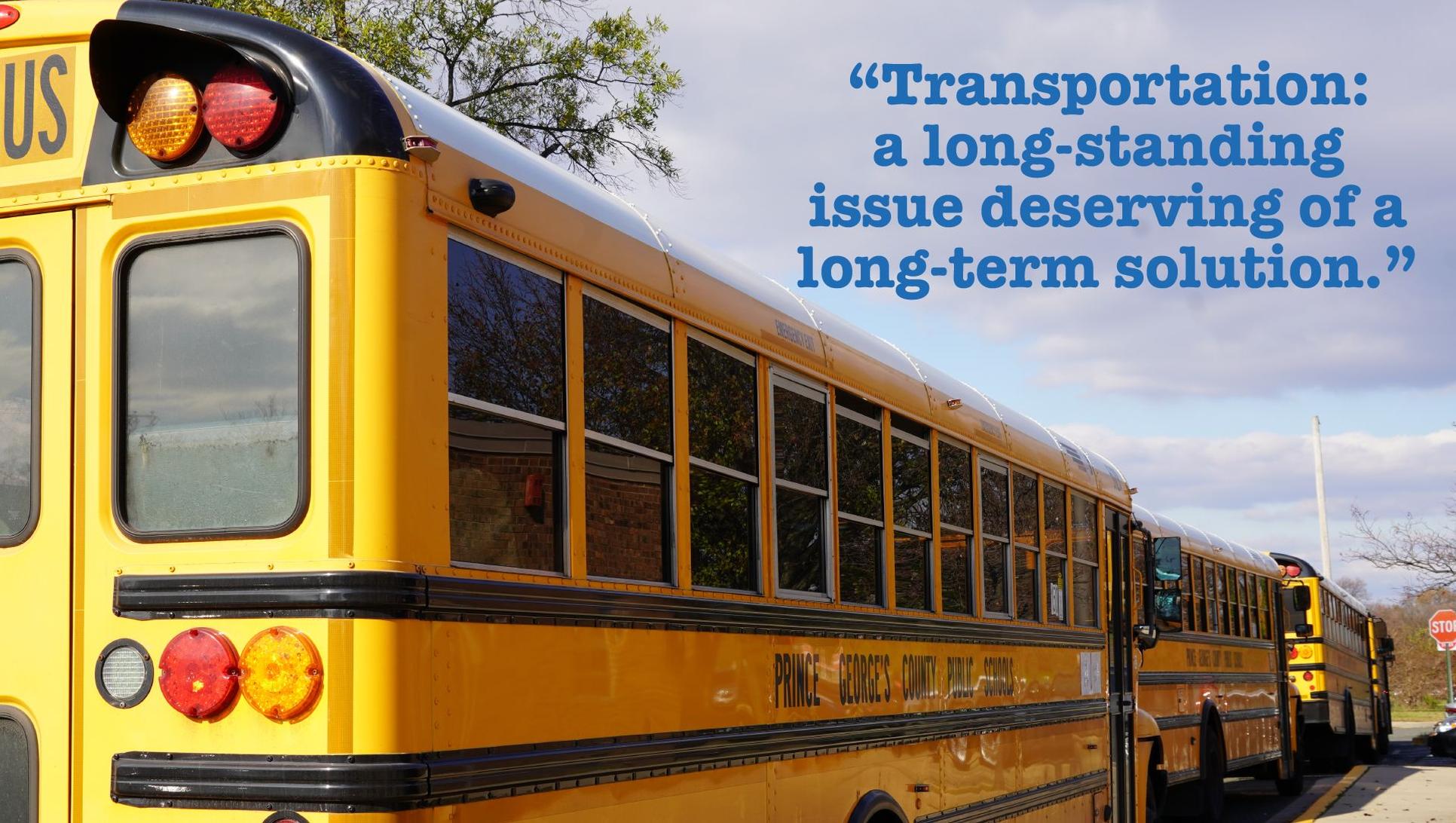




TRANSPORTATION ACTION PLAN





**“Transportation:
a long-standing
issue deserving of a
long-term solution.”**

PRIORITIZED RECOMMENDATIONS FOR SY 24-25



School Start & End Times are Shifting

Start and end times for all PGCPs schools are being streamlined.

Los horarios de llegada y de salida cambiarán

Los horarios de inicio y finalización de las clases en todas las escuelas de PGCPs se optimizarán.



Bus Stop Locations are Moving

Where students get on and off the bus will change for more efficient and timely routes.

Las ubicaciones de las paradas de autobús cambiarán

El lugar donde los estudiantes toman y se bajan del autobús cambiará para hacer que las rutas sean más eficientes y puntuales.



Are You in The Bus Zone?

Students within walking distance to school who have safe pedestrian routes will no longer receive a bus.

¿Está usted en una zona de autobús?

Los estudiantes que viven a una distancia que permite caminar a la escuela y que cuentan con rutas seguras para los peatones ya no tendrán servicio de autobuses.

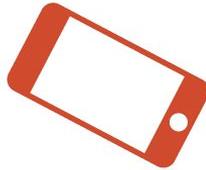


Don't Need a Bus? Tell Us.

Opt out of transportation if your child will be a car rider or student driver.

¿No necesita un autobús? Cuéntenos

Elija no usar el servicio de transporte si su hijo viajará en automóvil o si conduce a la escuela.



Track in the App

Download and use the Stop Finder App for improved and reliable GPS tracking.

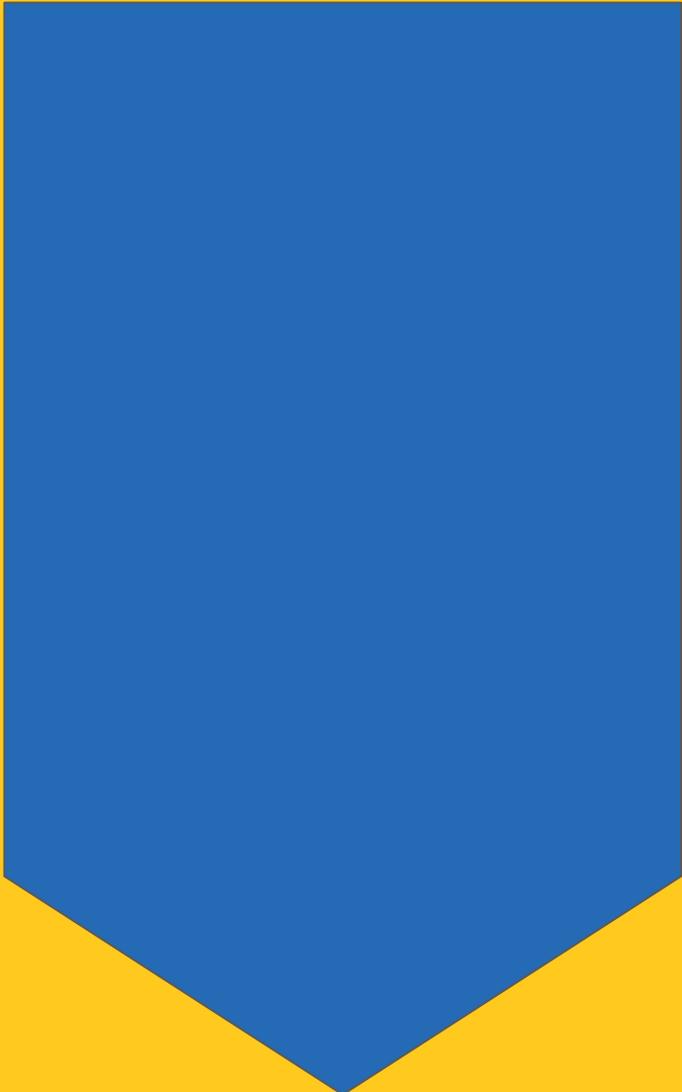
Haga seguimiento en la aplicación.

