

Special Education Transportation FY2016

Agency Special Education Transportation

Mission The mission of the Division of Student Transportation is to provide safe, reliable, and efficient transportation services that positively support learning opportunities for eligible students from the District of Columbia. The agency's work is designed to achieve four main objectives: Safety, Efficiency, Reliability, and Customer Focus.

Summary of Services

2016 Objectives

FY16 Objectives

Objective Number	Objective Description
(empty) (4 Objectives)	
1	Support learning opportunities by providing the safest and least restrictive transportation options to eligible District of Columbia students.
2	Establish and maintain the infrastructure necessary to ensure eligible students receive reliable transportation services to and from school.
3	Maximize the use of human, physical, financial, and technological resources by continuously striving for the most cost effective operations.
4	Provide accurate, responsive, and pro-active communication and services to ensure a positive customer experience through friendly and respectful interactions.

2016 Key Performance Indicators

Measure	Division	Frequency of Reporting	FY 2013	FY 2014	FY 2015	FY 2015 Target	FY 2016 Target
1 - Support learning opportunities by providing the safest and least restrictive transportation options to eligible District of Columbia students. (1 Measure)							
Preventable accidents per 100,000 miles		Quarterly	1.48	1.39	1.42	1.25	1.25
2 - Establish and maintain the infrastructure necessary to ensure eligible students receive reliable transportation services to and from school. (1 Measure)							
Percent On-Time Arrival at School AM (within 20 minute window)		Quarterly	91.41	92.7	92.03	94	94
3 - Maximize the use of human, physical, financial, and technological resources by continuously striving for the most cost effective operations. (1 Measure)							
Variable Cost per Route (Fuel, Maintenance, Overtime)		Quarterly	2,216	1,402	1,592	1,100	1100
4 - Provide accurate, responsive, and pro-active communication and services to ensure a positive customer experience through friendly and respectful interactions. (1 Measure)							
Average percent of calls answered		Quarterly	83	81.5	86.78	92	92

2016 Workload Measures

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Measure	Frequency of Reporting	FY 2013	FY 2014	FY 2015
Workload Measure (4 Measures)				
Number of students receiving school bus transportation	Annually	3,250	3,155	2,888
Number of students whose parents receive reimbursement	Annually	13	4	3
Number of unique students participating in the Metro farecard, token, or DC One card program.	Annually	755	501	424
Number of schools supported	Annually	262	226	266

2016 Initiatives

Objective Number	Objective Title	Initiative Number	Initiative Title	Initiative Description
(empty) - 1 (4 Initiatives)				
1	Safety	1.1	Student Behavior Incident Response Plan	DOT will enhance incident response protocols including bus observations, staff development, and/or behavior intervention meetings in collaboration with the LEA, school and parents to address repeated offenses of both safety sensitive and non-safety sensitive student behavior incidents
1	Safety	1.2	School Bus Safety Monitoring Program	In 2014 OSSE DOT began a Bus Safety Monitoring Program to discourage unsafe activities and promote best practices in safety for student transportation. The full launch will be completed in SY15/16. Drivers will be randomly observed in the field and at the terminals, and evaluated and scored based on a rubric informed by jurisdictions with similar programs, the OSSE DOT Accident Review Board Table of Penalties, and a previous DOT driver observation program. DOT will continue its coordination with OSSE HR, the Office of Labor Relations & Collective Bargaining and our union partners to clearly communicate program expectations to staff and formally launch the program.
1	Safety	1.3	School Bus Operations Training Program	OSSE DOT recently began conducting regular Driver Refresher courses, Behavior Intervention courses, and an Annual In Service Review. This initiative would institute such trainings in a comprehensive year-round training program curriculum based on a needs assessment; record them to include in a library of webcasts of internal trainings; and carefully monitored analyzed for training effectiveness.
1	Safety	1.4	Implement Vision Zero Program	The District Vision Zero Program aims to eliminate fatalities and serious injuries to travelers in the city by 2024. To ensure the safety of its staff, OSSE DOT will create an education campaign outfitting buses with messages to encourage safe driving. OSSE DOT will also develop a year-long bus safety awareness campaign for parents, schools, bus drivers, and communities, and establish a recognition program for drivers with excellent safety records. OSSE DOT will also develop bus staging plans for drop-off and pick-up at all school locations to decrease the likelihood of accidents between buses.
TOT				
(empty) - 2 (3 Initiatives)				

