB expects, have made several adjustments to address the results
- All defects have been repaired, either immediately or shortly thereafter
- Adjusted wage & benefits to attract quality technician applicants
- Made changes in Maintenance leadership, adding experienced personnel
- Added over 5 technicians to the team since inspection

ONTIME PERFORMANCE



- Much improvement in Summer School
- Daily Avg Transportation Rate Assigned 68/Route (Fall)
- Daily Avg Transportation Rate Assigned 51/Route (Summer School)

CALL CENTER



Transportation has registered over 85,334 phone calls SY2223 and 3,046 calls SS2022

Monday calls make up 25% of the week's calls

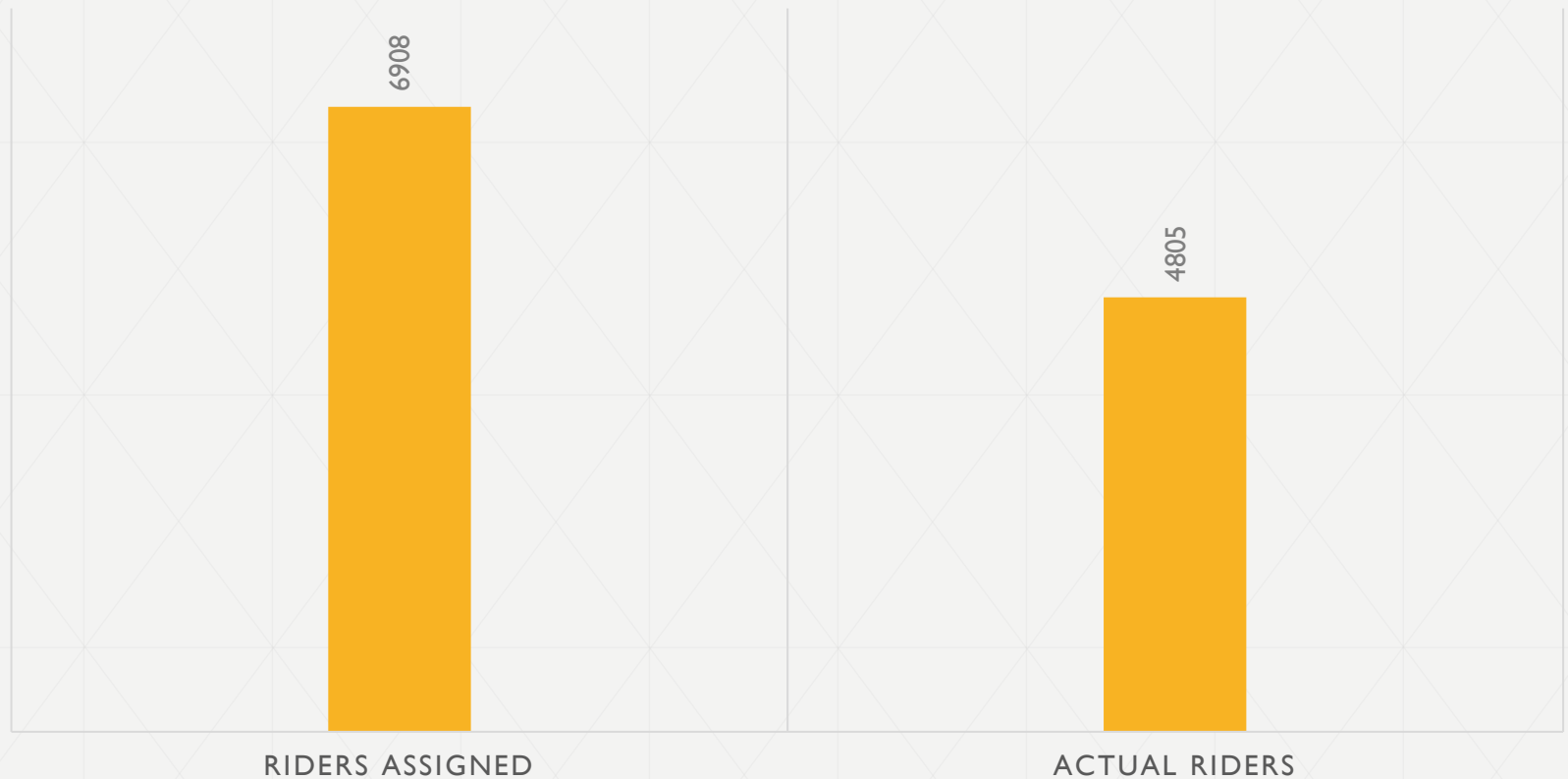
49% answered before queue, 47% go into queue, 3% unanswered

