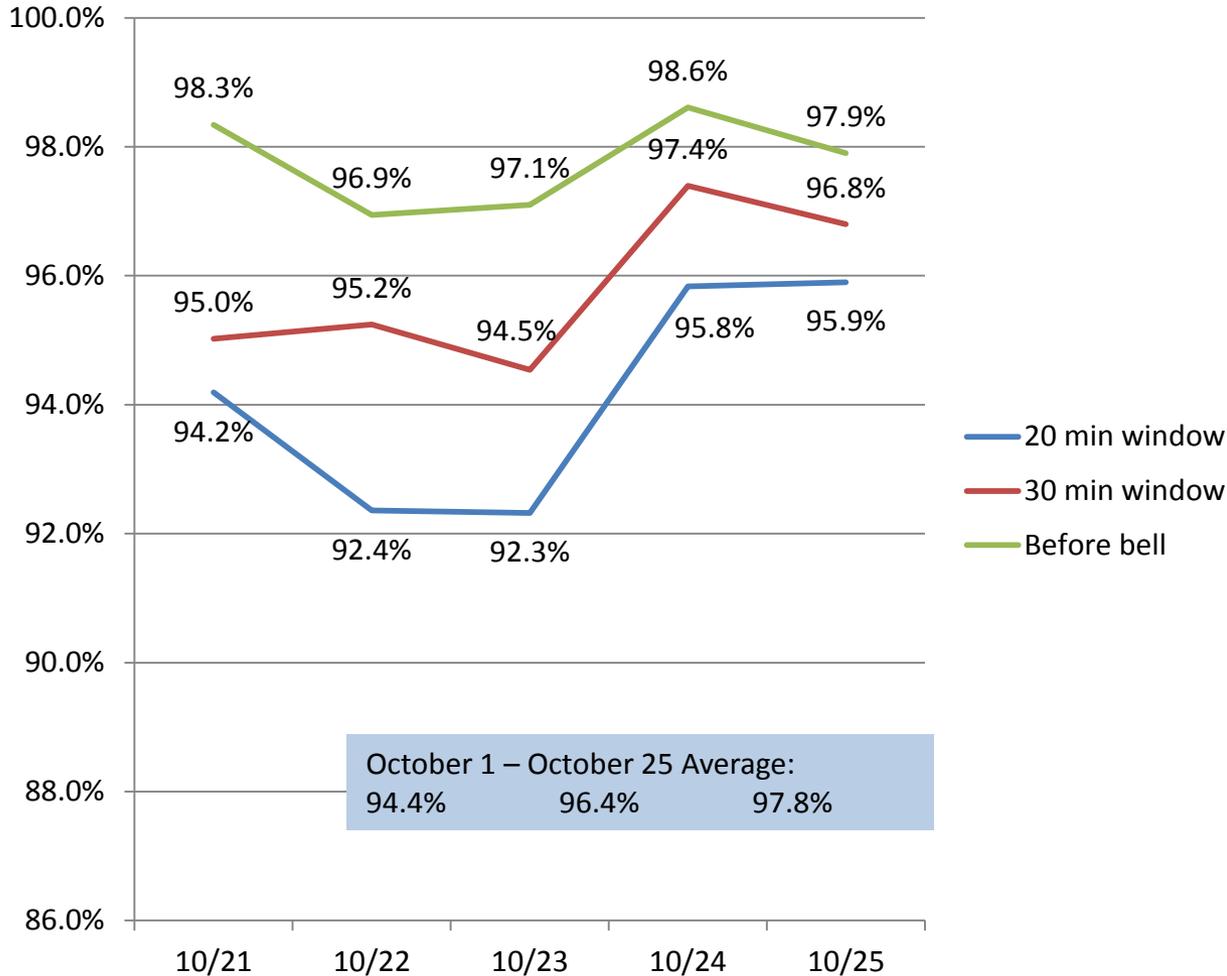




**OSSE Division of Student Transportation
SY 13-14 Weekly Recap:
Monday October 21 – Friday October 25**

Weekly On-Time Arrival Performance October 21, 2013 – October 25, 2013



The Numbers:

2,551 total drop offs
 20 min window: 2,402
 30 min window: +46
 After the bell: 59

