

Talking Points-Please contact me at Darleen.vanriper@firstgroup.com with any comments or questions.

1. With Experience Comes Skill

This is the second start-up our current team coordinated, and we believe that it went well despite the minor hiccups we experienced with timing, parents not registering their student in a timely manner, and some software access issues. We were and continue to be able to make quick changes for smooth route flow, and everyone's access issues received one-on-one assistance by Darleen Van Riper. I am also proud to say that our routers have been able to route 99% of all students, who registered late, sooner than the advised ten business days. With the help of First Student team and LCSD secretaries, we were running smoothly by the second week and will continue to adapt operations for Thank you, team!

2. FS Safety Update: Regional Safety Training Managers

First Student is continuing to focus on Safety and commitment to operational excellence with the addition of the Region Safety Training Manager role. This role represents a vital piece of our Safety Training & Development Team's vision, which is centered around prioritizing employee safety performance and fostering a culture of care to ensure unmatched safety and reliability for our students and their families.

Our new Region Safety Training Managers will play a pivotal role in our journey toward continuous improvement in driver training. They will provide direct leadership and support to all locations, including Lincoln County, focusing on standardization, change management, and enhancing the Candidate First Experience for our new drivers.

For Lincoln County this means that we will have Ambassadors in all areas who will be the mentors for candidates entering the program and who will be point of contact for those who wish to become a member of the First Student family. The RSTM for our area is Jeff Heaton. Darleen Van Riper and Sheila Morris, Location Safety Manager, have worked with Jeff before and appreciate his desire to help his locations and their customers.

3. FirstActs & the New Referral Process

The new referral process is in full swing, and I am seeing good results on our end. Our employees are diligent with reporting behaviors, and FS management steadily reads and weeds through the reports to determine the appropriate approach for each child. We have also had a few meetins and, unfortunately, a few bus suspensions. Time will tell if the process helps teach students and families that riding a school bus comes with responsibilities and consequences if safety rules cannot be followed.

4. Driver/Candidate Comparison Report (as of 10/04/2023)

	9/7/2023		10/4/2023	
Lincoln County Bus Routes	73	Driver Shortage	73	Driver Shortage
Drivers on hand (as of 10/04/2023, LOA excluded)	46	27	45	28
Out of Town Drivers	0	27	0	28
Routes not currently serviced (combos)	20	7	20	8
Other Considerations:				
Cover Drivers positions not staffed	4	31	4	32
Route Monitor positions not staffed	5		5	
Drivers on LOA/FMLA/WC (Regular & Casual)	3		0	
Casual Drivers with limited availability	6		11	
LCSD & FS Staff (1 & 9) Available to Drive	10		10	

Please note that this information is subject to frequent changes.

We continue to cover routes with all hands on deck, and Annette as needed. Trips and Activities are covered by staff and other locations. Working with the ADs is a variable in the equation of making it work. We are lucky to have ADs who are willing and able to work with us to make transporting their athletes possible. On 10/09/2023, we are reintroducing one route.

5. Losing a Driver

On Sept. 28, 2023, after a short but courageous battle with a serious illness, David Snyder passed away. David was a lifelong resident of Lincoln City, Oregon, growing up on Sand Point and graduating from Taft High School with the class of 1977.

David's parents, Don and Babe, were pillars within the Lincoln City community participating in many community groups including the Elks Club, the Taft Boosters Club and Don served as the President of the Lincoln City Little League. They passed these values on to David and he continued their legacy within the community.

David was a ninth-generation plumber, working with his father Donald at Coast Plumbing. After Donald's passing, David with business partner, Jim Diehl, created Arrowhead Plumbing. Both Coast Plumbing and Arrowhead Plumbing served the local community for over 50 years and worked on many local buildings and projects including Oregon Coast Bank, Oceanlake School, Lincoln City Police Station and jail, the Comfort Inn, and the Taft Fire Hall. Arrowhead plumbing also completed plumbing jobs at banks, schools, motels, and post offices all over the state of Oregon.

David always said that if he had not been a plumber, he would have loved to be a teacher. He volunteered at Oregon Coast Community College as a plumbing instructor for plumbing apprentices. In a way he got his wish by spending his last working years as a school bus driver for First Student, servicing Lincoln County School District.