

Special Education Transportation FY2021

Agency Special Education Transportation

Agency Code GO0

Fiscal Year 2021

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.

Strategic Objectives

Objective Number	Strategic Objective
1	Customer Service: Provide accurate, responsive, and pro-active communication and services to ensure a positive customer experience through friendly and respectful interactions.
2	Safety: Support learning opportunities by providing the safest and least restrictive transportation options to eligible District of Columbia students.
3	Reliability: Establish and maintain the infrastructure necessary to ensure eligible students receive reliable transportation services to and from school.
4	Efficiency: Maximize the use of human, physical, financial, and technological resources by continuously striving for the most cost effective operations.
5	Create and maintain a highly efficient, transparent, and responsive District government.

Key Performance Indicators

Measure	Directionality	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Target
1 - Customer Service: 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	Up is Better	81.5%	85.7%	85.8%	92%
2 - Safety: Support learning opportunities by providing the safest and least restrictive transportation options to eligible District of Columbia students. (1 Measure)					
Average preventable accidents per 100,000 miles	Down is Better	1.7	1.2	1.6	1
3 - Reliability: Establish and maintain the infrastructure necessary to ensure eligible students receive reliable transportation services to and from school. (3 Measures)					
Average percent on-time arrival at school AM (20 minute window)	Up is Better	85%	89.3%	91.5%	94%
Daily percent of Bus Attendants available (Includes the need for 1:1 aides)	Up is Better	New in 2021	New in 2021	New in 2021	New in 2021
Daily percent of daily Bus Drivers available	Up is Better	New in 2021	New in 2021	New in 2021	New in 2021
4 - Efficiency: Maximize the use of human, physical, financial, and technological resources by continuously striving for the most cost effective operations. (1 Measure)					
Average variable cost per route (fuel, maintenance, overtime)	Down is Better	1739.4	1865.02	1715	1700

Operations

Operations Header	Operations Title	Operations Description	Type of Operations

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1 - Customer Service: Provide accurate, responsive, and pro-active communication and services to ensure a positive customer experience through friendly and respectful interactions. (1 Activity)			
COMMUNICATION, OUTREACH & ADMINISTRATION	Coordinate and execute strategic internal and external communications	Coordinate and expand communication to OSSE-DOT staff, other OSSE departments, schools/ LEAs, and students and families who use student transportation through efforts led by OSSE-DOT Office of Customer Engagement.	Daily Service
2 - Safety: Support learning opportunities by providing the safest and least restrictive transportation options to eligible District of Columbia students. (1 Activity)			
TRAINING COORDINATION AND LOGISTIC	Enhance bus safety by focusing on staff training and improving operations	Ensure DOT compliance with federal and state regulations pertaining to motor vehicle operations, student accommodations, specialized equipment and professional development.	Daily Service
3 - Reliability: Establish and maintain the infrastructure necessary to ensure eligible students receive reliable transportation services to and from school. (1 Activity)			
INSPECTIONS AND FLEET MANAGEMENT	Provide coordination and oversight of fleet and terminals/ facilities	Coordinate maintenance for all fleet vehicles ensuring they are reliable for transportation. Enhance bus operations in order to improve on time arrival at school.	Daily Service
4 - Efficiency: Maximize the use of human, physical, financial, and technological resources by continuously striving for the most cost effective operations. (1 Activity)			
PROGRAM MANAGEMENT & RESOURCE ALLOCATION	Internal management to improve external services	Monitor and track operations in order to improve services as well as support student transportation in the most cost effective manner.	Daily Service

Workload Measures

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
1 - Coordinate and execute strategic internal and external communications (3 Measures)			
Number of students receiving school bus transportation	3295	3173	1729.5
Number of schools supported	226	236	119.3
Number of students whose parents receive reimbursement or participating in the Metro farecard, token or DC One Card Program	20	60	106
2 - Enhance bus safety by focusing on staff training and improving operations (2 Measures)			
Number of bus drivers and attendants	1139	1162	1208
Number of training offered for bus drivers and attendants	197	190	46.5
3 - Provide coordination and oversight of fleet and terminals/ facilities (2 Measures)			
Number of buses in service	93.5%	94.4%	94.2%
Number of school bus breakdowns	244	332	137

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date

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Coordinate and execute strategic internal and external communications (3 Strategic initiatives)		
Targeted Outreach and Recruitment	OSSE DOT will participate in ward specific outreach events to ensure school staff and parents, specifically in Wards 7 and 8, are well informed of special education transportation services. OSSE DOT will participate in two to three outreach efforts in Wards 7 and 8 per month throughout the school year (recruitment, events, school visits) as allowed via COVID-19 restrictions.	09-30-2021
Stop Arm Camera Project	OSSE DOT in collaboration with the Deputy Mayor for Operations and Infrastructure, District Department of Transportation, Department of Motor Vehicles, Mayor's office and City Administrator, will restart the pilot of the Stop Arm Camera Project in FY21. Based on the pilot program, with sister agencies, OSSE DOT will develop and begin implementing a plan for full deployment. The Stop Arm Project will allow OSSE DOT to place stop arm cameras on its buses and to issue citations for violators. Stop arm cameras will ensure the safety of students, staff and pedestrians while loading and unloading the bus.	09-30-2021
School Reopening (COVID-19)	OSSE DOT will develop and implement new normal practices in accordance with local and federal guidance for reopening as a result of COVID-19.	09-30-2021
Internal management to improve external services (1 Strategic Initiative)		
Student Ridership Tracking System	OSSE DOT will pilot a more reliable, efficient and user- friendly Student Ridership Tracking System and GPS which will better meet the needs of operations. This new system will enhance routing and reporting for all stops in a bus journey (arriving/ departing homes, schools, terminals), while removing the existing burden of utilizing multiple systems.	09-30-2021
Provide coordination and oversight of fleet and terminals/ facilities (2 Strategic initiatives)		
New School Bus Terminal	OSSE DOT, in collaboration with the DGS, will open a school bus terminal that encompasses an on-site maintenance and repair facility in FY2022. The new terminal will replace the New York Avenue terminal location. In FY21, DGS will award the construction contract as well as break ground and start construction of the new terminal at W Street.	09-30-2021
New Fleet	OSSE DOT will prepare newly purchased school buses and vans to be placed in service to include developing a program for the review and storage of camera footage. Staff will be trained on the new vehicles. All newly purchased vehicles are equipped with internal cameras to monitor staff and student safety on the bus and to aid in the investigation of school bus incidents/ accidents.	09-30-2021