Descargue y utilice la aplicación "Stop Finder" para hacer un seguimiento por GPS mejorado y confiable.

For more information, please visit
www.pgcps.org/bus



Para más información, por favor visite
www.pgcps.org/bus



PROJECT MANAGEMENT

PHASE 1 RECOMMENDATIONS

The overarching goal in Phase 1 (SY 24-25) is to implement the 5 recommendations below in a manner that causes the least disruption to our students and families, but creates efficiencies as we transport our scholars to and from school daily.



PHASE 1 OBJECTIVES

Three main objectives will anchor our work throughout implementation.



ENHANCE

We will enhance our transportation system by implementing a 3-tiered bell schedule, auditing internal processes and increasing customer service for our families.



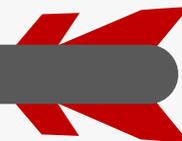
ENGAGE

Along the way, we will engage with our stakeholder groups to ensure they are well informed and that they also have an opportunity to inform us.



EVALUATE

Regular reporting is infused throughout the implementation process for progress monitoring and accountability.





RECOMMENDATION 1: **Bell Time Alignment**

ACTION:
**School Start & End Times
are Shifting**

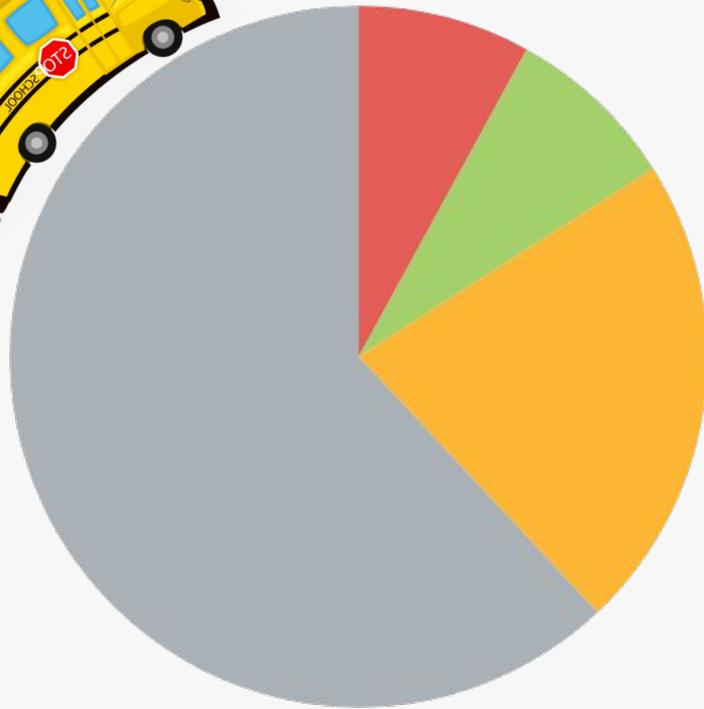
Consistency across district bell times

- **Better transportation efficiency**
- **Increased Staff Utilization/ Eliminating Doubling of Runs**
- **Better utilization of buses and drivers**
- **Possible reduction of nearly 50 buses**
- **Reduced truancy and chronic absenteeism**
- **Standardization of start times makes schedules easier to understand for families**



ACTUAL BELL TIME IMPACT

Bell Time Shifts By Percentage



-  **22%** of schools no change in bell times (41 Schools)
-  **62%** of schools shift bell times by 15 min or less (118 Schools)
-  **8%** of schools shift bell times 16 to 30 min (16 Schools)
-  **8%** of schools shift bell times 31 to 45 min (15 Schools)

*The maximum time shift for any school is 45 minutes.

*No schools shifted bell times by 60 minutes.

PROJECTED EFFICIENCY GAINS: ARRIVAL

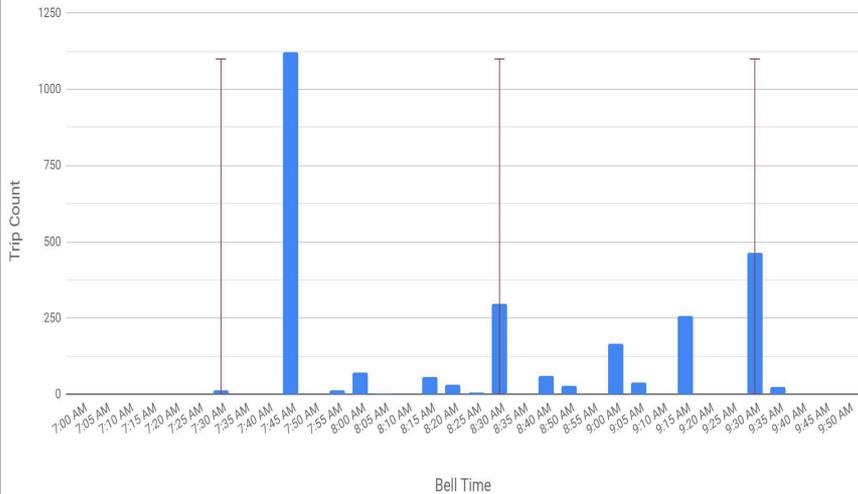


Three distinct tiers have been established to support improved transportation efficiency enabling PGCPS to shift from 13 start times to 3.

