



# Service Improvement

## Action Plan



*February 10, 2025*

*Texas Central School Bus is driven to improve the communities in which we live and serve by enabling and enriching the lives and education of our students.*



***Jason Walker, President & CEO***

28+ years transportation & logistics experience

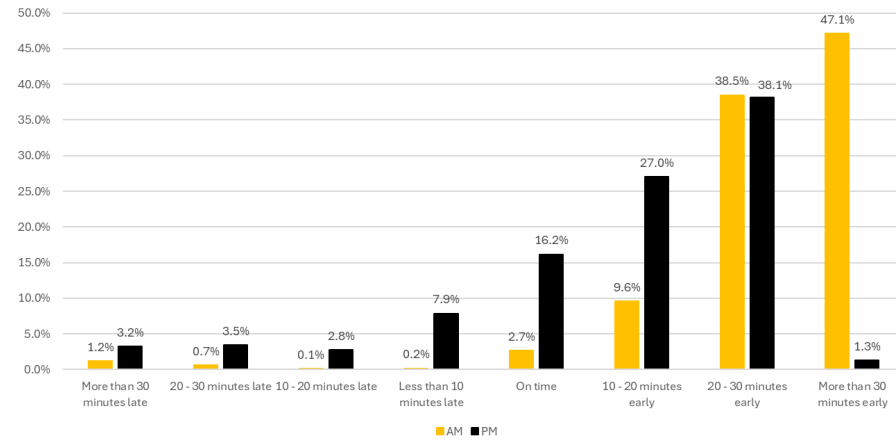
***Cafria Hart, VP of Operations***

20+ years transportation & logistics experience

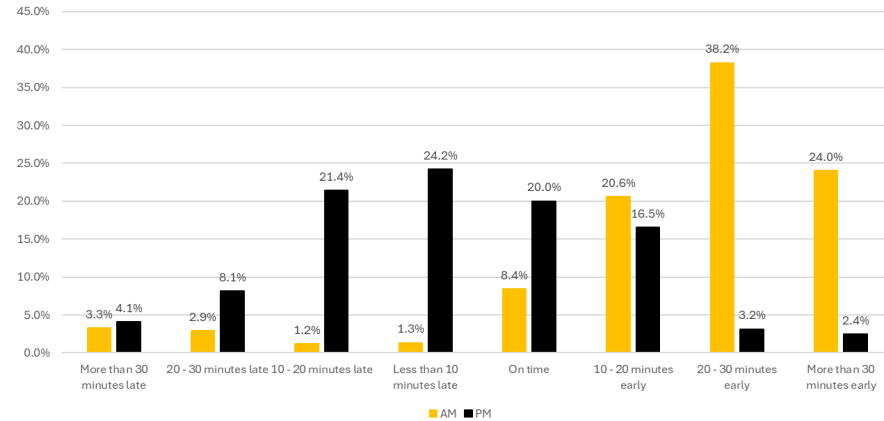
# Service Results

- Elementary schools are having the most favorable experience with 90.4% of the routes arriving early or on-time
- Middle school results are mixed with the AM arrival times being early or on-time over 91% of the time. Middle school PM arrival times are predominately late by less than 20 minutes
- The High School tiers are sandwiched between Elementary and Middle Schools causing them to be the most challenged

