East Allen County Schools
Transportation Department

Mission
Organizational Structure
Customer Service
Routing
Maintenance
East Allen County Schools
Transportation Department

Mission
To serve the East Allen Community by providing safe and efficient school bus transportation for our students.
Transportation Department Organizational Structure

- Director
  - Transportation Coordinator
  - E.C. Trip Coordinator
  - Special Needs Assistant
  - Bus Drivers
  - Sub Bus Driver Trainers
  - Bus Monitors
  - Lead Technician
    - Service Technicians
  - Manager
    - Routing coordinator
    - Temporary Office Support
Directors Responsibilities

Oversee Transportation Department
Ensure Federal, State and East Allen Policies are followed
Provide necessary training for employees
Work in conjunction with school personnel to ensure proper discipline is administered to those who fall short of the bus rules.
Work to find an appropriate amount of Substitute drivers
Oversee proper license and registration for all Transportation vehicles
Interview prospective Transportation Employees
Check Roads for inclement weather
Managers Responsibilities

Boundary planning, determine bell times to create routing structure.

Create route structure, develop all

Tracking/reporting of students at private schools for Title 1 reimbursements

Daily: Dispatching, constant change to mini bus routes, job postings, supplemental routes (35 currently), routes splits when out of subs, job process improvements. Work early AM shift, drive roads for weather conditions
Routing Coordinator Duties

Process daily bus changes from schools
Process daily bus changes from parents
Print student add/drop slips for drivers
Inform parents and drivers of bus assignment changes
Inform parents and drivers of route changes
Communicate with schools regarding student assignments
Maintain bus driver database and station lists
Update web page
Pull DVR's from buses, assist drivers with viewing and making clips, and forward clips to schools
Review routes with drivers and make changes as necessary
Review route directions with subs
Track driver absences and find subs
Split routes when no subs are available
Route ACLA & Alternative School students, notify schools and drivers
Radio Dispatch
Locate missing students
Special program routing (as needed)
Other projects as needed
Transportation Coordinator Duties

Answer radio calls
Handle accidents when needed (taking radio call, phoning 911, handling all insurance claims, etc.
Handle all applications and associated paperwork with potential substitute drivers (also includes physicals and drug screen paperwork)
General office duties (courier envelopes, filing, mail, office absences, update vehicle records, insurance for vehicles, inform appropriate people when drivers give new addresses/phone numbers, update seniority lists, check e-mail and voice mail, copy forms for drivers, send sympathy cards, order office supplies)
Everything associated with drug/alcohol testing of employees (keeping employee lists up-to-date, arranging testing dates, keeping all associated paperwork in order, etc)
Handle all blue and yellow cards
Make sure driver physicals are up-to-date
Check BMV records for potential employees, anyone driving an EACS vehicle, etc. and re-check them each yearly
Conference paperwork
Payroll
Invoices
Schedule the Suburban/Caravan
Get everything ready for the map meeting and in-services
Workman’s comp paperwork
Handling driver’s needs
Other duties as needed
E.C. Trip Coordinator

Keep track of all drivers availability in rotation order as far as times and locations for field trips. Assign all trips for New Haven schools and Woodlan area schools and assign all elementary school trips in the district. Works with Easy Bus to get the program up and running. This will put all field trips on the computer and eliminate paper forms, except for the driver's itinerary. New Haven High School is going to start now. The other schools (Heritage & Leo High Schools) should be using the system by fall trips.

In addition to my main job, I also answer phones, answer the radio, help drivers with questions and problems, make copies, fill in for Stacey when she is not at her desk and any misc. jobs that come up. Drives a school bus route in Morning and Evening.
Special Needs Assistant

Train Bus Drivers and Bus Aides how to secure students in the safety equipment needed for transport; safety vests, car seats, star seats, wheelchairs, etc.
Fit students for safety equipment, check wheelchairs for transport
Attend IEP meetings to make sure we meet the needs of all Special Needs students in transportation.
Keep up on all Special Needs students medical and/or physical conditions and keep the drivers informed
Keep up on all other students with medical conditions; asthma, allergies, diabetes, etc. and keep drivers informed.
Set up information and training meetings for medical conditions, CPR training, CPI training, Mentoring, etc.
Work with Parkview Occupational Health to get drivers vaccinations as needed
Assist drivers with any problems or concerns with Special Needs Students
Order safety equipment as needed and inspect existing equipment
Ride along with Special Needs drivers to confirm that everything is being done properly
Have a line of communication open to school nurses, Sp-Ed teachers, Special Services Dept. and Student Support Dept. to ensure that we are meeting the transportation requirements of Federally mandated laws under IDEA and Section 504 of the Americans with Disabilities Act.
Work with drivers on Emergency Evacuation regarding each individual bus load of students on Special Needs busses.
Lead Technician