Current State: AM Trips by School Bell Time

Bell time categories include trips anchored to the listed bell time and later

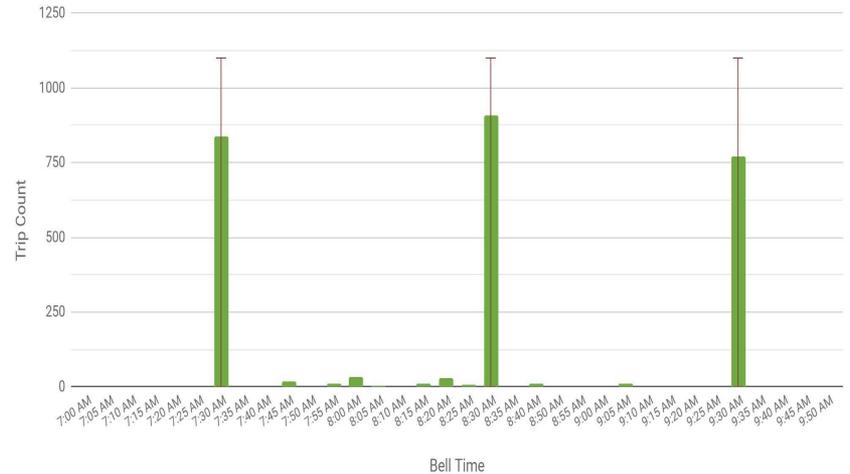
Original Trip Count Tier Markers



Scenario 5: AM Trips by School Bell Time

Bell time categories include trips anchored to the listed bell time and later

Adjusted TripCount Tier Markers



PROJECTED EFFICIENCY GAINS: DISMISSAL

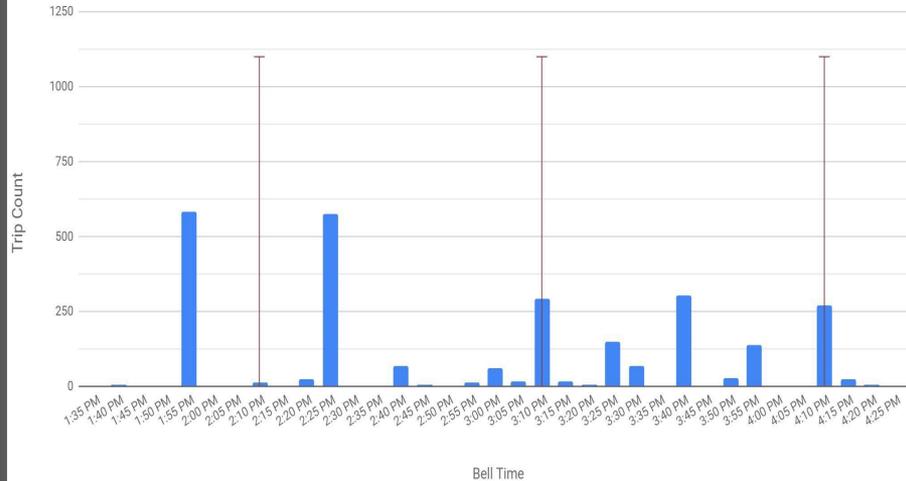


PGCPS will reduce dismissal times from 17 to 6.

Current State: PM Trips by School Bell Time

Bell time categories include trips anchored to the listed bell time and later

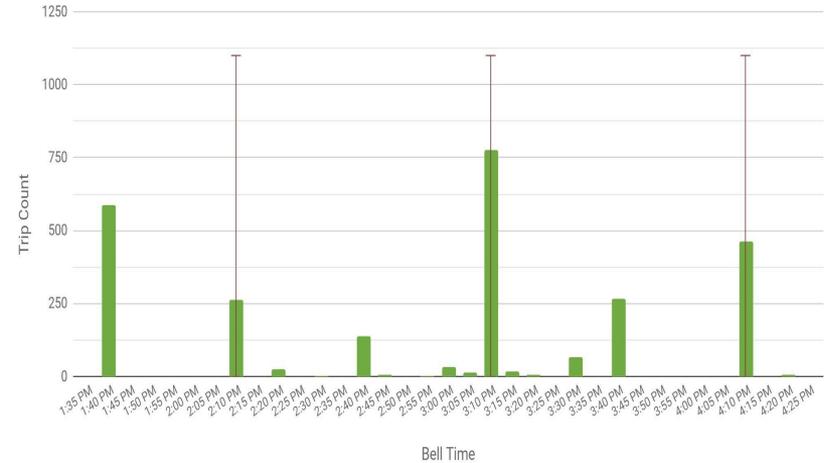
Original Trip Count Tier Markers



Scenario 5: PM Trips by School Bell Time

Bell time categories include trips anchored to the listed bell time and later

Adjusted Trip Count Tier Markers

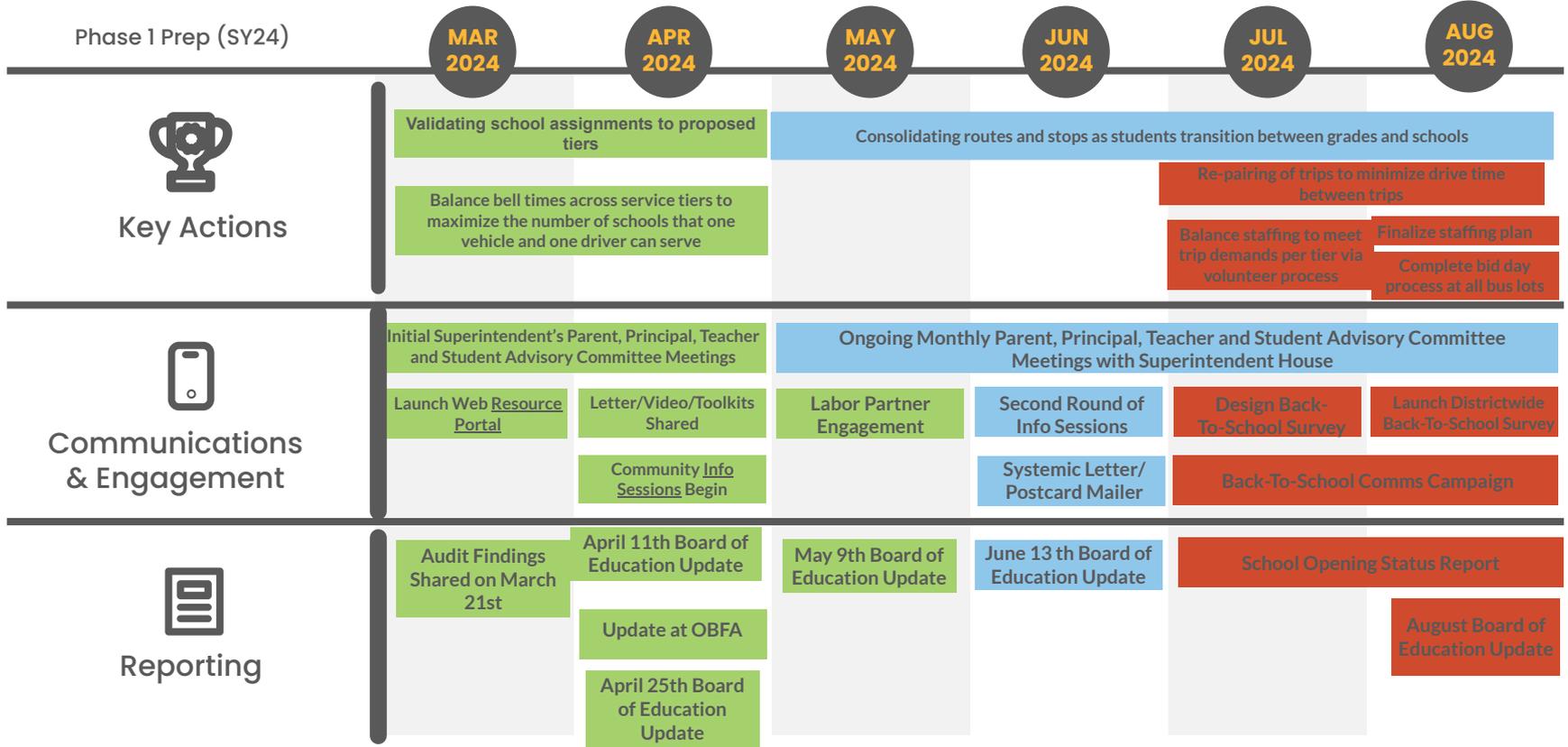


RECOMMENDATION 1: BELL TIME ALIGNMENT

GOAL: Implement a 3-tiered bell time schedule to create efficiencies that lead to consistent on-time arrivals.

