

Transportation Department Goals

Responsibility: Darren Everhart

Due Date: June 30, 2018

District Goal #4

The Victor Central School District will provide services that support the instructional program, maximize resources and improve customer service.

District Target #1

All Department services will be enhanced through a process of continuous improvement.

Transportation Department Target

The Transportation Department will continue to provide a high level of customer service.

Transportation Department Strategy #1:

Throughout the 2017-18 school year, the Transportation Department will stay current on the best practices related to the transportation of students, and develop a plan to increase customer satisfaction.

Evidence of Accomplishment:

A list of steps taken will be reported through this document.

Steps Taken: Staying current in the school bus world is a huge challenge, as the laws and regulations are continuously changing. However, there are many ways that we stay current. First, we subscribe to a service that sends us updates to the NYS Vehicle and Traffic Law. Additionally, we subscribe to numerous periodicals that provide articles on the latest trends and challenges facing the industry, including student discipline, driver retention, safety and security, and serving the students/parents.

We also stay in close contact with the various government entities that regulate our industry. Those entities include NYS Department of Transportation (DOT), NYSED, and NYS Department of Motor Vehicles (DMV). We do this through attendance at conferences and training seminars.

We are constantly training our employees on the concept of “customer service”, and I believe our practices reflect that. For example: pulling your bus over to let cars go by, very few restrictions on daycare changes, bus cameras, and a well regulated lost and found.

Transportation Department Strategy #2:

Throughout the 2017-18 school year, the Transportation Department will monitor the efficacy and performance of the parent portal feature of our computer routing program.

Evidence of Accomplishment:

A list of steps taken will be reported through this document.

Steps Taken: Last August, we launched the new parent portal. I am happy to report that it was nearly flawless. With the exception of a handful of parents whose e-mail addresses were no longer in service, we provided bus time/location information to over 4400 parents without printing a single sheet of paper. Since then, we have used the portal as we make small changes to routes. The portal was well received by nearly every single parent, and our opening day was one of the smoothest I can remember.

Transportation Department Strategy #3:

Throughout the 2017-18, the Transportation Department will provide training and guidance on best practices when transporting students with special-needs.

Evidence of Accomplishment:

A list of steps taken will be reported through this document

Steps Taken: NYS mandates that all school bus drivers and monitors receive at least two hours of instruction in special-needs best practices annually. Victor goes above and beyond that minimum standard. For example, at the end of August we provide our drivers and monitors with an all day training (6 hours) which included extensive discussion centered around transporting students with special-needs. In February, we conduct three hours of training in many subjects including dealing with special-needs students. Additionally, throughout the school year, we reach out to our teacher population for help/training about specific special-needs children we are working with.