



Purpose and Work Streams FY16

ADMINISTRATIVE SERVICES - TRANSPORTATION SERVICES

Purpose

Purpose	Department Manager
Provide safe, timely, efficient and cost effective quality transportation services that best serve the needs of our students, parents, and school staff while meeting the expectations of District Administration and adhering to Board of Education policies.	Mick Howen

Major Work Streams

Title	Description	Lead
Regular Education Routing (including 4K, Private School)	Requests received from school staff and/or automatic updates generated from Infinite Campus are evaluated and transportation is scheduled. Routing information is communicated to requesters and carrier staff making all expectations known. General route maintenance is ongoing throughout the year. All transportation details related to routing are populated into Infinite Campus (that evening). The school bus carrier implements updated transportation routes.	Michael LaCount - Transportation Coordinator
Special and Alternative Education Routing	Requests received through Oasys and other sources (Student Services, TEP) are evaluated and transportation is scheduled. Necessary adjustments are made and route documentation is updated. General route maintenance is ongoing throughout the year. School and carrier staff are provided with routing details and communicate with parents/guardians. Transportation Coordinator communicates with and/or involves departmental staff (Student Services) when appropriate.	Bob Byington - Transportation Coordinator
TEP Transportation Support	Requests for transportation pertaining to TEP students are received from school social workers, psychologists, and TEP staff. Requests are evaluated for eligibility and then a coordinated effort between the program assistant and transportation coordinator ensures proper transportation is scheduled. Once transportation is set up, Program Assistant communicates with school staff (if necessary, directly with parents/guardians). Additional effort is expended by the program assistant in support of properly documenting and reporting information (daily activity, no loads, etc...).	Sandra Mell - Program Assistant

<p>Transportation Customer Service</p>	<p>On a daily basis, the department receives and responds to accident/incident reports, requests, and questions/complaints. The appropriate coordinator researches and collaborates with those directly involved, gathers information/facts, formulates responses, informs all concerned, and takes appropriate action. Urgent issues (accidents, incidents) are immediately handled by informing appropriate individuals through a preliminary report, gathering information/facts, formulating subsequent reports and responses, and continuing to update appropriate individuals until the issue has been resolved.</p>	<p>Transportation Coordinators, Program Assistant</p>
<p>Metro Transportation Services</p>	<p>The District funded Metro School Year and 2-Ride pass program is managed by this department. Annual and sometimes daily supplemental distributions are provided to the appropriate school and department staff with passes to be distributed to qualified students to ensure all students are provided with the means to be transported to and from schools. School deactivation reports are monitored and all District funded pass activity is managed and accounted for through an appropriate report. Various reports are generated to show usage and to aid in future distribution and decisions.</p>	<p>Mick Howen - Director</p>
<p>Department of Public Instruction Reporting</p>	<p>Transportation related reporting is coordinated and managed by this department throughout the year. Reporting tools are supplied to contracted carriers, they are continually monitored and updated, and the required final reporting information is compiled and reported to DPI. This occurs during the regular academic year as well as during summer school.</p>	<p>Mick Howen - Director</p>



ADMINISTRATIVE SERVICES - TRANSPORTATION SERVICES

Priority Projects FY16

COMP Priority Project	Strategic Framework Priority Area	Strategic Framework Priority Area Next Step	Project Lead	Q1 (7/1-11/20) Key Implementation Steps	Q2 (11/21-2/19) Key Implementation Steps	Q3 (2/20-5/20) Key Implementation Steps	Q4 (5/21-6/30) Key Implementation Steps	Metrics for Monitoring Completion and Success
Transportation Improvement Plan, Strategy and Implementation (4K and Specialized Transportation)	N/A	N/A	Mick Howen	<ol style="list-style-type: none"> 1. Departmental meetings (4K & Student Services-Specialized Transportation). 2. Document areas of concern and improvement steps needed. 3. Documenting the process flow and specific responsibilities/expectations of participating departments. 4. Documenting preliminary actions to be taken to gain improvement. 5. Establish deadlines to accomplish identified improvement tasks. 	<ol style="list-style-type: none"> 1. Follow up departmental meetings. 2. Update the documentation of areas of concern and needed improvement. 3. Update the process flow and specific responsibilities/expectations. 4. Report on the status of established deadlines and document the progress. 5. Document further actions to be taken to gain improvements and meet deadlines. 	<ol style="list-style-type: none"> 1. Follow up departmental meetings. 2. Finalize the documentation of areas of concern and needed improvement. 3. Finalize the process flow and specific responsibilities/expectations. 4. Update report on the status of established deadlines and document the progress. 5. Document further actions to be taken to gain improvements and meet deadlines. 	<ol style="list-style-type: none"> 1. Finalize the report on the status of deadlines and document the outcome. 2. Document any follow up actions to be taken to ensure improvement outcomes are accomplished for the upcoming year. 3. Communication to schools/departments to ensure there is a clear understanding of what will happen, who will be handling which responsibilities, and how transportation requests and concerns will be handled. 	<ol style="list-style-type: none"> 1. Finalized report documenting areas of concern and needed improvement. 2. Finalized documentation of process flow and specific departmental responsibilities/expectations (standard operating procedures). 3. Finalized report outlining steps taken to ensure that all improvement actions have been taken and expectations have been met. 4. Documented communication to all concerned.

