

Department Strategic Plan Progress Update

Every Campus. Every Student. Every Day.

Department:	Transportation	Director/Lead:	Brandon Mills
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STRATEGIC PLAN ALIGNMENT

Strategic Pillar: Smart Systems

Department Goal: Successfully implement student ridership tracking software to improve communication, student safety, and transportation efficiency as measured by system data utilization, ridership reports, and stakeholder feedback.

Annual Target: May 2027

RIDERSHIP DATA SNAP SHOT

INSERT HERE: Approximately 800 elementary and secondary students ride in the bus every morning and afternoon.

PROGRESS AT A GLANCE

Current Status	Baseline	Current Result	End-of-Year Target
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- ☐ On Track
- ☐ Progressing / Monitor
- ☐ Needs Attention

PROGRESS UPDATE

What progress has been made toward the goal?

- Software has been installed in all but 6 buses. It's on order and will be installed this fall.

- Software was implemented on all other buses and has been in use since the first day of school.

EVIDENCE OF PROGRESS

What data or evidence demonstrates progress?

- Reduced the number of calls in the morning and afternoon.

RESPONSE

If there is no progress, how do you plan to respond?

- **Continue monitoring**

Excelling? What's next?



STRATEGIC ACTIONS UPDATE

Strategic Action	Progress / Result (Complete, In- Progress, Not-yet, N/A)
Complete implementation according to the project timeline.	Complete- exception of 6 buses
Train all transportation staff.	Ongoing
Launch parent and campus surveys during Fall 2026. In progress	On track for launch this fall

Strategic Action	Progress / Result (Complete, In- Progress, Not-yet, N/A)
Review survey results and implement improvements prior to the following school year.	Not yet
Increase stakeholder satisfaction with transportation communication.	Logging all complaints and inquiries to reduce callback time while simultaneously training staff on de-escalation techniques.
HIGHLIGHTS & IMPACT	
What is working well? Software- parents are getting used to it. Parent complaints are down from the year prior. We are tracking complaints this year on a spreadsheet to train transportation employees on how to handle complaints and de-escalate. Reducing response time for parent inquiries. Impact on Students, Staff, or District Operations: Easier to find missing students.	
CHALLENGES / BARRIERS	
What challenges, if any, may impact the achievement of the goal? Attendance, mechanical breakdowns, and traffic impact	
NEXT STEPS	
What will you focus on moving forward? Further refinement, auditing routes to shift students, use outside vendors for quicker repairs on buses, and keep a positive culture in the transportation department.	
END-OF-YEAR OUTLOOK	
X Expected to Meet/Exceed Goal ☐ Additional Monitoring Needed ☐ Adjustment to Actions Needed	

Brief Explanation:

We plan to exceed the goal because we have already launched the program and are in the process of learning and making refinements along the way. We are also working to align procedures to handle student discipline on our buses to support the safety.