SUMMER SCHOOL

2023

OPERATIONS

ASSIGNED STUDENTS

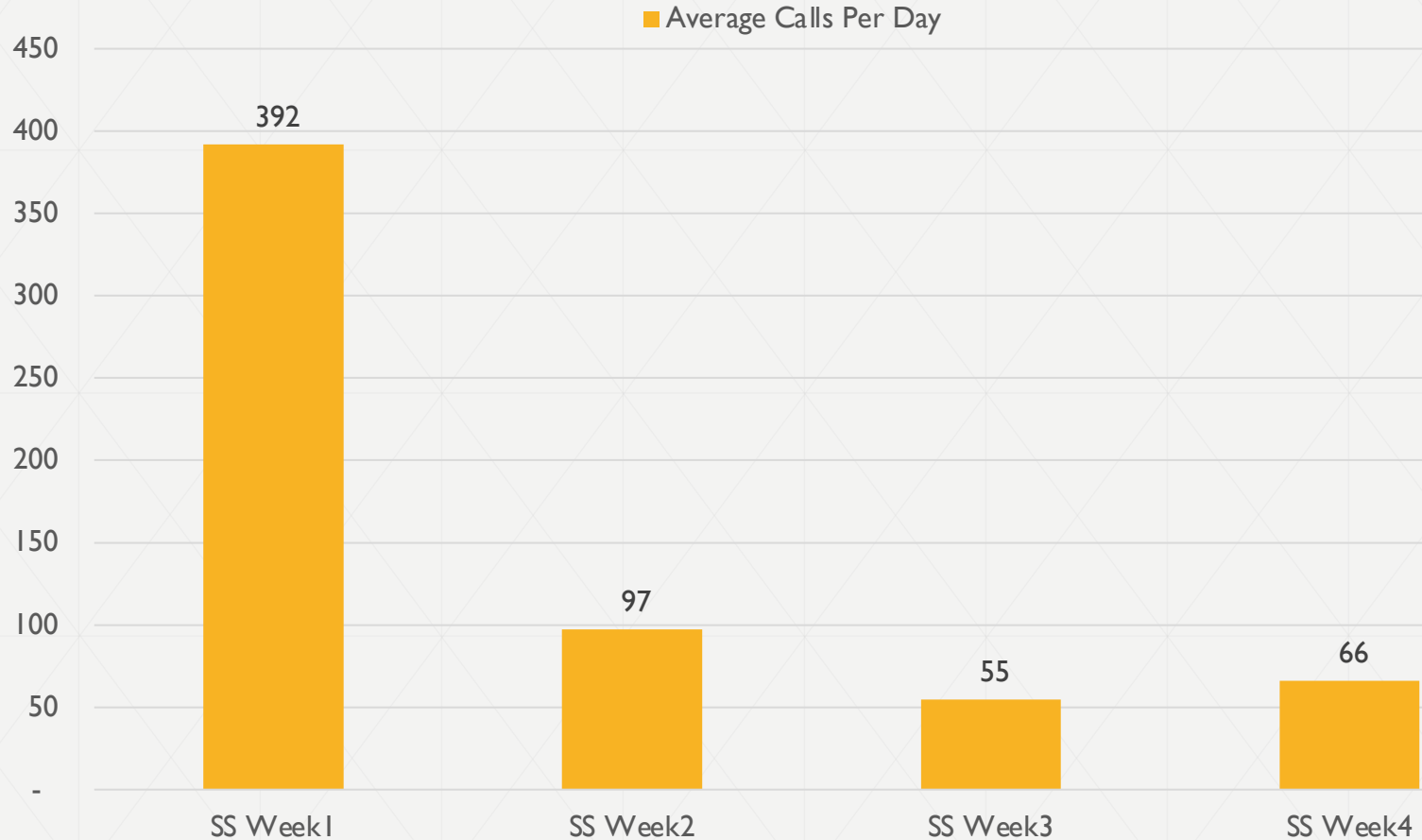


135 Summer School Routes

Actual riders was around 70% of assigned riders

Daily Avg Transportation Rate Assigned 51/Route vs 36/Route

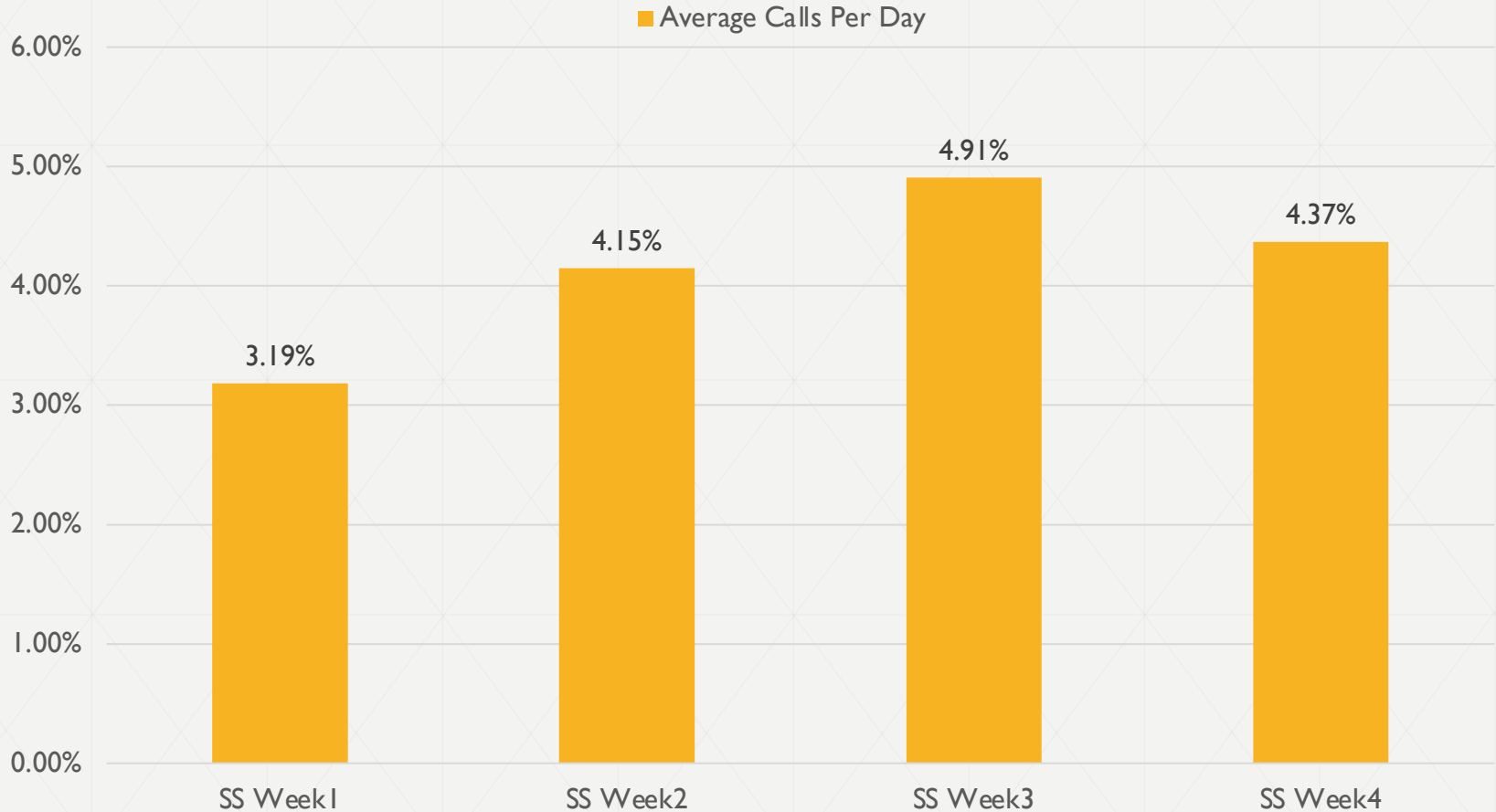
CALL CENTER – SUMMER SCHOOL



Transportation registered 3,046 calls for Summer School 2023

Week one – Call volume primarily centered around the 800 late enrollment students

DRIVER ABS – SUMMER SCHOOL



By comparison, SY22/23 saw averages in the 7.4% range versus 4.2% during Summer School

SCHOOL YEAR

2023/2024

OPERATIONS

(A Look Forward)

CURRENT TRAINING STATUS

SY23/24 Estimated Demand

- SY23/24 Route Drivers: 227 (Routes)
- SY23/24 Spare Drivers: 34 (15%) (contract 10%)
- Total Driver Goal: **261**

Current Driver Count: 239 (-22)

Current Training Activity

- Application Flow (6/1-7/7): 589
- Commercial License Permit Training (CLP): 35
- Behind The Wheel Training (BTW): 18

Unknown Factors

- Attrition rate (not returning) estimated: 20
 - Key will be route pick 8/7/23
- Final Route count (estimated to be 227)