- order fuel
- check fuel levels
- fuel tank inspection monthly
- maintain fuel card system
- order parts all EACS vans buses and trucks
- underground storage tank certification
- maintain 2way radio and FCC license
- update the computer software for engines Cummins, International, Caterpillar
- Schedule buses for service every bus is seen on a 31 day schedule
- schedule State Police annual and 12 year bus inspections
- schedule overtime for techs
- inventory of all parts
- schedule all warranty an recalls
- bid bulk pricing for filters air dryers
- develop standards for preventive maintenance
- schedule snow removal of the transportation center and Leo lot
- check roads for fog snow and ice
- go to every bus accident
- assist director on ordering buses
- on call 24/7 for bus break downs
- write work orders for drivers
- supervise 4 techs and 3 summer helpers
- deal with all salesmen
- maintain all tools and equip
- maintain special needs equip
- maintain onsite records for the E.P.A.
- maintain records on all vehicles
- work on buses
Driver Trainers

Provide the initial training for new sub drivers to get their CDL
Provide the State 12 hour training to be able to drive students on the bus
Continue to assist in the continual training of drivers
Temporary Office Support

Main job duties and responsibilities: Answer calls professionally, respond to customer inquiries; research required information using available resources; handle and resolve customer complaints; identify and escalate priority issues; route calls to appropriate resources; follow up customers calls where necessary; use 2-way radios to communicate with bus drivers to solve problems; work directly with bus drivers to document route changes.

Other duties and responsibilities: Create letters and forms; put DVR’s in and pull DVR’s and assist drivers with viewing; make DVR’s clips and send e-mails to parties that clips are available; organize and distribute Add/Drop slips into bus driver’s courier boxes; Print route.

Daily type and update the database on bus drivers’ handwritten route directions, will transfer those files that need updated to a file folder titled “directions that need updated”. As soon as that route directions have been updated, they are then transferred back to the file folder titled “bus drivers handwritten route directions.” Next, the updated route directions are printed and the copies are given to Suzie or Judy to file in the appropriate file folders.
Customer Service Preliminary Survey Results
My student's bus drivers are safe.

685 responses to this question

- Agree, 350, 51%
- Disagree, 18, 3%
- Neither agree nor disagree, 113, 16%
- No Answer, 12, 2%
- Strongly agree, 182, 27%
- Strongly disagree, 10, 1%
My student's bus drivers are courteous.

- Agree, 332, 49%
- Disagree, 29, 4%
- Neither agree nor disagree, 136, 20%
- No Answer, 10, 1%
- Strongly agree, 170, 25%
- Strongly disagree, 8, 1%

685 responses to this question
The transportation staff enforces disciplinary rules appropriately

685 responses to this question

- Agree, 271, 40%
- Disagree, 66, 10%
- Neither agree nor disagree, 222, 32%
- No Answer, 19, 3%
- Strongly agree, 86, 12%
- Strongly disagree, 21, 3%
Maintenance

10 year cycle to a 12 cycle on buses has shown an marked increase in the maintenance. We are running into big ticket repairs more frequently.

Due to our new State Police Inspection timetable our bus inspection for the whole fleet has been moved from the summer months to the 18th of February through the 25th of February. Since inspection is taking place during the morning take-in of students we are going to have to do some creative scheduling of routes and inspection times.
Transportation / District Description

- Consists of eleven (11) townships: Adams; Cedar Creek; Jackson; Jefferson; Madison; Marion; Maumee; Milan; Monroe; Scipio; and Springfield.
- 344 square miles
- 14 – EACS Schools
- 1 – EACS Pre School
- 3 – Alternative School Buildings
- 19 – Private Schools
Overview of Daily Bus Routes

- 125 Daily Routes
  96 full size, 29 mini buses
- 8,089 average student riders per day
- 3,975 daily bus stops
- 8,820 daily miles with students on board
- We do the majority of the above daily, in less than 3 hours in the morning, and 3 hours in the afternoon.
SINGLE TIER STRUCTURE with or without shuttles
This type of routing consists of each bus picking up students and dropping them off at a school. A shuttle to a second school may be added if students from more than 1 school are picked up on the single run. This type of routing is effective in low population, large geographical areas.