Status: **ON TRACK**

● Completed ● In progress ● Planned





RECOMMENDATION 2:
Service Level Differentiation
and Target Stop Consolidation

ACTION:
Bus Stop Locations
are Moving

Stop consolidation and load balancing

- **Elementary students walk shorter distances than secondary**
- **Shorter ride time**
- **Increased on time arrival**
- **Decrease odds of routes falling behind**
- **Increased vehicle utilization**
- **More students able to ride on each trip**



RECOMMENDATION 2 : SERVICE LEVEL DIFFERENTIATION & TARGET STOP CONSOLIDATION

GOAL: Identify stops for consolidation that would result in the greatest efficiencies across our ridership.

Status: **ON TRACK**

● Completed
 ● In progress
 ● Planned

Phase 1 Prep (SY24)

MAR
2024

APR
2024

MAY
2024

JUN
2024

JUL
2024

AUG
2024



Key Actions

Create an evaluation plan to address each stop for safety

Train Transportation staff on evaluation criteria to ensure calibration

Review percentage of stops for potential consolidation

Consolidate stops following individual site reviews

Final review in preparation for electronic bid day

Update stop pool mapping

Reassign students



Communications & Engagement

Initial Superintendent's Parent, Principal, Teacher and Student Advisory Committee Meetings

Ongoing Monthly Parent, Principal, Teacher and Student Advisory Committee Meetings with Superintendent House

Launch [Web Resource Portal](#)

Letter/Video/Toolkits Shared

Labor Partner Engagement

Second Round of Info Sessions

Design Back-To-School Survey

Launch Districtwide Back-To-School Survey

Community [Info Sessions](#) Begin

Systemic Letter/Postcard Mailer

Back-To-School Comms Campaign



Reporting

Audit Findings Shared on March 21st

April 11th Board of Education Update
Update at OBFA

May 9th Board of Education Update

School Opening Status Report

April 25th Board of Education Update

August Board of Education Update



RECOMMENDATION 3:

Walk Zone Audit

ACTION:

Are You in The Bus Zone?

Reassessment of stops within walk zones

- **Stops to be assessed through safety audit process**
- **Increased vehicle utilization**
- **More efficient planning**
- **Potential to reduce traffic congestion around schools**
- **Consistent, fair process for reviewing walk zones**

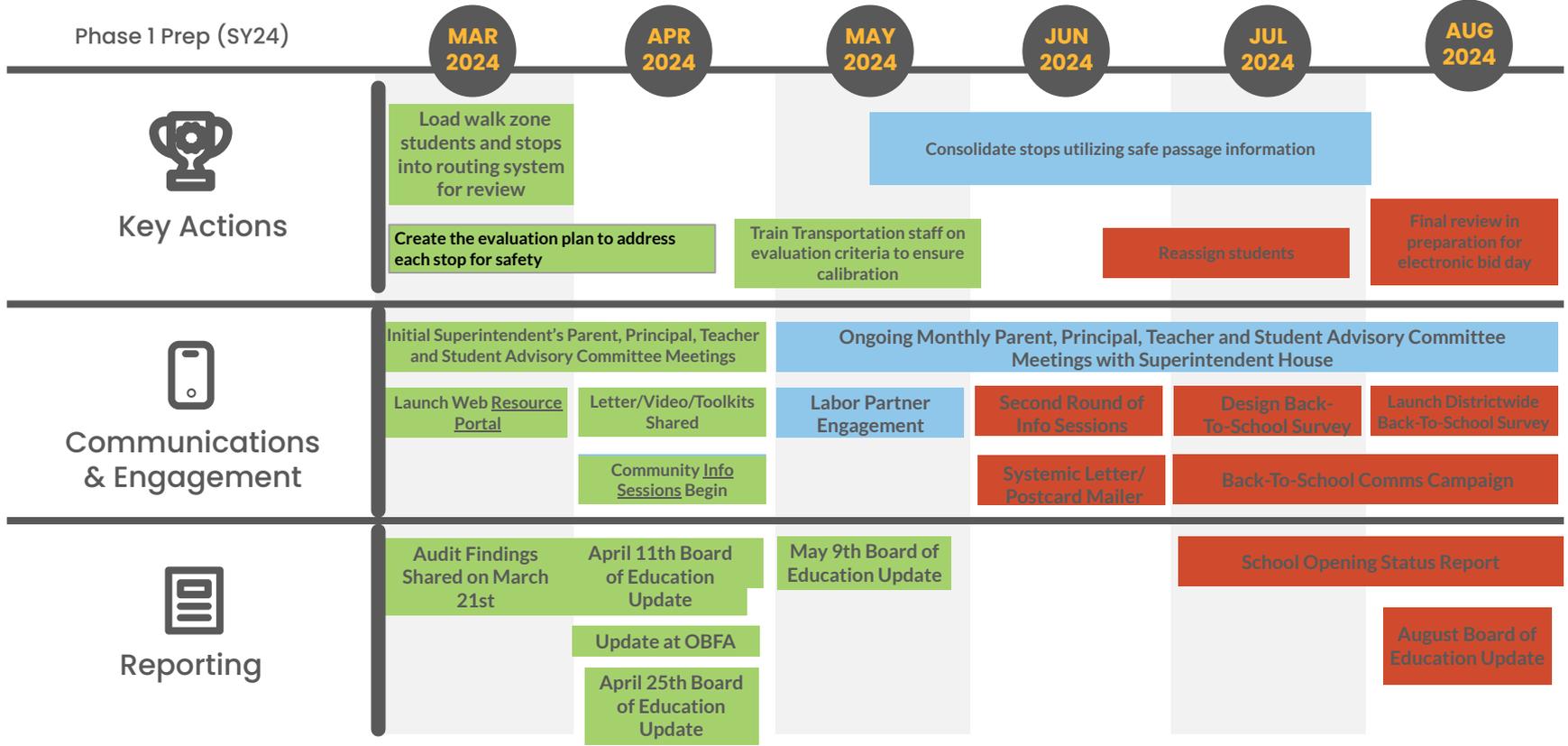


RECOMMENDATION 3 : WALK ZONE AUDIT

GOAL: Reassess current stops within the walk zone through a defined criteria for safe passage.

Status: **ON TRACK**

● Completed ● In progress ● Planned





RECOMMENDATION 4:
Implement a Codified
Opt-Out Practice

ACTION:
Don't Need a Bus? Tell Us.