COMMUNICATION IMPROVEMENT

- Improved communication
 - Weekly in person meetings with district administration and MCSB
- Retained Vector Communications again
 - Focus on recruitment
- Communication, Communication, Communication (The Tool Box)
 - Here Comes The Bus (HCTB) parent app (2700 Accounts)
 - School Monitor (Synovia GPS) (For building administrators)
 - Bus Stop Locator (District Routes) <https://vt.slps.org/elinkrp/search.aspx>
 - Text Messaging Options – Working with district exploring options such as “Bus Bulletin”
 - Phone Lines
 - Main line 314.449.9162
 - Press 1 for Routes 1000 series (Spring Lot)
 - Press 2 for Routes 2000 series (North Lot)
 - Press 3 for Recruiting & Training
 - Press 4 for Routing



STAFFING SY2324

➤ Increased Staffing

- Adding Dispatcher (Spring Lot)
- Adding Dispatcher (North Lot)
- Adding Charter (Trip) Clerk
- Increased Maintenance Staff (5)

➤ Improved communication

- Call Center
 - 8 Staff @ Center
 - 2 Staff @ Locations (1 each location)
 - Center Manager (MCSB Staff)

➤ Improved Team Players

- Hired experienced Regional Maintenance Manager (40+ years)
- New District Maintenance Manager
- New Contract Manager (North) – Levi McNeal
- New Contract Manager (Spring)

RECRUITING EFFORTS (TECHS)



A yellow recruitment poster for bus mechanics. It features three images: a mechanic working on a bus engine, a yellow school bus, and a mechanic working on a yellow fender. The text on the poster includes: 'WE ARE HIRING MECHANICS', 'Sign On Bonus \$2,000', 'TO APPLY: WWW.NORTHAMERICACENTRAL.COM', and a list of benefits: '- Paid Holidays', '- Paid Vacation', '- 401K Match', '- Health Benefits Including Dental & Vision', and '- Uniforms Provided'. There are gear icons in the top left and bottom right corners.

WE ARE
**HIRING
MECHANICS**

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

TO APPLY:
WWW.NORTHAMERICACENTRAL.COM

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



- Dramatically increased wage
 - Wages up to \$34/Hr.
- Boot & Tool Allowance
 - \$500/Yr.
- MO Inspector License Incentive
 - Additional \$.50/Hr.
- ASE Certifications
 - Additional up to \$3/Hr.

ECONOMICS (WHY MCSB)

- **\$26.00** wage rate up from **\$25.00**
- 5.0 Hour minimum (Current Avg 7.2 hrs)
- Holidays (10)
- Unemployment Benefits
- Flexible Hours
- Child Ride-Along
- Weekends Free
- Summer, Fall, Winter, and Spring Breaks
- Weekly Pay

RECRUITING EFFORTS

Join Our Team and Get Paid!

Learn why our driver's seat is the best in town while enjoying a party atmosphere with your family!

Missouri Central School Bus Company (MCSB)
"Drive a Bus" Hiring Fair and Family Barbeque

June 23 from 11 a.m. to 3 p.m.
MCSB Training Center
6520 Manchester, St. Louis, 63139



- We Offer:**
- \$26/hr. for regular and charter routes
 - Five-hour guarantee
 - Weekly pay
 - Daycare Program for Children



We Will See You
June 23!

Drive a School Bus!

Balloon Artist

Free Barbeque

Sketch Artist

314-887-9134

To Apply Visit DriveAYellowBus.com



Missouri Central School Bus

Safety First, Quality Always



Success will only come through cooperation and partnership

RECRUITING EFFORTS

- MCSB Hire Fair (6/23)
- Car Shows
- Farmers Market
- Several Billboards
- Media Attention
 - KMOV, KSDK, 100.3
- McDonalds (stuff bus Back 2 School)
- Commercials (KSDK, KMOV)
- Expo (August)
- Social Media
- Indeed
- Recruiters (boots on the ground)
- Print Advertisement
- Bus Parkouts

Our Driver's Seat is the Best!



- \$26/Hr.
- Flexible Pay
- Paid Training

314-762-0318



DriveAYellowBus.com

WORKING TASK

Items in process and discussion with District

- OTP (on Time Performance) improvement – Setting the parameters by which we will monitor OTP
- Bell Time effects – CGCS report mentions bell times
- Discussion is occurring regarding an “Opt Out/In” option for families that could help relieve stress to the system.
- Communication tool to parents (i.e. Bus Bulletin)
- Customer service training for staff
- Electric Vehicle (School Bus)
 - NAC is working Highland on leading our EV grant
 - Communications with SLPS regarding Grant application

THANK YOU



Success will only come through
cooperation and partnership