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SCHOOL TRANSPORTATION COMMITTEE
1-2:30p | Friday, September 28, 2018
Boston Public Schools, Room 6-65

Presented are minutes from the Boston Compact Transportation Committee meeting held on September 28, 2018. For more information about any of the items listed below, visit www.BostonCompact.org or email info@BostonCompact.org.

ATTENDANCE

Members Present: Tchad Cort (BPS Transportation), Ali Dutson (Principal, Mission Grammar), Will Eger (Strategic Projects Mgr Finance, BPS), John Hanlon (COO, BPS), Mark Loring (Dir. of Network Ops, Brooke Charter Schools), Shanda Roberts (Assist. Dir. of Ops, BPS), Roudcha Serizier (Interim Transportation Officer, BPS), Shannah Varón (ED., Boston Collegiate Charter School & Chair, BCA), Angela Zhang (BPS Transportation)

Members Absent: Peter Crossan (Fleet and Compliance Mgr, BPS), Ellen McDonough (Mgr of Intergovernmental Relations, BPS), Rahn Dorsey (Chief of Education, City of Boston), Delavern Stanislaus (Transportation Customer Service Mgr, BPS), Kevin Taylor (ED, City on a Hill)

Others Present: Elise Swinford (Compact staff), Rachel Weinstein (Compact staff)

UPDATES

John Hanlon provided the following updates: performance for on-time busses is better than last year and the year before. They are focusing on addressing problematic routes. Call center staff has increased by 25%, resulting in hold time reduction. The app has been improved and more is widespread. More monitor trips have been covered, but this is an ongoing challenge. The bus driver contract was ratified. Charles Grandson is now Interim Chief Academic Officer and the Deputy COO position might be filled in the coming weeks. **Del Stanislaus** is interim Director of Transportation, **Shanda Roberts** is Assist. Dir. of Ops, and **Roudcha Serizier** is Interim Transportation Officer.

Mark Loring observed the following improvements and continuing challenges:

- Improvements: The principal line wait times have improved, as has access to ops reports and Zonar information. Charter ops are receiving proactive calls when routes are uncovered, improvements have been made to the work calendar, and there is a better emergency response protocol.
- Challenges: There are uncovered routes for sustained periods, which could have an impact on charter missions and student learning; there is miscommunication about whether or not busses are indeed covered; ops reports are sometimes inaccurate; and there is confusion about when and how uncovered busses are covered. It would be helpful for CSRs to see all routes for a particular school to better understand routes and arrival times. It would also be helpful for charter parents to receive phone call updates as BPS parents do. There is a misunderstanding about how

bus attendants and monitors should be compensated and from what office.

Ali Dutson updated the committee, noting that parochial schools are currently not using attendants but might need to, more Catholic school students are using school busses, and the Catholic sector needs clarification on qualifying for transportation.

John noted that Transdev hired additional drivers, and they are working together to improve driver attendance and the efficacy of standby drivers.

Will Eger offered to spearhead information sharing concerns, and it was suggested that Oliver Truog work with him on this.

Shanda Roberts noted that she will work with Transdev ops director to improve ops reports communication. BPS reps reported that CSRs have different views of bus routes, but they are considering tech solutions to address this. **Will** volunteered to look into making apps communicate with non BPS students.

Catholic school eligibility: **Ali** believes that pursuing the bus stop model will allow more students to ride as well as let BPS route more efficiently. **Tchad** is working with two schools on a possible pilot. The charter sector indicated interest in innovative solutions but wants to make sure they are supported before proceeding with them.

ACTION ITEMS

Will Eger will inquire about improving the app for non-BPS families, and will lead on information sharing efforts.

Rachel will email the committee about specific work streams.