2 TIER STRUCTURE
This type of routing consists of each bus picking up students and dropping them off at a school. Then the same bus goes back out and reloads with students for a second school. This type of routing is effective in medium to high population, medium to small geographical areas. Almost always more cost effective than single tier, as each driver/bus double the number of students they can transport.

3 TIER STRUCTURE
This type of routing consists of each bus picking up students and dropping them off at a school. Then the same bus goes back out and reloads a second and third time with students for second and third school. This type of routing is effective in high population, small geographical areas. Even more cost effective than single or 2 tier, as each driver/bus triples the number of students they can transport.
LEO AREA 2 tier

<table>
<thead>
<tr>
<th># of Buses</th>
<th>First Run</th>
<th>Second Run</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leo Jr/Sr</td>
<td>11</td>
<td>Shuttles: 1 Alternative</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Second Run: 8 Amish runs, 1 EAU, 1 C.Ville El, 1 Harding, 1 Alternative</td>
</tr>
<tr>
<td>Leo El</td>
<td>12</td>
<td>Second Run: 12 Cedarville (one is a mini bus)</td>
</tr>
</tbody>
</table>

23 buses, approximately 1600 students transported (440 Leo El, 500 C.Ville, 400 Jr/Sr, 260 Amish)

<table>
<thead>
<tr>
<th>SCHOOL</th>
<th>BUS ARRIVAL</th>
<th>SCHOOL DISMISSAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leo Jr/Sr High</td>
<td>7:15 a.m.</td>
<td>2:55 p.m.</td>
</tr>
<tr>
<td>Amish Schools</td>
<td>8:05 a.m.</td>
<td>2:05 p.m.</td>
</tr>
<tr>
<td>Paul Harding Jr High</td>
<td>3:40 p.m.</td>
<td></td>
</tr>
<tr>
<td>East Allen University</td>
<td>8:40 a.m.</td>
<td></td>
</tr>
<tr>
<td>Alternative Schools</td>
<td>7:40 a.m.</td>
<td>2:20 p.m.</td>
</tr>
<tr>
<td>At Village</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Leo Elementary</td>
<td>7:30 a.m.</td>
<td>2:30 p.m.</td>
</tr>
<tr>
<td>Cedarville</td>
<td>8:40 a.m.</td>
<td>3:40 p.m.</td>
</tr>
</tbody>
</table>
WOODLAN AREA single tier and 2 tier

# of Buses

First Run

Woodlan 20  **Shuttles:** 4 private schools, 4 Woodlan Primary, 2 Harding, 1 Alternative

**Second Run:** 9 Amish

**Third Run:** 1 EAU, 1 Highland Terrace

Mini Buses

7 Service both Woodlan schools. **Second Run:** 2 Park Hill

27 buses, approximately 1600 students transported

<table>
<thead>
<tr>
<th>SCHOOL</th>
<th>BUS ARRIVAL</th>
<th>SCHOOL DISMISSAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Woodlan Intermed + Jr/Sr High</td>
<td>7:20 a.m.</td>
<td>3:00 p.m.</td>
</tr>
<tr>
<td>Woodlan Primary</td>
<td>7:45 a.m.</td>
<td>2:45 p.m.</td>
</tr>
<tr>
<td>Amish Schools</td>
<td>8:05 a.m.</td>
<td>2:05 p.m.</td>
</tr>
<tr>
<td>Paul Harding Jr High</td>
<td></td>
<td>3:40 p.m.</td>
</tr>
<tr>
<td>East Allen University</td>
<td>8:40 a.m.</td>
<td></td>
</tr>
<tr>
<td>Alternative Schools</td>
<td>7:50 a.m.</td>
<td>2:20 p.m.</td>
</tr>
<tr>
<td>At Village</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Highland Terrace</td>
<td>8:40 a.m.</td>
<td></td>
</tr>
<tr>
<td>Park Hill Preschool</td>
<td>9:10 a.m.</td>
<td></td>
</tr>
</tbody>
</table>
HERITAGE AREA single tier and 2 tier

