

SY19-20 Start of School: Transportation Lessons Learned

ACTC

11/6/19



Arlington Public Schools



All the Moving Parts

- Three new schools:
 - HB/Shriver @ The Heights
 - Fleet ES
 - Dorothy Hamm MS
- Three Program Moves/Changes
 - MPSA to stand-alone building
 - Dr. Charles Drew ES becomes neighborhood school
 - Arlington Tech welcomes its 4th grade level
- New MS Boundary changes take effect; no grandfathering
- New ES Boundary changes take effect; with grandfathering



Issues

- Construction to the very end
- Grandfathering ES
- No grandfathering MS
- Bus eligibility map changes
- New hub stop program implementation
- New drivers and routes
- Very late buses
- Special education routing
- Incomplete or missing communications
- ...



**Call Center
Overload**



How We Address

COORDINATION/COMMUNICATION

- Pre-planning – routes; changes
- Regular Interval Communications
- Improve Special Education and Transportation processes
- Joint new schools meetings with County DOT

BUDGET ADDITIONS

- Where's the Bus app
- Add additional routing staff – General Ed and Special Ed
- Deliver Bus information online
- New customer contact system; trained and additional staff



Looking ahead to 2021

- Two new schools
 - ES @ Reed
 - HS seats at Ed Ctr
- Potential program moves
- ES boundary changes
- HS boundary changes