

Connecting People to Purpose



Transportation Update

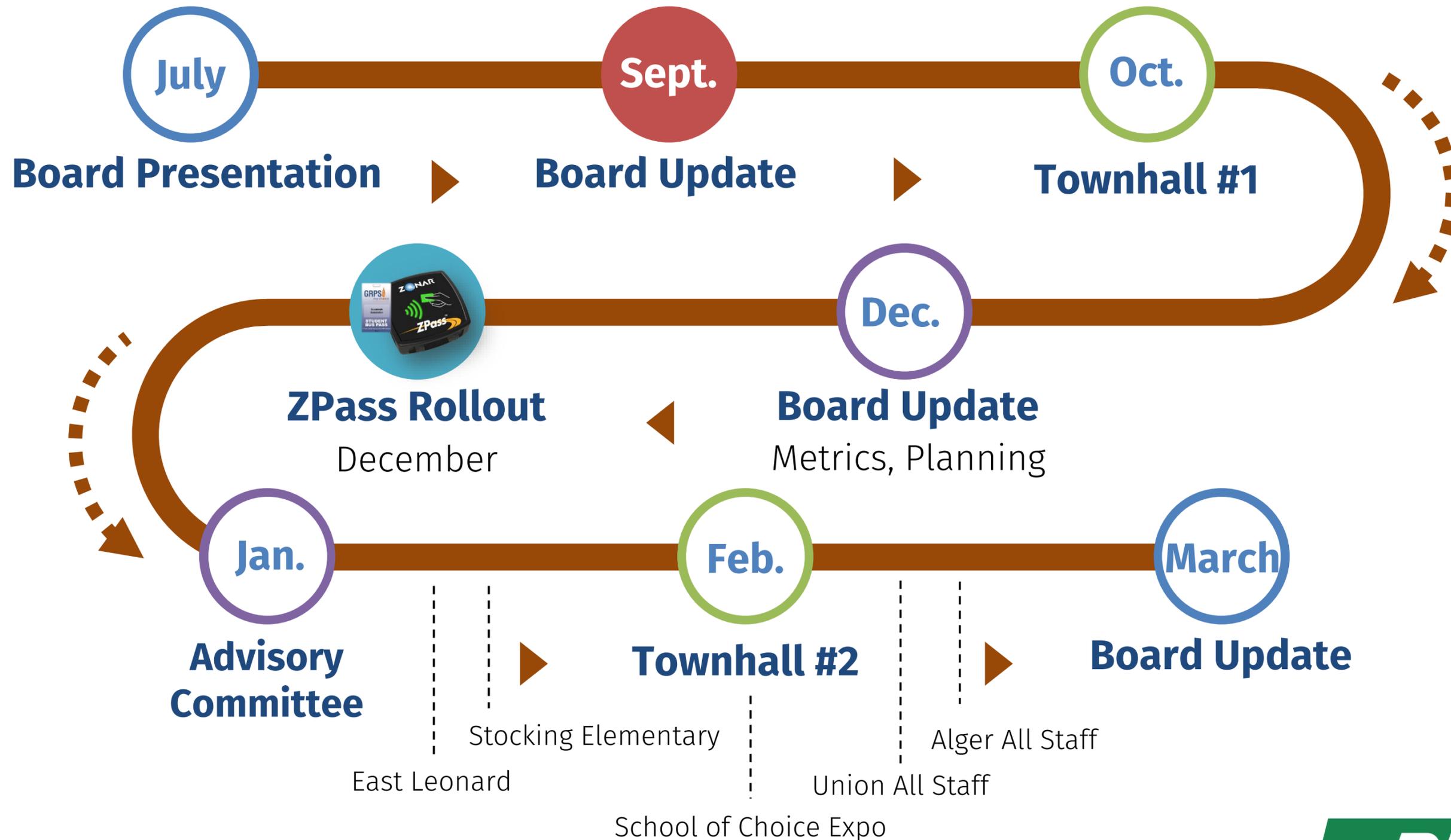
March 2024

March Department Update



- **Hosted Second Parent Townhall**
 - February 22nd at Center of Community Transformation
- **Established Transportation Advisory Committee**
 - Two Meetings (Jan, Feb) More than a Dozen Parents on Committee
- **Re-deployment of Z-Pass Student Tracking RFID Cards in December**
- **Developed Procedure Here Comes the Bus Tracking, Updated Communications**
- **Published Phase 2 of Metrics, Including Quadrants**
 - Next Phase is by School, Initial Draft Provided to GRPS / Final Review in Process
- **Held Open Interviews and Hiring Events**
 - January 11th & January 30th, February 13th & February 29th
- **Supporting Reimagine Plans and Logistics**
 - Dean attending district events to provide tech support (Expo, Transition Nights, Town Hall).