2	Reliability	2.1	Full Integration of Student Ridership Tracking System	OSSE DOT will address implementation issues with the Student Ridership Tracking System and guarantee GPS reliability. This initiative will make reporting for all stops in a bus journey (arriving/departing homes, schools, terminals) uniform and unquestionable. A process will be developed to follow up with drivers and fix technical problems as soon as possible.
2	Reliability	2.2	School Bus Maintenance and Repair Terminal Purchase	OSSE DOT will open a new school bus terminal that encompasses an on-site maintenance and repair facility. The current lease for the New York Avenue Bus Terminal expires on June 30, 2018. OSSE DOT and the Department of General Services have identified space available for purchase to potentially relocate two bus terminals. The facility's office space will be rehabilitated, one warehouse will be converted to a driver waiting area, and other warehouses will be outfitted for bus maintenance. This will expand DOT's capability to repair vehicles in-house more efficiently than the current procurement scenario.
2	Reliability	2.3	Improve the Vehicle Maintenance Plan	OSSE DOT will enhance the regularity and tracking of preventative maintenance, resulting in a more efficient, cost effective, reliable, and well maintained fleet of vehicles.

TOT

(empty) - 3 (5 Initiatives)

3	Efficiency	3.1	DC One Card	OSSE DOT will transition eligible DCPS student travel subsidy program participants from tokens and fare cards to the DC One Card. This will eliminate the need for school staff to physically visit OSSE DOT on a monthly basis to pick up tokens and fare cards and provide additional protection against accounting errors. In FY15 DDOT and WMATA developed the infrastructure to allow the DC One Card to be used for Metrobus and Metrorail travel. OSSE DOT is educating local schools regarding the steps required to make the transition and working with DDOT and WMATA to expand capacity to segments of the OSSE DOT student population that are not currently eligible. Implement a proactive initiative to identify students who may be potential candidates for travel training, notify their IEP teams of this option, and consider establishing an internal travel training program at OSSE DOT. Significant potential cost-savings may result from an increased use of tokens/ fare cards in favor of bus service.
3	Efficiency	3.2	Overtime Reduction	OSSE DOT will investigate opportunities, to reduce overtime hours. This may include flawless integration of In Touch Biometric Sign In System with payroll, develop procedures for rapid response and resolution, and performance evaluation. Other opportunities may also include better leave tracking and hiring more bus staff in order to achieve potential cost savings and improve service provided to students/parents.

3	Efficiency	3.3	In Touch Biometric Sign-In System	OSSE DOT will more effectively manage staffing and overtime utilization by implementing the ADP Biometric scanning process. This cutting-edge system will eliminate the need for time clock supervision and processes and supplies related to badges and PIN-based time and attendance system for over 1,000 employees. Management will be able to redirect resources to managing bus operations, improving adherence to work schedules, and increasing workforce productivity. This project is aligning OSSE DOT with its mission to ensure students are receiving safe, reliable, and efficient transportation services.
3	Efficiency	3.4	Improve Communication and Coordination with LEAs for Transportation Certification Deadlines	OSSE DOT will develop a communication plan, using established LEA outreach methods, to inform LEAs of upcoming transportation certification deadlines and available trainings sessions on data submission. DOT will establish a training schedule that will allow LEA staff to attend training sessions throughout the year, prior to the certification deadlines. These instructor-led sessions will guide LEAs and schools through the certification process. The goal of this initiative is to improve the level of compliance necessary to effectively plan and schedule student transportation for the upcoming school term.
3	Efficiency	3.5	Formalize IT Policy and Procedures	OSSE DOT will continue to develop formalized IT Policy and Procedure documents to provide a framework for the various processes required to perform critical IT functions, resulting in increased efficiency and reliability when performing IT procedures.

TOT

(empty) - 4 (3 Initiatives)

4	Customer Service	4.1	Automated Event Notification System	OSSE DOT will implement Phase 2 of the Automated Event Notification Services to parents and the stakeholder community via voice call, mobile text messages, and e-mail communication mediums. These events include, but are not limited to bus status alerts, inclement weather-related alerts, operating status notifications, and general announcements regarding student transportation services. DOT implemented Phase 1, inclement weather notifications, in February 2015 and will continue to expand the communication services throughout 2016.
4	Customer Service	4.2	Transportation Advisory Council	OSSE DOT will create a Transportation Advisory Council (TAC) to provide a forum for broad-based and robust discussions of transportation issues. The TAC will be the mechanism through which the various stakeholders in the school transportation community and in the division will work together to provide the best service possible for the students served. Stakeholders will include representation from parents of special needs students, advocacy groups, DCPS, charter schools, CFSA, and Adult Protective Services.

4	Customer Service	4.3	Customer Engagement Center	OSSE DOT will establish a Customer Engagement Center that will operate as a “communication hub” for the division. This will centralize all communication regarding student transportation, such as bus schedules, route arrival status, enrollment needs, and driver communication. By establishing the Customer Engagement Center, OSSE DOT will ensure all messaging is aligned for effective internal and external communication.
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