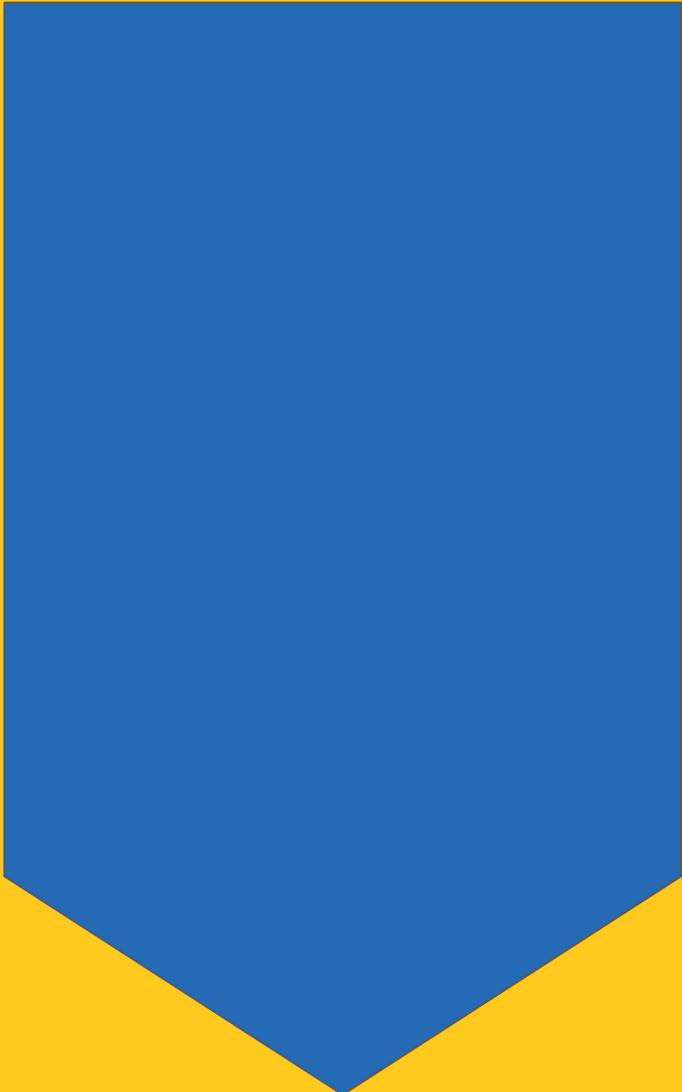
- **Fewer students to route**

- **Opting out increases routing efficiency to start the year**

- **Cost savings for the district**

- **More time to validate routes in the beginning of the year**





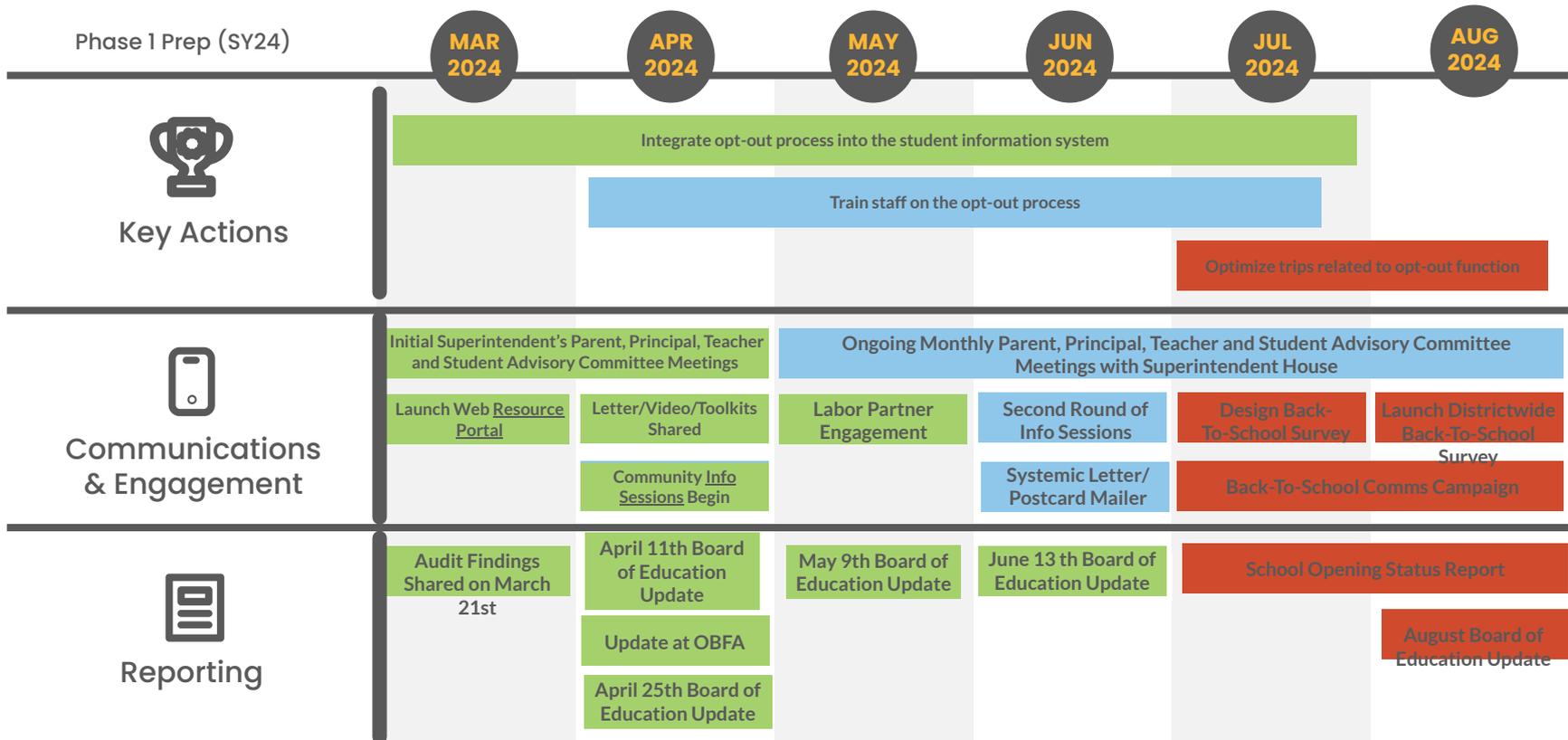
MONITORING & ACCOUNTABILITY

RECOMMENDATION 4 : CODIFIED OPT-OUT

GOAL: Embed an opt-out option for parents/guardians in the online registration process

Status: **ON TRACK**

● Completed ● In progress ● Planned



Opt-Out Results from Parent Survey



- PGCPS Families were surveyed spring of SY24
- Families who do not need transportation for SY24-25: 3,089
- Families will be required for SY25 and beyond to indicate their opt-In for transportation in Synergy upon registration





RECOMMENDATION 5:
Adopt User-Centered Design
to Enhance Customer Service

ACTION:
Track in the App

**Timely information on bus schedules,
route changes, and other updates**

- Ensure accurate vehicle location in Stop Finder
- Enhances customer service
- Builds trust with families through sharing of accurate information
- Education: How to get, use and maximize the app

