

Special Education Transportation FY2021

Agency Special Education Transportation

Agency Code GO0

Fiscal Year 2021

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.

Summary of Services Special Education Transportation is a Division within the Office of the State Superintendent of Education

2021 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
In response to the COVID-19 pandemic, OSSE DOT developed a robust plan to comply with local and federal COVID-19 guidance to include social distance requirements, personal protective equipment (PPE) and communication to staff and parents. OSSE DOT packaged and disseminated over 4,750 PPE packages for frontline staff (bus drivers, bus attendants, terminal management, investigators and support staff). OSSE DOT also provided staff with training on the proper use and disposal of PPE as well as social distance and safety reminders. In collaboration with OSSE's Health and Wellness team and DC Health, priority vaccinations were given to OSSE DOT frontline staff reporting to in person work. Additionally, with DC Health, a COVID-19 Self-Testing Program for terminal staff was established. Testing kits were provided to staff for self-testing and retrieved from each terminal location two times each week.	This accomplishment impacted the agency by providing support to staff to receive PPE, vaccinations and weekly testing to help stop the spread of COVID-19.	This accomplishment impacted DC residents by supporting local and federal guidance to help stop the spread of COVID-19.
OSSE DOT received 144 new school buses that are equipped with internal cameras to monitor staff and student safety on the bus and to aid in the investigation of school bus incidents/ accidents. The new buses were placed in service which includes a program for the review and storage of camera footage. Staff have been trained on the new vehicles.	This accomplishment impacted the agency by enhancing staff safety on the bus and to have the aid of internal cameras to support internal investigations.	This accomplishment impacts DC residents by increasing the number of buses in service to support student transportation and improving safety by having access to vehicles with internal cameras.
OSSE DOT completed the relaunch of the Stop Arm Camera Pilot program. The Stop Arm Project will allow OSSE DOT to place stop arm cameras on its buses and to issue citations for violators. Stop arm cameras will ensure the safety of students, staff and pedestrians while loading and unloading the bus. In FY22, OSSE DOT will develop a decision memo for OSSE leadership and the OCA of the findings and recommendations for next steps in order to make final decisions on moving forward/full deployment.	This accomplishment impacts the agency by improving safety for staff and students served, decreasing pedestrian related incidents and accidents.	This accomplishment impacts DC residents by supporting the Mayor's Vision Zero campaign to improve pedestrian and bicycle transportation safety.

2021 Key Performance Indicators

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
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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)

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
Average percent of calls answered	Quarterly	85.7%	85.8%	92%	100%	100%	99.9%	72.5%	83.1%	Nearly Met	To mitigate the number of calls negative variances, OSSE DOT's Customer Engagement team has focused on: offering overtime to staff for the first six weeks of school, backfilling vacated positions, hiring temporary staff to assist with the influx of start of school inquiries, and conducting annual refresher training and ongoing reinforcement with staff to ensure First Call Resolution.
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	Quarterly	1.2	1.6	1	0	0.9	0.9	2	1.4	Unmet	Due to the pandemic, there were not as many miles traveled which offset the average preventable accidents per 100,000 miles. Now that schools have transitioned back to in person learning, OSSE DOT anticipates this KPI being more inline with years past.
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)	Quarterly	89.3%	91.5%	94%	89%	88%	92%	77.3%	86.6%	Nearly Met	OSSE DOT actively worked to meet the needs of operations as a result of the impact from COVID-19 to include staff shortages (through vacancies and absences) and an increase in school cohorts. OSSE DOT is aggressively working to recruit staff to support student routes and has engaged vendors to provide support. OSSE DOT anticipates improving on time arrivals as the school year progresses.

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
Daily percent of Bus Attendants available (Includes the need for 1:1 aides)	Quarterly	New in 2021	New in 2021	New in 2021	12%	-1%	30%	-23%	5%	New in 2021	
Daily percent of daily Bus Drivers available	Quarterly	New in 2021	New in 2021	New in 2021	80%	49%	104%	2%	59%	New in 2021	
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)	Quarterly	1865.02	1715	1700	7950.15	1640	860.07	1802	1571.24	Met	