Planning and Transparency



Transportation Advisory Committee



Accomplishments:

- **Look at opportunities to help parents install and navigate ZPass and HCTB apps.**
- **Improve protocols for substitute bus notification process.**
 - Dean created written protocols and shared with their staff, along with GRPS.
- **Provide transportation to Feb. 22 town hall.**
 - 2 shuttles provided to Town Hall
- **Recruit better representation for our council.**
 - 3 new council sign-ups, will continue to promote

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**TRANSPORTATION
ADVISORY
COMMITTEE**



REGISTER TODAY!

Transportation Advisory Committee



In-Process Action Items:

- **Provide easier-to-understand ZPass and HCTB instructions.**
 - Dean has provided simplified guide. GRPS is now working to translate and create brief videos.
- **Study whether Dean has enough staff to answer phone calls.**
 - GRPS tech team running report on call volumes to determine peak windows and compare with staffing.
- **School-by-school breakdown of on-time metrics.**
 - Dean has provided draft version for January report. Dean is currently reviewing to ensure accuracy.
- **Explore options to merge ZPass and HCTB**
 - Dean is working on a proposal for costs.
- **Online feedback form**
 - Dean has created form, working to incorporate into website.

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TRANSPORTATION
ADVISORY
COMMITTEE



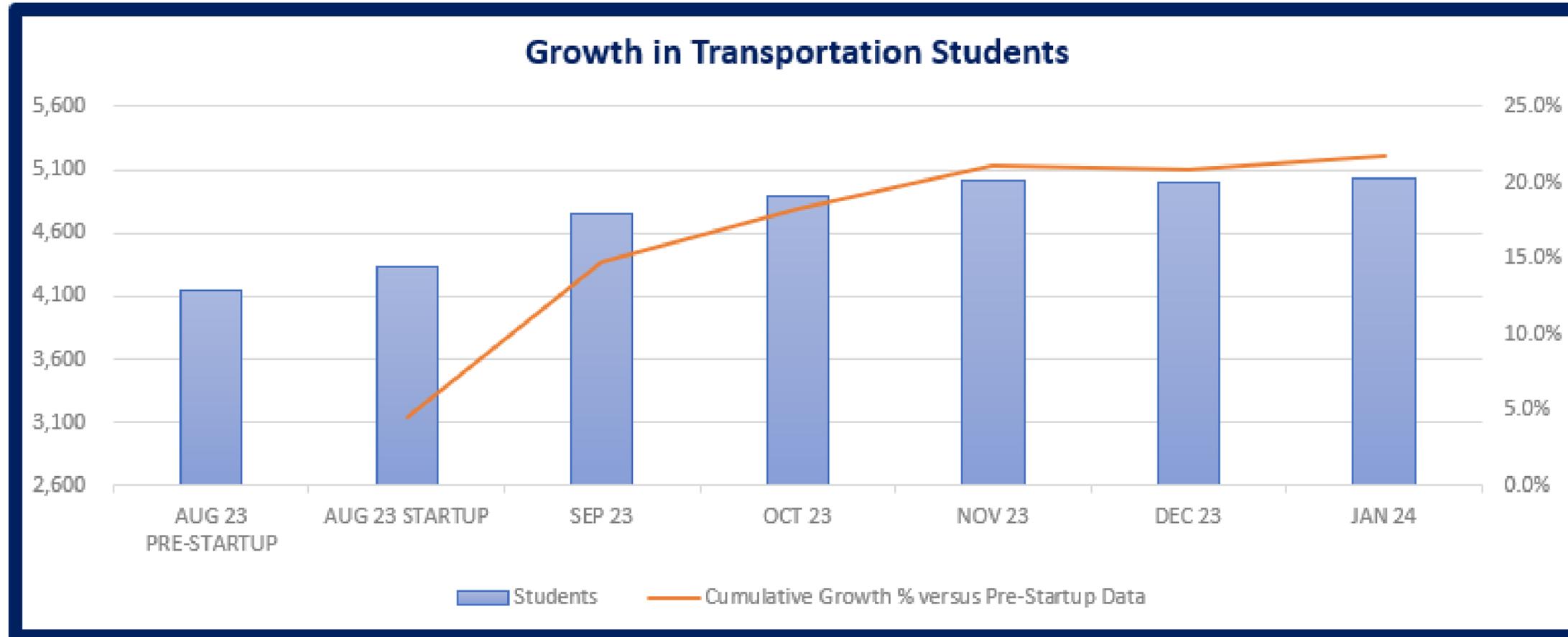
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Planned Students 2023-2024