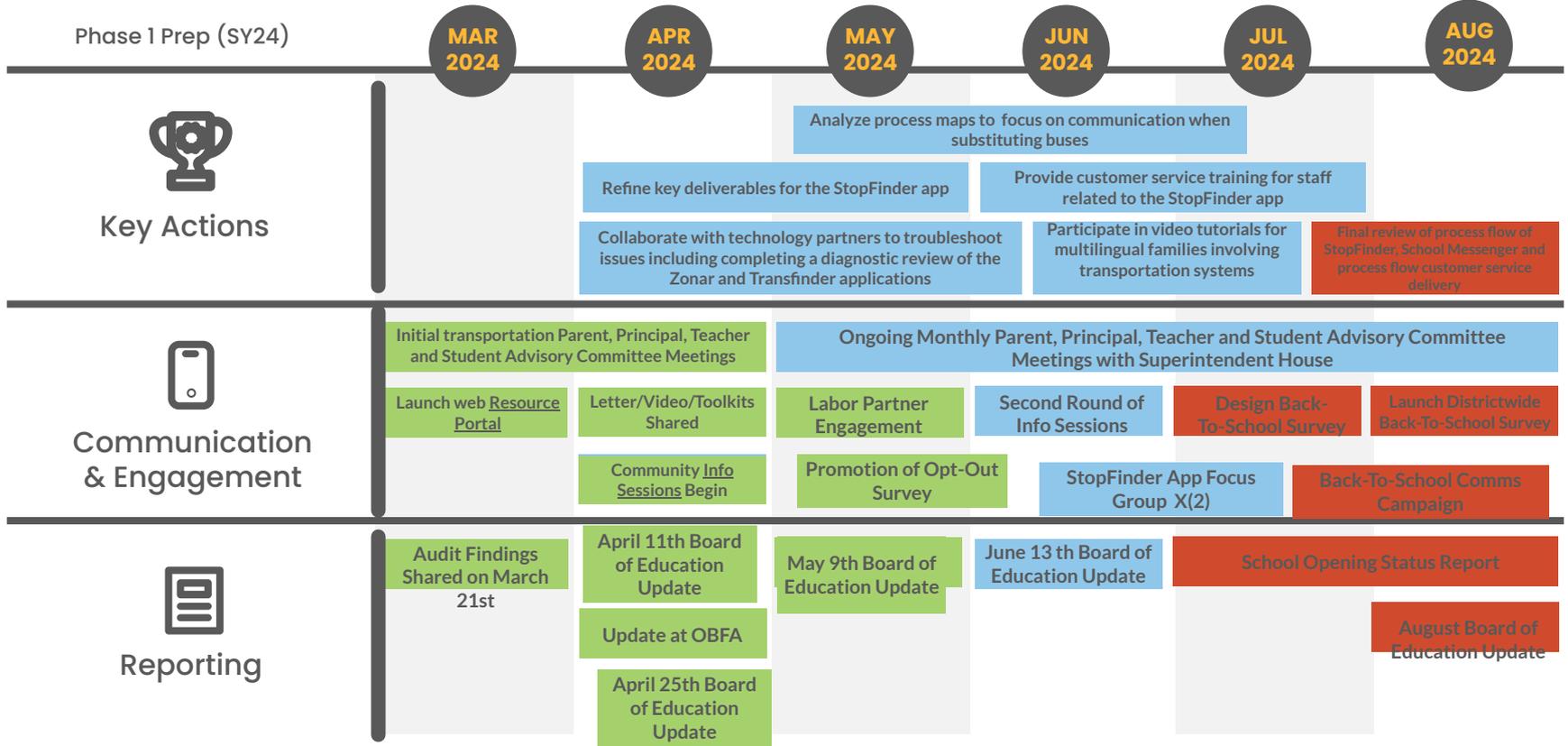


RECOMMENDATION 5 : ENHANCED CUSTOMER SERVICE

GOAL: Improve customer service of the parent app by enhancing communication methods and training staff.

Status: **ON TRACK**

● Completed ● In progress ● Planned





INFORMATION TECHNOLOGY

Enhanced Customer Service



APRIL – MAY 2024

- **Review of StopFinder App** including overall functionality, and enrollment information and videos
- **APP Testing PHASE 1 (internal):** Members of DOT and IT tested App for geo alerts and notifications for some afternoon routes



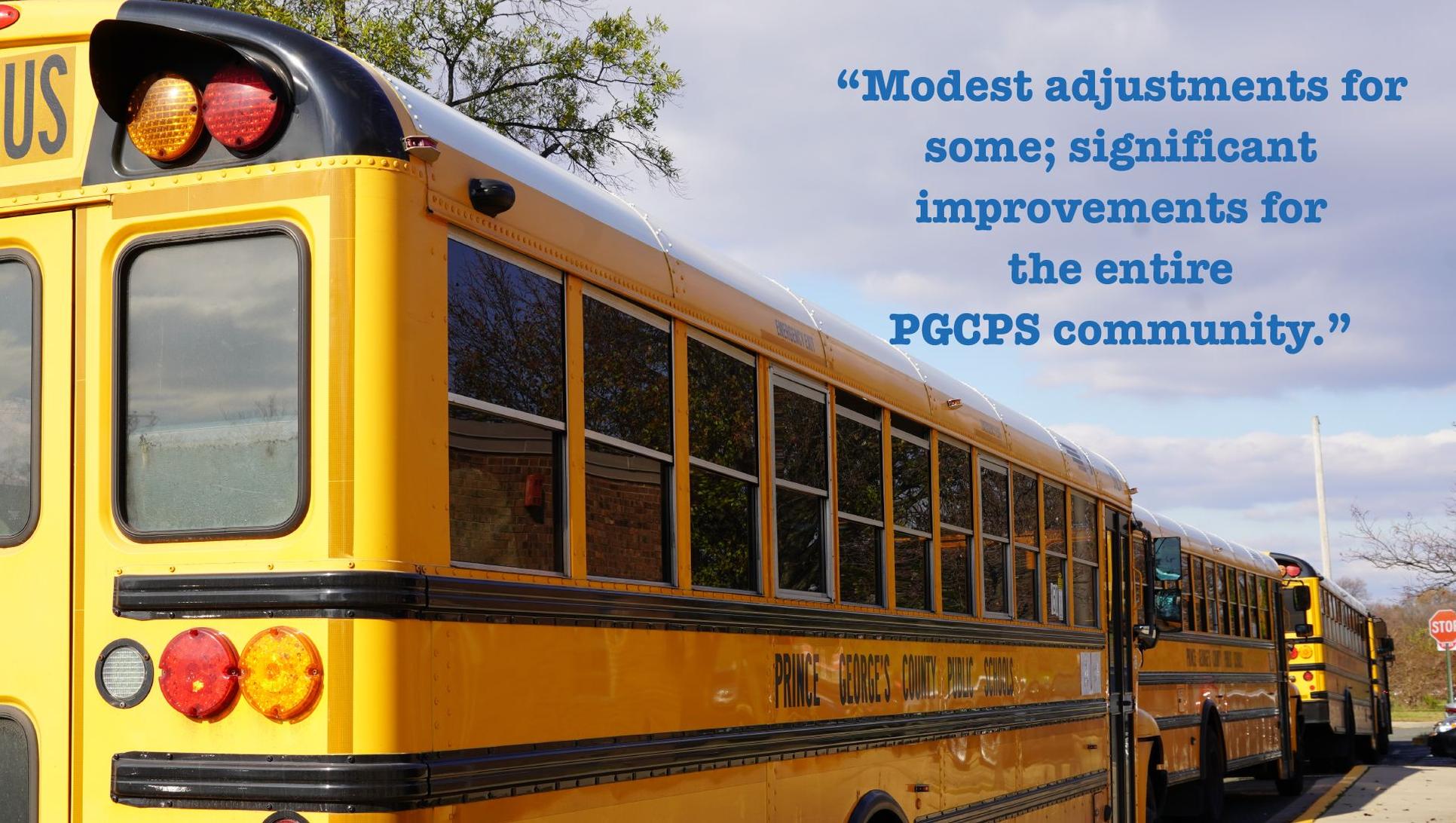
JUNE – JULY 2024

- **Identify and Develop Plan** for communicating enhanced StopFinder information through videos in multiple languages
- **APP Testing PHASE 2 & 3:** Staff Members will test the App in the field for summer morning routes. Phase 3 will include additional stakeholders.

AUG – SEPT 2024

- **Communicate enhanced StopFinder info** to parents and guardians. Campaign will begin SY 2024- 2025
- **Ongoing Monitoring and Evaluating of StopFinder App** and additional help sessions for parents and guardians





“Modest adjustments for some; significant improvements for the entire PGCPS community.”