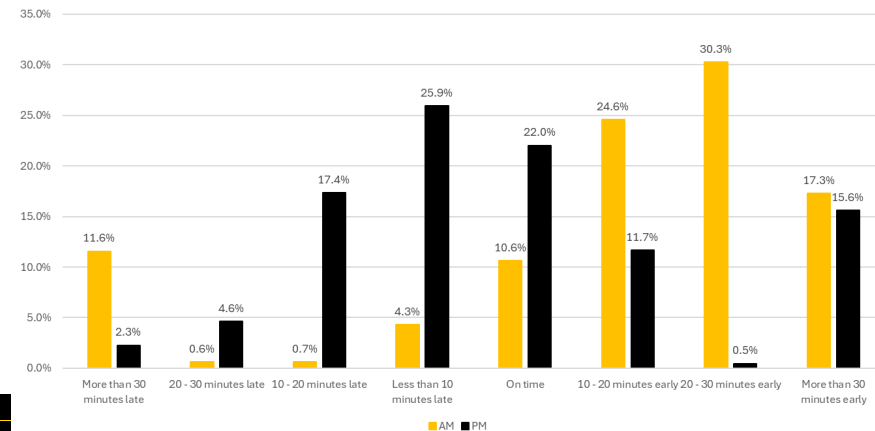
YTD Elementary School Tier Service



YTD Middle School Tier Service

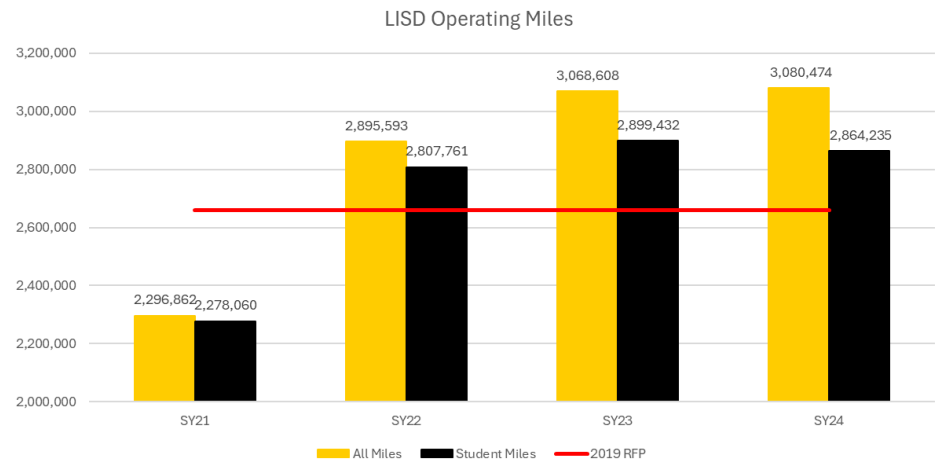
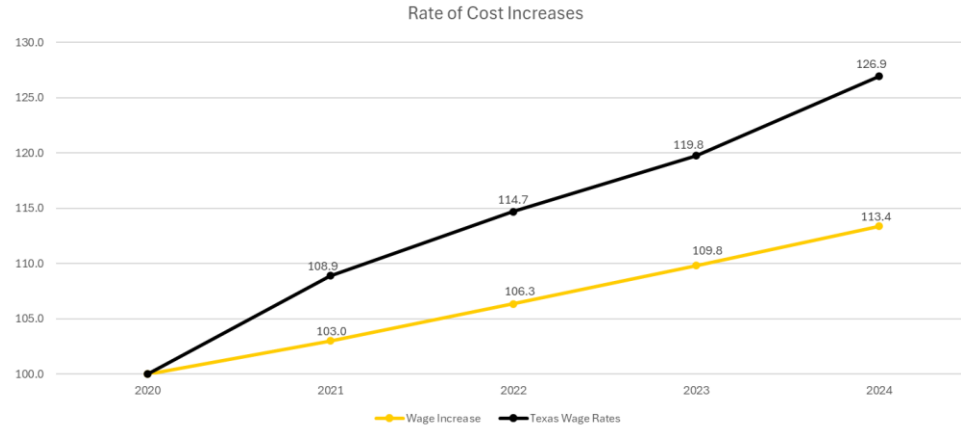


YTD High School Tier Service



# Root Cause Analysis

- Driver staffing has increasingly been a challenge
  - *Current staffing is 205 drivers for 218 routes*
  - *85.4% staffed (based on 10% spare drivers)*
  - *Driver wage rates have lagged behind Texas hourly wage rates within and outside of the industry*
- Miles travelled have grown significantly since the contract inception and more than bid mileage
  - *Additional mileage operated increases the instances of late arriving buses considering 35-minute staggered bell times*
  - *Student miles represents the in which students are actively being transported*
  - *Mileage increase also contributes to increased time students spend on the bus*



# Action Items

## *Immediate*

- Route consolidation
  - *Identifying opportunities to reduce approximately 20 routes*
  - *Route consolidation allows for greater success with current staffing*
  - *Ridership study shows that ~54% of eligible students are riding a bus*
  - *Texas Central is willing to call all impacted families*
- Enhanced driver resourcing
  - *Reallocate 10 non LISD domiciled drivers*
  - *~10 additional drivers expected to be hired & trained within the next 3 weeks*
  - *Additional corporate recruiting staff has been assigned to increase the rate driver interviews and hires*
    - *All applicants are to be contacted within 24 hours of completing an application*
- Implemented 2 van routes
  - *Change will reduce the amount of time the students are on the bus*
  - *Van staffing will not detract from available bus driver staffing*
- Daily route coverage update
  - Morning:
    - 7:30 AM – update with all routes that started more than 10 minutes late and/or were combined; update to include anticipated arrival time of late departing routes
    - 9:30 AM – update of all routes that arrived after late (after the 1st bell time)
  - Afternoon:
    - 3:00PM – update with all routes that started more than 10 minutes late and/or were combined; update to include anticipated arrival time of late departing routes
    - 6:00PM – distribution of per school on-time report for the current day's results

A yellow school bus is shown from a low angle, partially obscuring the view of a grand, classical-style building. The bus has "SCHOOL BUS" written on its side in large, bold, black letters, and "EMERGENCY DOOR" written below it. The building features multiple windows, ornate carvings, and a central archway. The text "Thank You!" is overlaid in the center of the image in a large, bold, black font.

**Thank You!**