2021 Workload Measures

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual
1 - Coordinate and execute strategic internal and external communications (3 Measures)							
Number of students receiving school bus transportation	3173	1729.5	142	730	1325	2737	3394
Number of schools supported	236	119.3	Annual Measure	Annual Measure	Annual Measure	Annual Measure	237
Number of students whose parents receive reimbursement or participating in the Metro farecard, token or DC One Card Program	60	106	Annual Measure	Annual Measure	Annual Measure	Annual Measure	39
2 - Enhance bus safety by focusing on staff training and improving operations (2 Measures)							
Number of bus drivers and attendants	1162	1208	1250	1241	1225	1205	1230
Number of training offered for bus drivers and attendants	190	46.5	24	15	25	36	36
3 - Provide coordination and oversight of fleet and terminals/ facilities (2 Measures)							
Number of buses in service	94.4%	94.2%	97%	95.2%	94.9%	96%	95.8%
Number of school bus breakdowns	332	137	0	7	29	56	56

2021 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)		

Operations Title	Operations Description	Type of Operations
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

2021 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Coordinate and execute strategic internal and external communications (3 Strategic initiatives)				
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) as allowed via COVID-19 restrictions.	Complete	OSSE DOT attended three school reopening events at River Terrace Education Campus, IDream Public Charter School and DCPS/Mayor Bowser's event at Woody Ward during Q4, all located in Wards 7 and 8. Additionally, the outreach team has continued to focus efforts on providing information electronically for SY21-22 regarding safety procedures, processing times and transportation submission expectations to LEAs. OSSE DOT also conducted virtual information sessions with new parents to answer any questions regarding transportation services.	
Stop Arm Camera Project	OSSE DOT in collaboration with the Deputy Mayor for Operations and Infrastructure, District Department of Transportation, Department of Motor Vehicles, Mayor's office and City Administrator, will restart the pilot of the Stop Arm Camera Project in FY21. Based on the pilot program, with sister agencies, OSSE DOT will develop and begin implementing a plan for full deployment. The Stop Arm Project will allow OSSE DOT to place stop arm cameras on its buses and to issue citations for violators. Stop arm cameras will ensure the safety of students, staff and pedestrians while loading and unloading the bus.	Complete	In Q4, OSSE DOT concluded the relaunch of the Stop Arm Camera Pilot program. The vendor is compiling the results from the pilot to include the number of accepted violations, active camera days and average violations per active day. In FY22, OSSE DOT will develop a decision memo for OSSE leadership and the OCA of the findings and recommendations for next steps in order to make final decisions on moving forward/full deployment.	
School Reopening (COVID-19)	OSSE DOT will develop and implement new normal practices in accordance with local and federal guidance for reopening as a result of COVID-19.	Complete	OSSE DOT continued the packaging and dissemination of PPE for field/ terminal staff (bus drivers, bus attendants, terminal management, investigators and support staff). To date, there have been 4,749 PPE packages distributed to staff. OSSE DOT continued its partnership with DC Health to administer a COVID-19 Self-Testing Program for terminal staff. Testing kits were provided to staff for self-testing and retrieved from each terminal location two times each week.	
Internal management to improve external services (1 Strategic Initiative)				
Student Ridership Tracking System	OSSE DOT will pilot a more reliable, efficient and user-friendly Student Ridership Tracking System and GPS which will better meet the needs of operations. This new system will enhance routing and reporting for all stops in a bus journey (arriving/ departing homes, schools, terminals), while removing the existing burden of utilizing multiple systems.	75-99%	In Q4, OSSE DOT completed device installation on 547 school buses (100 remaining) in preparation for the pilot to test the navigation interface and student ridership tracking.	There was a need for additional funding required for completion. A capital enhancement request for FY22 has been approved.
Provide coordination and oversight of fleet and terminals/ facilities (2 Strategic initiatives)				
New School Bus Terminal	OSSE DOT, in collaboration with the DGS, will open a school bus terminal that encompasses an on-site maintenance and repair facility in FY2022. The new terminal will replace the New York Avenue terminal location. In FY21, DGS will award the construction contract as well as break ground and start construction of the new terminal at W Street.	Complete	In Q4, the construction vendor began construction (demolition) for the new terminal at W Street. In FY22, in collaboration with DGS, OSSE DOT will complete the construction and open the new W Street school bus terminal.	
New Fleet	OSSE DOT will prepare newly purchased school buses and vans to be placed in service to include developing a program for the review and storage of camera footage. Staff will be trained on the new vehicles. All newly purchased vehicles are equipped with internal cameras to monitor staff and student safety on the bus and to aid in the investigation of school bus incidents/ accidents.	Complete	As of August 2021, all newly purchased school buses and vans were placed in service which includes a program for the review and storage of camera footage. Staff have been trained on the new vehicles. All newly purchased vehicles are equipped with internal cameras to monitor staff and student safety on the bus and to aid in the investigation of school bus incidents/accidents.	