Connecting People to Purpose

DEAN TRANSPORTATION

GRPS

Transportation Update

December 2023

December Department Update

- **Hosted Parent Forum on October 4ᵗʰ at GRPS University**
  - Overview of GRPS Transportation Structure and Community Feedback Session
- **Re-deployment of Z-Pass Student Tracking RFID Card**
  - Cards being distributed this week, Individual to Scholar
- **Increased Here Comes the Bus Tracking Dedicated Support**
  - Addressing Bus Reassignments and Automated Messaging
- **Increased Live Call Takers for Phone Response**
- **Established On-Time Reporting Metrics**
- **Established Staffing Level Metrics**
- **Held Open Interviews and Hiring Events**
  - September 14 & 26, October 12 & 24, November 9 & 28
- **Supporting Reimagine Plans and Logistics**

[October] On-Time Performance Report

EARLY \ ON-TIME	89.9% (5,637 runs)
1-10 MINUTES LATE	5.7% (359 runs)
11-20 MINUTES LATE	3.8% (237 runs)
21+ MINUTES LATE	0.6% (41 runs)

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. October 10 - 31 (15 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, McKenney-Vento accommodations, etc.

[November] Staffing Report

Dean Transportation Staffing

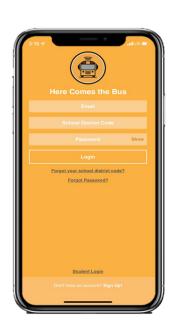|			
TOTAL RUNS	**97**	On-call substitute drivers	26
Full-time assigned drivers	86	Office staff available to drive	9
Full-time substitute drivers	10	Drivers currently in training	14

Staffing as of November 16, 2023

Here Comes The Bus
Vehicle Tracking

Easy-to-use app and website that enables parents to:

🚌 See the **location** of their child's school bus during its scheduled run.

🚌 Confirm that their child's school bus has arrived at their **home stop** and **school stop**.

🚌 Receive a **push notification or email message** when the school bus is near, has been substituted, or when there is important information to relay.

ZPass
Student Ridership Tracking

ZPass is an innovative student ridership system designed specifically for school transportation.

🚌 Students will receive **ZPass cards** that they should carry to ride the bus. As students enter and exit their bus, they simply **tap or swipe their ZPass card in front of the reader** located near the entrance door.

🚌 The system provides the transportation department with the **date**, **time**, and **location** of each card swipe.

🚌 **ZPass+** parent application works on a variety of electronic platforms. **App**, **text**, **and/or email notifications** whenever their child swipes their card when boarding or departing a bus.

Detailed Sign-Up Instructions: https://grps.org/departments/transportation/
Transportation Technology Support: (616) 819-3000 Option 2

Operations Planning

- **Support of Z-Pass Re-deployment**
- **Working on Language Translation Services for Families (Via Phone)**
- **Adding More Vans for Service Flexibility,** *Delivery Pending Supply Chain*
- **Reporting of Metrics to GRPS by 15th of each Month**
  - On-Time
  - Staffing Trends
- **Training During Holiday Breaks**
  - Health Care / First Aide and Crisis Prevention Institute (CPI)
- **Plan to Host 2nd Parent Forum in February 2024**
- **Continued Support of Reimagine Plans**
- **Hiring Events & Start of Calendar Year Recruitment**