

Special Education Transportation FY2022

Agency Special Education Transportation

Agency Code GO0

Fiscal Year 2022

Mission The mission of the Division of Student Transportation is to provide safe, reliable, and efficient transportation services that positively support learning opportunities for eligible students from the District of Columbia. The agency's work is designed to achieve four main objectives: Safety, Efficiency, Reliability, and Customer Focus.

Strategic Objectives

Objective Number	Strategic Objective
1	Customer Service: Provide accurate, responsive, and pro-active communication and services to ensure a positive customer experience through friendly and respectful interactions.
2	Safety: Support learning opportunities by providing the safest and least restrictive transportation options to eligible District of Columbia students.
3	Reliability: Establish and maintain the infrastructure necessary to ensure eligible students receive reliable transportation services to and from school.
4	Efficiency: Maximize the use of human, physical, financial, and technological resources by continuously striving for the most cost effective operations.
5	Create and maintain a highly efficient, transparent, and responsive District government.

Key Performance Indicators (KPIs)

Measure	Directionality	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Target
1 - Customer Service: Provide accurate, responsive, and pro-active communication and services to ensure a positive customer experience through friendly and respectful interactions. (1 Measure)					
Average percent of calls answered	Up is Better	85.7%	85.8%	83.1%	92%
2 - Safety: Support learning opportunities by providing the safest and least restrictive transportation options to eligible District of Columbia students. (1 Measure)					
Average preventable accidents per 100,000 miles	Down is Better	1.2	1.6	1.4	1
3 - Reliability: Establish and maintain the infrastructure necessary to ensure eligible students receive reliable transportation services to and from school. (3 Measures)					
Average percent on-time arrival at school AM (20 minute window)	Up is Better	89.3%	91.5%	86.6%	94%
Daily percent of Bus Attendants available (Includes the need for 1:1 aides)	Up is Better	New in 2021	New in 2021	5%	10%
Daily percent of daily Bus Drivers available	Up is Better	New in 2021	New in 2021	59%	10%
4 - Efficiency: Maximize the use of human, physical, financial, and technological resources by continuously striving for the most cost effective operations. (1 Measure)					
Average variable cost per route (fuel, maintenance, overtime)	Down is Better	1865.02	1715	1571.2	1700

Operations

Operations Title	Operations Description	Type of Operations
1 - Customer Service: Provide accurate, responsive, and pro-active communication and services to ensure a positive customer experience through friendly and respectful interactions. (1 Activity)		
Coordinate and execute strategic internal and external communications	Coordinate and expand communication to OSSE-DOT staff, other OSSE departments, schools/ LEAs, and students and families who use student transportation through efforts led by OSSE-DOT Office of Customer Engagement.	Daily Service
2 - Safety: Support learning opportunities by providing the safest and least restrictive transportation options to eligible District of Columbia students. (1 Activity)		
Enhance bus safety by focusing on staff training and improving operations	Ensure DOT compliance with federal and state regulations pertaining to motor vehicle operations, student accommodations, specialized equipment and professional development.	Daily Service
3 - Reliability: Establish and maintain the infrastructure necessary to ensure eligible students receive reliable transportation services to and from school. (1 Activity)		
Provide coordination and oversight of fleet and terminals/ facilities	Coordinate maintenance for all fleet vehicles ensuring they are reliable for transportation. Enhance bus operations in order to improve on time arrival at school.	Daily Service
4 - Efficiency: Maximize the use of human, physical, financial, and technological resources by continuously striving for the most cost effective operations. (1 Activity)		
Internal management to improve external services	Monitor and track operations in order to improve services as well as support student transportation in the most cost effective manner.	Daily Service

Workload Measures (WMs)

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
1 - Coordinate and execute strategic internal and external communications (3 Measures)			
Number of students whose parents receive reimbursement or participating in the Metro farecard, token or DC One Card Program	60	106	39
Number of students receiving school bus transportation	3173	1729.5	3394
Number of schools supported	236	119.3	237
2 - Enhance bus safety by focusing on staff training and improving operations (2 Measures)			
Number of training offered for bus drivers and attendants	190	46.5	36
Number of bus drivers and attendants	1162	1208	1230
3 - Provide coordination and oversight of fleet and terminals/ facilities (2 Measures)			
Number of buses in service	94.4%	94.2%	95.8%
Number of school bus breakdowns	332	137	56

▼ Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Coordinate and execute strategic internal and external communications (1 Strategic Initiative)		
Targeted Outreach and Recruitment	OSSE DOT will participate in ward specific outreach events to ensure school staff and parents, specifically in Wards 7 and 8, are well informed of special education transportation services. OSSE DOT will participate in two to three outreach efforts in Wards 7 and 8 per month throughout the school year (recruitment, events, school visits).	09-30-2022
Enhance bus safety by focusing on staff training and improving operations (1 Strategic Initiative)		
Internal and External Cameras	OSSE DOT will enhance student safety by utilizing internal and external cameras on school buses. In collaboration with the Deputy Mayor for Operations and Infrastructure, District Department of Transportation, Department of Motor Vehicles, the Mayor's office and the Office of the City Administrator, OSSE DOT will begin a phased rollout for full deployment of the Stop Arm Camera Project. The Stop Arm Project will allow OSSE DOT to place stop arm cameras on its buses and to issue citations for violators. OSSE DOT will also begin utilizing internal cameras on newly purchased vehicles to monitor staff and student safety on the bus and to aid in the investigation of school bus incidents/accidents.	09-30-2022
Internal management to improve external services (1 Strategic Initiative)		
Student Ridership Tracking System	OSSE DOT will deploy a more reliable, efficient and user-friendly Student Ridership Tracking System and GPS which will better meet the needs of operations in a phased rollout. This new system will enhance routing and reporting for all stops in a bus journey (arriving/ departing homes, schools, terminals), while easing the existing burden of utilizing multiple systems. The new system will also include a parent tracking feature which will allow parents to track the bus while his/her student(s) are onboard.	09-30-2022
Provide coordination and oversight of fleet and terminals/ facilities (3 Strategic initiatives)		
W Street School Bus Terminal	OSSE DOT, in collaboration with the DGS, will complete the construction and open the new W Street school bus terminal (1601 W Street NE) in July 2022. The new terminal will encompass an on-site maintenance and repair facility and will replace the New York Avenue terminal location.	08-31-2022
Southwest School Bus Terminal	OSSE DOT, in collaboration with DGS, will develop and finalize the architectural plans for the new Southwest school bus terminal. The new bus terminal will be a part of the District's plan to improve the efficiency of the city's largest fleet programs (FEMS, MPD and OSSE DOT) located in the Southwest corridor.	09-30-2022
Electrification of Buses	In conjunction with the W Street terminal opening, which will have the infrastructure to support electric buses, OSSE DOT will develop a solicitation to purchase its first series of electric buses. The first series of purchased electric buses will be used to pilot the efficiency of the vehicles to support student transportation needs.	09-30-2022