<table>
<thead>
<tr>
<th># of Buses</th>
<th>First Run</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Heritage</td>
<td>22</td>
<td>Shuttles: 9 private schools, 5 Heritage El, 1 Alternative</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Second Run:</strong> 1 Harding, 2 EAU</td>
</tr>
<tr>
<td>Heritage El</td>
<td>3</td>
<td>Second Run: 1 M.Brook/H.Terrace, 1 Harding, 1 Cornerstone Youth Ctr</td>
</tr>
<tr>
<td>Mini Buses</td>
<td>5</td>
<td>Second Run: 3 M.Brook/H.Terrace, 1 Harding, 1 to Park Hill</td>
</tr>
</tbody>
</table>

30 buses, approximately 1600 students transported

<table>
<thead>
<tr>
<th>SCHOOL</th>
<th>BUS ARRIVAL</th>
<th>SCHOOL DISMISSAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heritage Jr/Sr High</td>
<td>7:20 a.m.</td>
<td>2:55 p.m.</td>
</tr>
<tr>
<td>Heritage El</td>
<td>7:40 a.m.</td>
<td>2:40 p.m.</td>
</tr>
<tr>
<td>H.Terrace and M.Brook</td>
<td>8:35 a.m.</td>
<td>3:45 p.m.</td>
</tr>
<tr>
<td>East Allen University</td>
<td>8:40 a.m.</td>
<td>4:40 p.m.</td>
</tr>
<tr>
<td>Paul Harding Jr High</td>
<td>8:10 a.m.</td>
<td>3:40 p.m.</td>
</tr>
<tr>
<td>Alternative Schools</td>
<td>8:00 a.m. / 8:35 a.m.</td>
<td>2:20 p.m.</td>
</tr>
<tr>
<td>At Village and ACLA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Park Hill Preschool</td>
<td>9:10 a.m.</td>
<td></td>
</tr>
</tbody>
</table>
HARDING AREA 2 tier and 3 tier

<table>
<thead>
<tr>
<th># of Buses</th>
<th>First Run</th>
</tr>
</thead>
<tbody>
<tr>
<td>PCA:</td>
<td>12</td>
</tr>
<tr>
<td><strong>Second Run:</strong></td>
<td>9 Southwick, 2 M.Brook/H.Terrace, 1 Harding, 1 ACLA</td>
</tr>
<tr>
<td><strong>Third Run:</strong></td>
<td>2 M.Brook/H.Terrace</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Mini Buses</th>
<th>2</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Second Run:</strong></td>
<td>1 M.Brook, 1 M.Brook/Park Hill</td>
</tr>
</tbody>
</table>

14 buses, approximately 1500 students transported

<table>
<thead>
<tr>
<th>SCHOOL</th>
<th>BUS RRIVAL</th>
<th>SCHOOL DISMISSAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prince Chapman</td>
<td>7:25 a.m.</td>
<td>2:25 p.m.</td>
</tr>
<tr>
<td>Southwick</td>
<td>8:00 a.m.</td>
<td>3:00 p.m.</td>
</tr>
<tr>
<td>Paul Harding Jr High</td>
<td>8:35 a.m.</td>
<td>3:40 p.m.</td>
</tr>
<tr>
<td>H.Terrace and M.Brook</td>
<td>8:40 a.m.</td>
<td>3:45 p.m.</td>
</tr>
<tr>
<td>East Allen University</td>
<td>8:10 a.m.</td>
<td>3:40 p.m.</td>
</tr>
<tr>
<td>Paul Harding Jr High</td>
<td>9:10 a.m.</td>
<td></td>
</tr>
<tr>
<td>ACLA</td>
<td>3:45 p.m.</td>
<td></td>
</tr>
<tr>
<td>Park Hill Preschool</td>
<td>9:10 a.m.</td>
<td></td>
</tr>
</tbody>
</table>
NEW HAVEN AREA 2 tier, 3 tier and shuttles

# of Buses First Run

NHHS/NHMS \ 17 [Shuttles: 2 private schools, 7 NHMS, 1 Alternative  
Second Run: 9 M.Brook/H.Terrace, 5 Harding, 1 EAU  
Third Run: 1 EAU  