<p>Redevelopment and Implementation of District Funded Pass Process</p>	<p>N/A</p>	<p>N/A</p>	<p>Mick Howen</p>	<ol style="list-style-type: none"> 1. Departmental meetings (BPA, Chief of School Operations, Assistant Superintendent/Business Services). 2. Discuss the development of a new/improved process to determine student eligibility. 3. Development of a process flow outlining specific responsibilities/expectations. 4. Documenting preliminary actions to be taken. 5. Establish deadlines to accomplish identified tasks. 	<ol style="list-style-type: none"> 1. Follow up departmental meetings. 2. Draft the documentation of the new/improved eligibility process. 3. Update the process flow and specific responsibilities/expectations. 4. Report on the status of established deadlines and document the progress. 5. Document further actions to be taken. 	<ol style="list-style-type: none"> 1. Follow up departmental meetings. 2. Finalize the documentation of the new/improved eligibility process. 3. Finalize the process flow and specific responsibilities/expectations. 4. Update report on the status of established deadlines and document the progress. 5. Document further actions to be taken. 	<ol style="list-style-type: none"> 1. Finalize the report on the status of deadlines and document the outcome. 2. Document any follow up actions to be taken to ensure the new process is in place for the upcoming year. 3. Communication to schools/departments to ensure there is a clear understanding of what will happen, who will be handling which responsibilities, and how bus pass distribution will be handled. 	<ol style="list-style-type: none"> 1. Finalized report documenting the new/improved eligibility verification and list distributions process. 2. Finalized documentation of process flow and specific departmental responsibilities/expectations (standard operating procedures). 3. Finalized report outlining steps taken to ensure that all actions have been taken and expectations have been met. 4. Documented communication to all concerned.
<p>Research Routing Software and Conduct Cost/benefit Analysis</p>	<p>N/A</p>	<p>N/A</p>	<p>Mick Howen</p>	<ol style="list-style-type: none"> 1. Document the features used within the current routing software. 2. Document the perceived shortcomings of the current software that seem to impact operational efficiency, accuracy and the ability to better serve schools and students. 3. Document the perceived strengths of the current routing software. 4. Develop a tool that will allow direct comparisons to alternative software options. 	<ol style="list-style-type: none"> 1. Research alternative software vendor options and develop a listing. 2. Schedule vendor presentations and use the established tool to compare the alternative software to the currently used software. 3. Document a cost/benefit analysis. 4. Determine whether or not there is a need to release a Request for Proposal in support of transitioning to new software. If so, prepare and release the RFP. 	<ol style="list-style-type: none"> 1. Report on the findings. 2. If the RFP was released, advance recommendation to the Board of Education and adjust the appropriate budget accordingly. 3. If the determination is to remain with the current software, prepare a conclusion report. 	<ol style="list-style-type: none"> 1. If new software is to be used, document the transition process and timeline. 2. Work with proper departments to transition the automatic import process. 3. Completion of training by carrier and transportation services staff on new software. 	<ol style="list-style-type: none"> 1. Completion of final report. 2. Completion of Cost/Benefit Analysis. 3. If applicable, outcome of RFP process and approval. 4. If applicable, completion of transition. 5. If applicable, completion of training.