PGCPS Walk to Stop Policy
1.5 to 2 miles



*** How far students walk now**
Less than ¼ mile



*** How far students are expected to walk next SY**
Less than ½ mile



** Average walk to stop distance*



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-  **8%** of schools shift bell times 31 to 45 min (15 Schools)

TRANSPORTATION IMPROVEMENTS TIMELINE

2024

2025

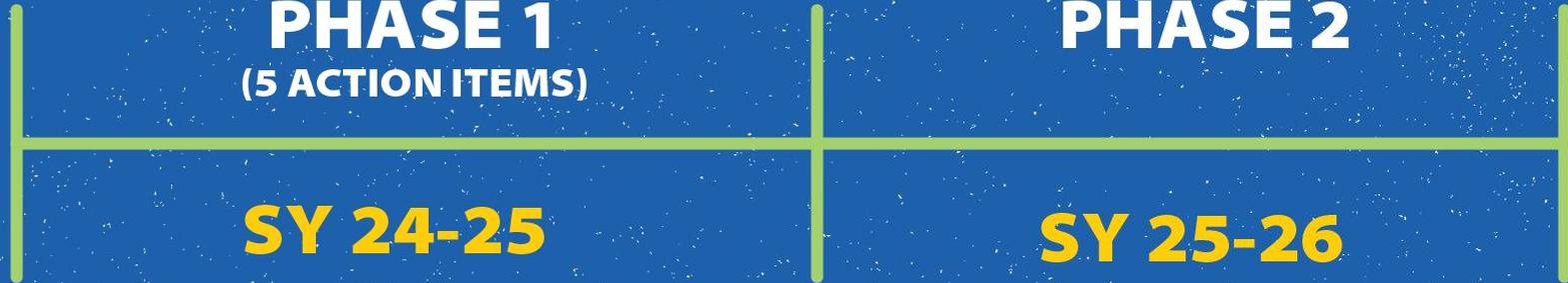
2026

PHASE 1
(5 ACTION ITEMS)

PHASE 2

SY 24-25

SY 25-26



KEY PERFORMANCE INDICATORS



NAME OF METRIC

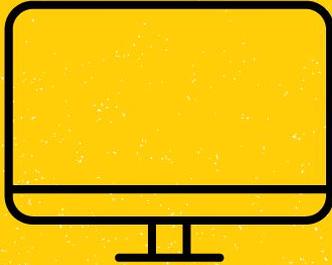
DATA TO BE MEASURED

Vacant Routes	Routes not assigned to drivers
On Time Arrivals	Times buses arrive at school
StopFinder Usage	Activated accounts and Geo Alert creation
Planned Doubles	Buses that come back to school for second loads



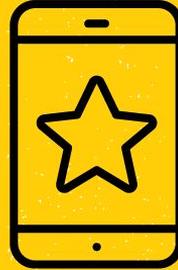
COMMUNICATIONS & ENGAGEMENT

Information & Updates



PGCPS Website
School Website

SchoolMax Family Portal



Text Messages



Email



www.pgcps.org/bus



Mail



PGCPS Social Media

Facebook • Twitter/X
Instagram • YouTube

COMPLETE TO DATE



- Web Portal Launch
- District/School-Level Awareness Campaign
- Transportation and Family Contact Survey
- Round 1 (9) Community Information Sessions
- School Principals' Toolkit
- Media Promotion

FORTHCOMING THIS FALL



- Back-to-School Campaign
- Back-to-School Information sessions (3)
- Educational video series
- Media Promotion





HUMAN RESOURCES

Human Resources



July 1, 2023 – June 30, 2024:

- **Fill rates increased by 5% from 78% to 83%**
- Participated in **40** Recruitment Events:
 - **27** In-person, Evening & Weekend events
 - **13** Virtual events
- PGCPS Live Television Interview with WUSA9, WTOP Radio, WUSA9 Television and Streaming, Radio One, El Zol, etc.
- Recruited at National Harbor, Mall of Prince George's, Bowie Town Center, National Night Out and other community events.
- **90% of In-Person Recruitment/Hiring events are accessible via Metro/Public Transportation Access** (ie. TheBus, MetroRail)

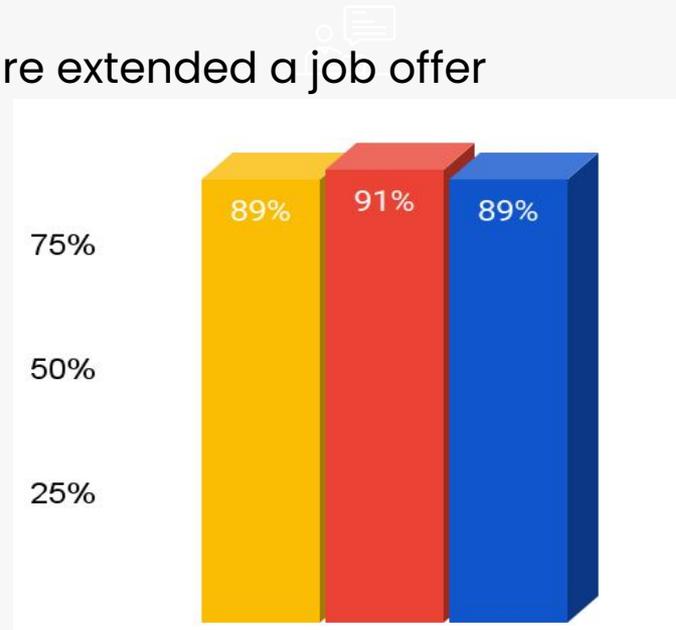


Human Resources



The majority of individuals eventually hired as a school bus driver must have participated in a CDL training program which can take **6 - 8 weeks to complete**:

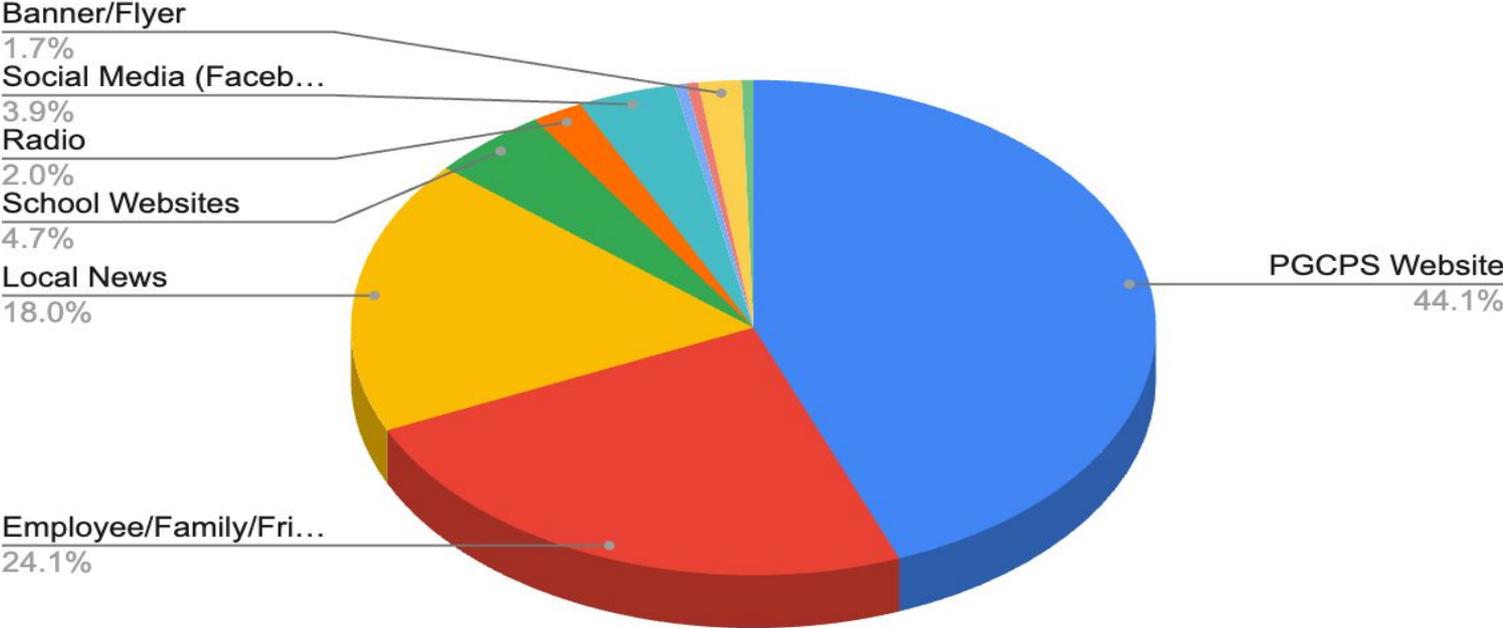
- 89% of prospective candidates interviewed are extended a job offer
- 91% of prospective candidates with a CDL interviewed are extended a job offer within 48 hours
- 89% of prospective trainee candidates (non-CDL) interviewed are extended a job offer within 48 hours



Human Resources



Count of How did you hear about us?



Human Resources - FY25 Action Steps



- ***“Individuals that are interested in paid training to become a School Bus Driver with PGCPS”***
 - Billboards, Streaming
 - Radio Ads, Television/Media Events
 - Partnerships with neighborhood organizations
 - In-Person “Hiring Paloozas” at Dr. Henry A. Wise HS
- Effective July 1, 2024, the hourly salary range for School Bus **Drivers** **increased to \$21.98 - \$43.23**
- Effective July 1, 2024, the hourly salary for CDL Bus Driver **trainees** **increased to \$18.00 per hour**



Human Resources



What are the requirements to be a bus driver...

Requirements:

- At least 21 years of age with a valid Driver's License to Apply
- At least three years driving history with a license (not provisional)
- Communicate effectively in English
- Ability to obtain a Commercial Drivers License (CDL) Class A or B with passenger and school bus endorsements or Class B Learner's Permit with passenger and school bus endorsements
 - Pass the CDL Exam administered by MVA
- No more than two (2) current points on driving record; No more than three (3) points issued in the past 10 years
- Pass a DOT Physical Examination
- Ability to meet the PGCPS bus driver classroom training and qualifications

Human Resources



Financial requirements to be a bus driver...

Applicants/Candidates Pay for:

- A copy of their driving record and the cost can range from **\$9.00 (Non-Certified) - \$12.00 (Certified)**
- **\$20.00 each time** the retake any portion of the CDL learner's test



PGCPS Absorbs:

- **The costs (\$234.50) for the following:**
 - Fingerprint/Background Check: **\$61.00**
 - Department of Transportation Physical (DOT) via Concentra: **\$113.50***
 - TB (Tuberculosis) Test via Concentra: **\$60.00***

*These are the costs that the candidate would have to pay if they went and got it on their own.

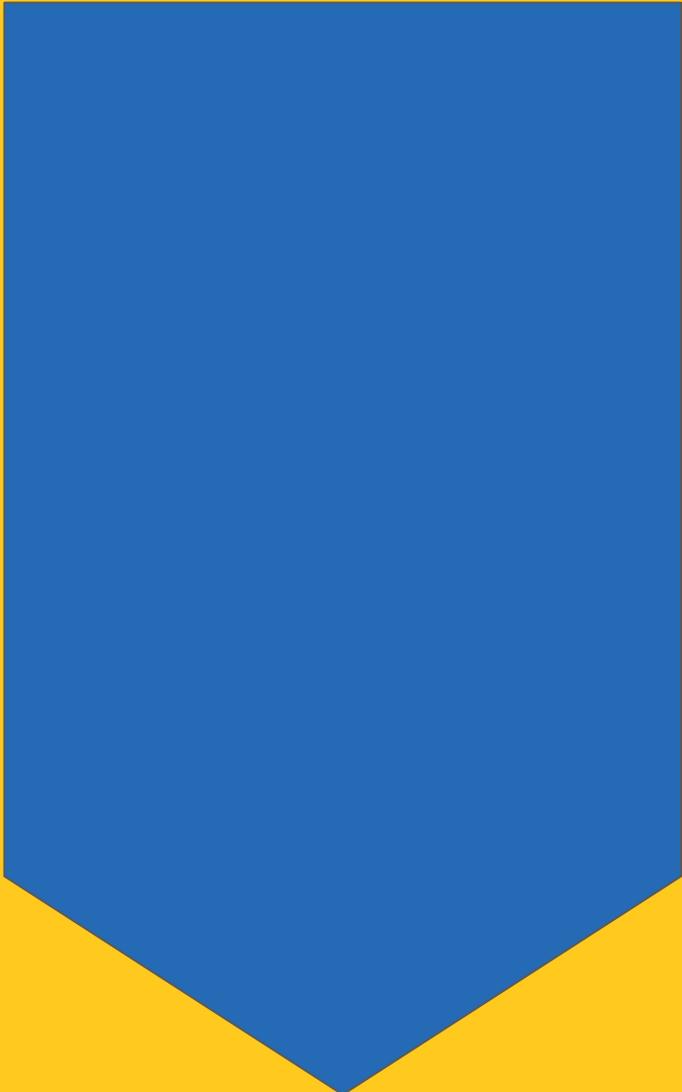
Human Resources – Events



Upcoming Events

- **PGCPS “Hiring Palooza” – Recruitment and Hiring Event @ Dr. Henry A. Wise HS**
 - Wednesday, July 10th, 4:00 p.m. – 6:00 p.m.
 - Tuesday, August 6th, 4:00 p.m. – 6:00 p.m.
- **In-Person PGCPS Recruitment & Hiring Event @ Cool Spring ES**
 - Saturday, July 13th, 9:00 a.m. – 12:00 p.m.
- **In-Person PGCPS Recruitment & Hiring Event @ Bonnie Johns Administrative Building**
 - Wednesday, July 24th, 10:00 a.m. – 2:00 p.m.
 - Wednesday, August 21st, 10:00 a.m. – 2:00 p.m.
- **Virtual Recruitment Event**
 - Wednesday, July 10th, 10:00 a.m. – 12:00 p.m.
 - Tuesday, August 6th, 10:00 a.m. – 12:00 p.m.





School Bus Electrification

ELECTRIC SCHOOL BUS INITIATIVE



- Road map to five areas
 - Foundation Setting (Feb-Apr 2024)
 - Charging Infrastructure & Operational Planning (May-July 2024)
 - Procurement & Installation (May-July 2024)
 - Training, Testing and Deployment (Aug-Oct 2024)
 - Performance Benefits & Scaling (Nov-Dec 2024)



QUESTIONS & ANSWERS