GRPS Ridership Data	AUG 23 PRE-STARTUP	AUG 23 STARTUP	SEP 23	OCT 23	NOV 23	DEC 23	JAN 24
Students	4,138	4,326	4,749	4,891	5,013	5,002	5,037
Cumulative Growth % versus Pre-Startup Data		4.5%	14.8%	18.2%	21.1%	20.9%	21.7%



On-Time Performance Report



JANUARY 2024

EARLY \ ON-TIME	88% (4,799 school stops)
1-10 MINUTES LATE	5.4% (296 school stops)
11-20 MINUTES LATE	4.7% (255 school stops)
21+ MINUTES LATE	1.8% (101 school stops)

Late runs were an average of 11.9 minutes late.

Data based on Dean Transportation's Zonar/Synovia telematics for students dropped off at school in the AM and picked up from school in the PM. January 8-31 (13 days analyzed).
Late includes all factors such as inclement weather, traffic accidents, delays at railroad crossings, delays (un)loading at bus stops or schools, scholar support, late departures, McKinney-Vento accommodations, etc.

Dashboard Staffing Report



Dean Transportation Staffing

TOTAL RUNS	98	On-call substitute drivers	15
Full-time assigned drivers	85	Office staff available to drive	9
Full-time substitute drivers	10	Drivers currently in training	6

Staffing as of February 15, 2024

Upcoming Hiring Events:

Monday, March 18th

Tuesday, April 2nd

Thursday, April 25th

Wednesday, May 15th

Here Comes the Bus



1,220 Accounts

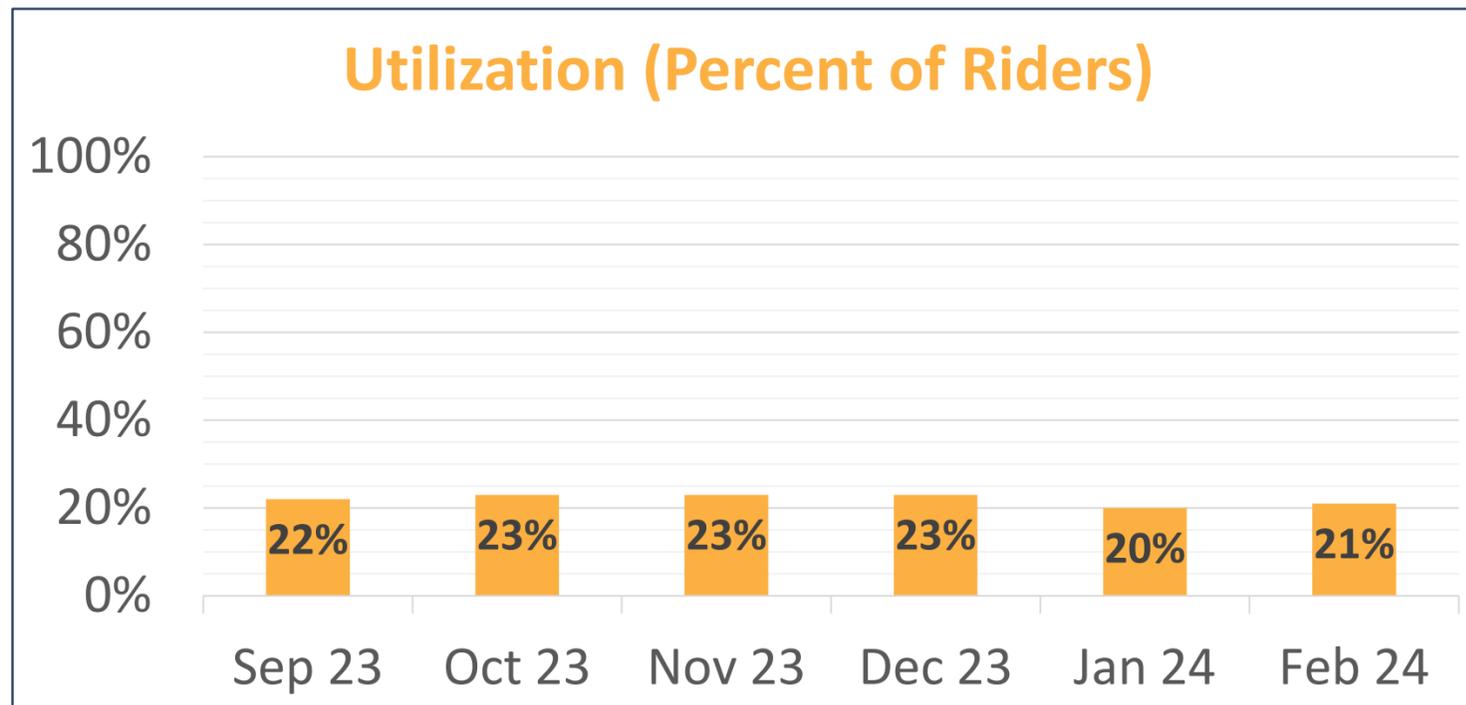
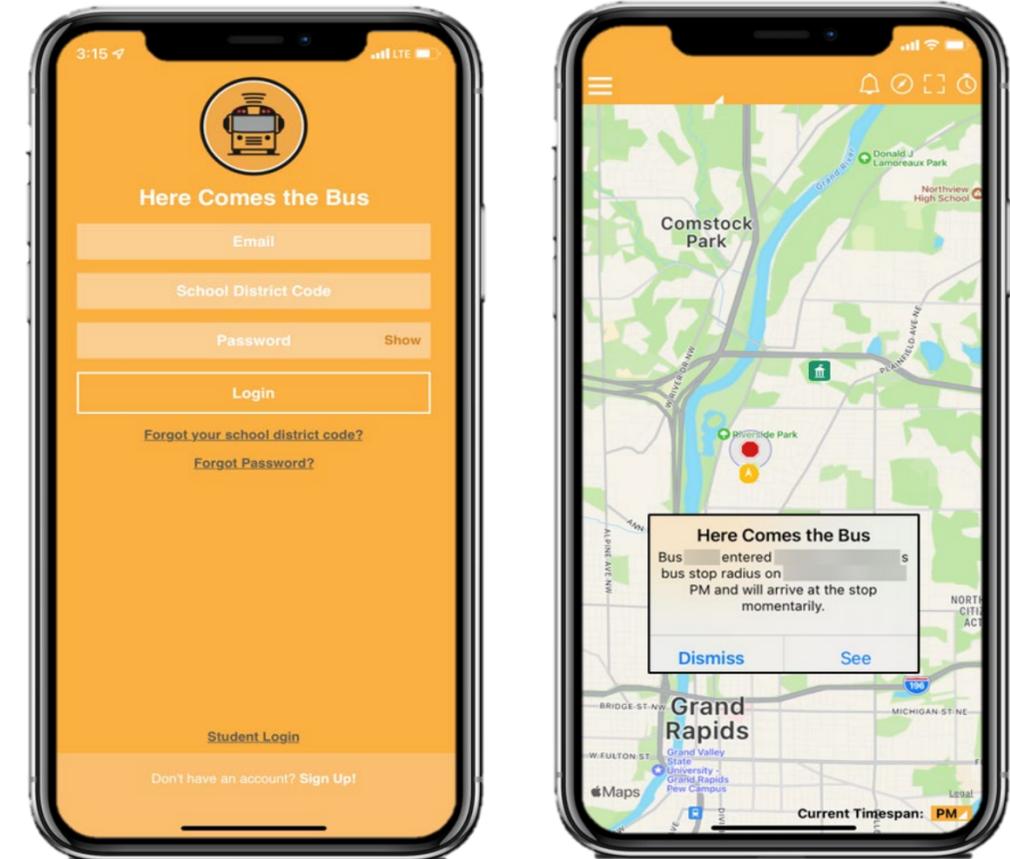
Following at least one student (As of 3/1/24).

5 Support Calls

Thus far in calendar year 2024. 2 of those calls stemmed from nationwide AT&T outage that began on February 22.

Pursue Increased Utilization

Presence at in-person events to help parents install and navigate application. Consider additional communications in coordination with GRPS to promote app adoption.