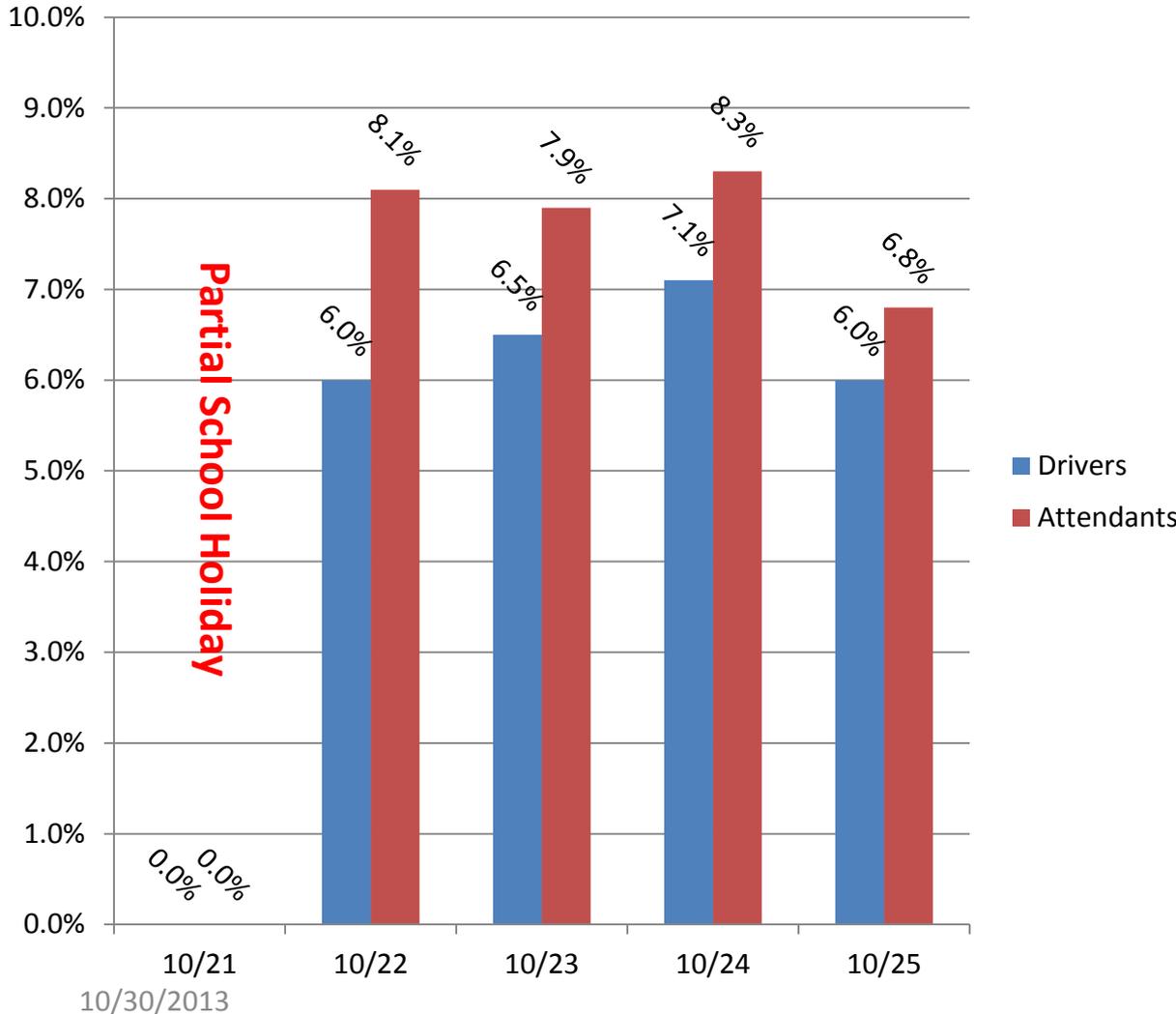
Performance by Terminal:

5th: 89.2%
 Adams: 94.8%
 NYA: 94.4%
 SW: 95.1%

Of Note:

Achieved 93.4% weekly average
 Achieved 97.6% average before bell
 Bus seating charts finished
 Ran 41 bus trips for Special Olympics

Attendance: Percent of Drivers/Attendants Absent per Day October 21, 2013 – October 25, 2013



Unscheduled Leave by Type:

Sick: 4.5%
 AWOL: 0.06%
 Funeral: 0.05%
 Jury: 0.02%
 LWOP: 1.45%

Performance by Terminal:

(Drivers/Attendants)

5th: 6.9% / 9.4%
 Adams: 7.2% / 5.9%
 NYA: 4.6% / 6.4%
 SW: 7.5% / 10.8%

Average Absentee Rate for the Week:

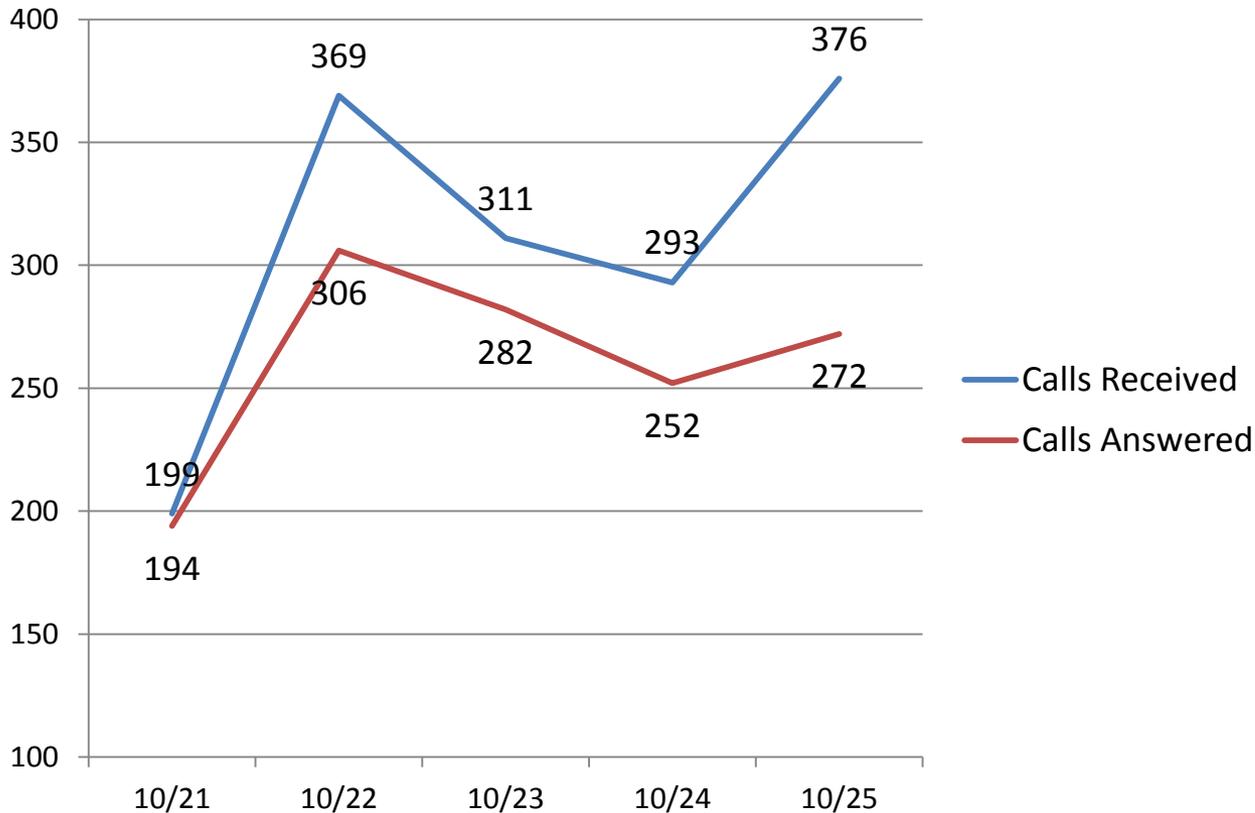
Drivers: 6.7%
 Attendants: 8.0%

Call Center Performance

October 21, 2013 – October 25, 2013



Calls received: 1548
 Calls answered: 1306
 Answered: 84.4%



Call Duration:

Average Call Duration: 1:41
 Average Wait Time: 0:56

% Calls Answered:

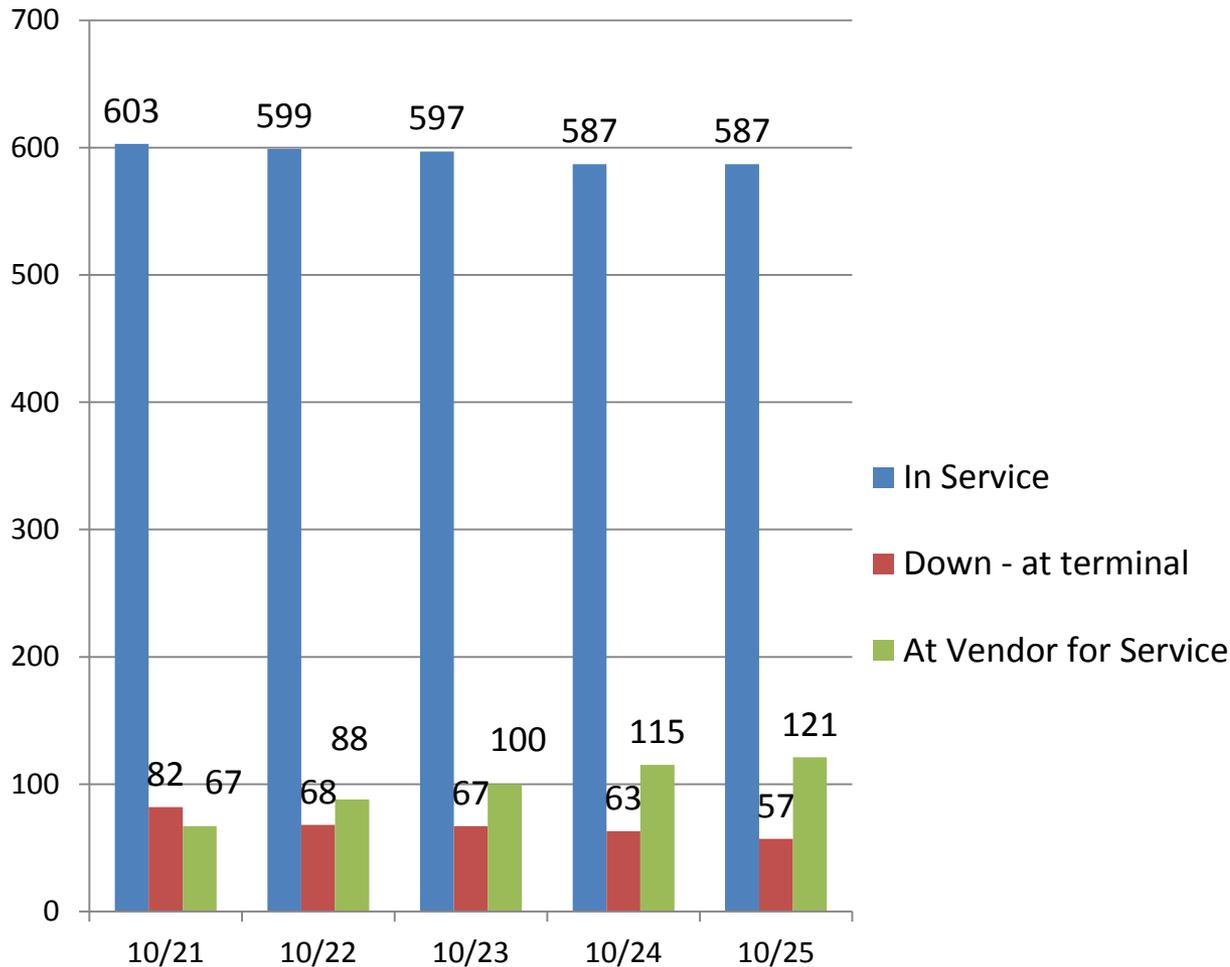
Weekly Average: 84.4%
 Highest Day: 96.42% (10/21/2013)
 Lowest Day: 72.34% (10/25/2013)

of Calls by Type:

Bus Status: 1010
 Change Request: 241
 Calls from Schools: 113
 Other: 184
 Audit/Compliance: 179

Fleet Management Performance

October 21, 2013 – October 25, 2013



New Buses Received:
 Received: 13
 Put in Service: 7

DMV Inspections:
 Buses Sent: 17
 Buses Passed: 5
 % Pass Rate: 29.4%

Preventative Maintenance:
 Oil: 126
 Brakes: 21
 Safety: 20



What's next over the short term? (One to four weeks out)

Operations

- Chief of Bus Operations to attend National Association of Pupil Transportation conference
- Finalizing attendance policy for frontline staff
- Providing transportation for Special Olympics championships

Fleet

- New buses arriving every week

Parent Resource Center

- Establish relationship with Call Handling Vendor to support PRC operation
- Finalize staff EOY Performance Reviews

Audit/Compliance

- Implement a bus safety monitoring system
- Develop standard operating procedures to execute the new Special Education Transportation Services Policy requirement