Mini Buses

NHHS/MS \ 8 [Second Run: 2 M.Brook, 1 Harding/Park Hill, 1 Park Hill  
Park Hill \ 5 [Second Run: 2 M.Brook, 2 H.Terrace  
H.Terrace \ 1 [Second Run: M.Brook  

31 buses, approximately 1700 students transported

<table>
<thead>
<tr>
<th>SCHOOL</th>
<th>BUS RRIVAL</th>
<th>SCHOOL DISMISSAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Haven Senior High</td>
<td>7:15 a.m.</td>
<td>2:55 p.m.</td>
</tr>
<tr>
<td>New Haven Middle</td>
<td>7:25 a.m.</td>
<td>2:50 p.m.</td>
</tr>
<tr>
<td>Paul Harding Jr High</td>
<td>8:10 a.m.</td>
<td>3:40 p.m.</td>
</tr>
<tr>
<td>H.Terrace and M.Brook</td>
<td>8:35 a.m.</td>
<td>3:45 p.m.</td>
</tr>
<tr>
<td>East Allen University</td>
<td>8:40 a.m.</td>
<td>4:40 p.m.</td>
</tr>
<tr>
<td>Paul Harding Jr High</td>
<td>8:10 a.m.</td>
<td>3:40 p.m.</td>
</tr>
<tr>
<td>Alternative Schools</td>
<td>7:55 a.m.</td>
<td>2:20 p.m.</td>
</tr>
<tr>
<td>At Village</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Park Hill Preschool</td>
<td>9:10 a.m.</td>
<td></td>
</tr>
</tbody>
</table>
Preliminary Results from EACS Transportation Questionnaire

The online survey was conducted from December 3, 2012 to January 2, 2013. Selected results are used in the next section.
Which statement best describes your belief?
Elementary (K-6) versus Secondary (7-12) start and end times

1202 responses to this question

- All grades start and end their school day at the same time, 330, 27%
- Does not matter, 119, 10%
- Don't know, 46, 4%
- Elementary (K-6) start after and end before secondary (7-12), 21, 2%
- The secondary grades (7-12) start and end their school day before the elementary grades (K-6), 270, 23%
- Other, 15, 1%
- The secondary grades (7-12) start earlier but end the same time as the primary grades (K-6), 1, 0%
Which statement best describes your belief?
Primary (K-2 or K-3) versus Intermediate (3-5 or 4-6) start and end times

- Grades K-5 or K-6 (primary and intermediate) start and end their school day at the same time, 586, 49%
- Grades K-2 or K-3 (primary) start and end their school day before grades 3-5 or 4-6 (intermediate), 102, 9%
- Grades 3-5 or 4-6 (intermediate) start and end their school day before grades K-2 or K-3 (primary), 125, 11%
- Grades 3-5 or 4-6 (intermediate) start and end their school day before grades K-2 or K-3 (primary), 100, 8%
- K-3 should start after higher grades and end before higher grades, 5, 0%
- Other, 12, 1%
- (blank), 0, 0%

1191 responses to this question
If you have or have had children attending two different schools, which do you prefer?

- Ride the same bus at the same time, 465, 48%
- Ride separate buses being picked up about the same time, 333, 34%
- Ride separate buses being picked up at different times, 122, 13%
- Not applicable, 24, 2%
- Other, 20, 2%
- Don't Know, 1, 0%
- Does Not Matter, 13, 1%

978 responses to this question
I feel my child is safe on the bus.

685 responses to this question

- Strongly agree, 182, 27%
- Agree, 350, 51%
- Neither agree nor disagree, 113, 16%
- Disagree, 18, 3%
- Strongly disagree, 10, 1%
- No Answer, 12, 2%
When I contact the transportation office, I receive accurate information.

- Agree, 225, 33%
- Disagree, 41, 6%
- Neither agree nor disagree, 286, 42%
- No Answer, 25, 3%
- Strongly agree, 87, 13%
- Strongly disagree, 21, 3%

685 responses to this question
Overall, I am satisfied with my student's school bus transportation.

685 responses to this question

- 399, 58% Agree
- 104, 15% Strongly agree
- 56, 8% Disagree
- 92, 14% Neither agree nor disagree
- 22, 3% Strongly disagree
- 12, 2% No Answer