Z-Pass



~5,000 New Cards Deployed

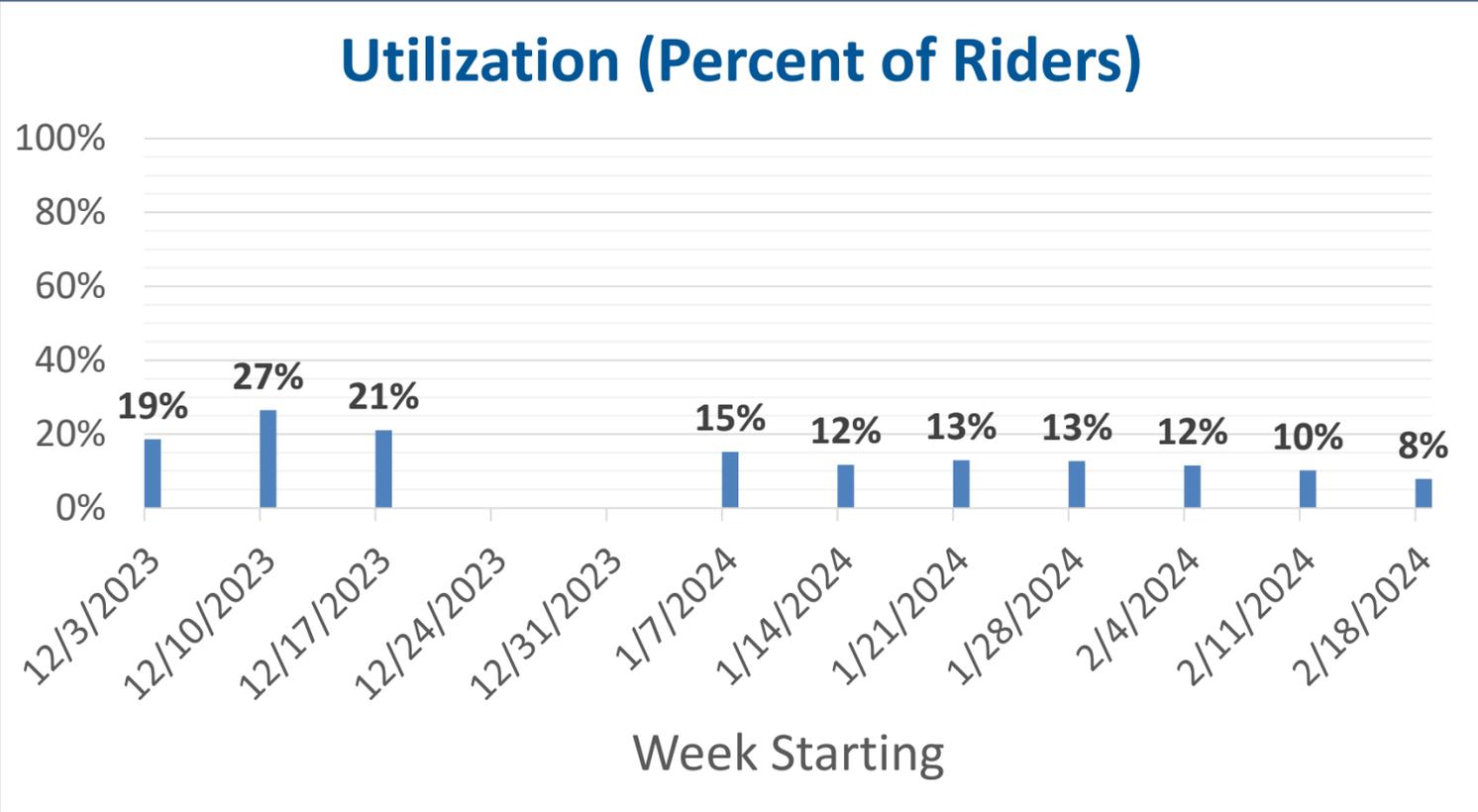
Deployed/organized by school, grade, and last name.

1 Support Call

Thus far in calendar year 2024.

Pursue Increased Utilization

Presence at in-person events to help parents install and navigate application. Consider additional communications in coordination with GRPS to promote app adoption.



Operations Planning



- **Continued Education on Z-Pass and Here Comes the Bus**
- **Reporting of Metrics to GRPS by 15th of each Month**
 - *Expanding by School*
- **Spring Hiring Focused on August 2024 Start-Up**
- **Working on Language Translation Services for Families (Via Phone)**
- **Working on Robo Call System Updates / Data**
- **Transportation Advisory Committee Engagement on Topics for 2024-25**
- **Plan to Host Two Open Houses (April & May Dates)**
 - Future Townhalls to be Planned
- **Continued Support of Reimagine Plans**
- **Next Quarterly Update is on June 3rd**

Transportation Open Houses



900 Union Ave, Grand Rapids

Tours | Rides | Technology Displays | Meet Staff |
Food | Treats | Safety Education

Thursday
April 25th

11:00 p.m. to 2:00 p.m.

Wednesday
May 15th

2:00 p.m. to 6:00 p.m.