

Transportation Update

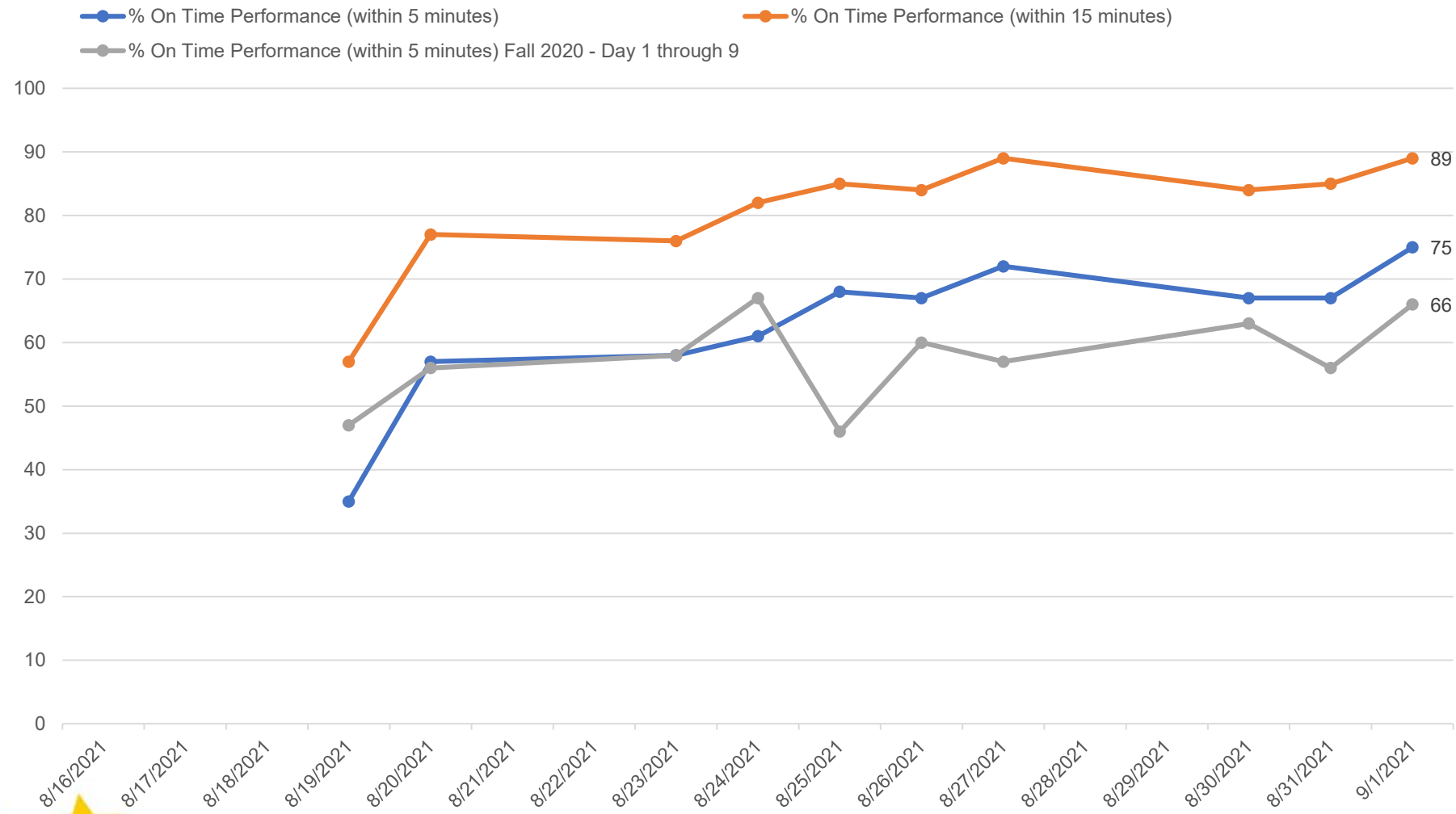
September 1, 2021



PREPARING STUDENTS
FOR LIFE

On Time Performance

On Time Performance - Yellow Bus



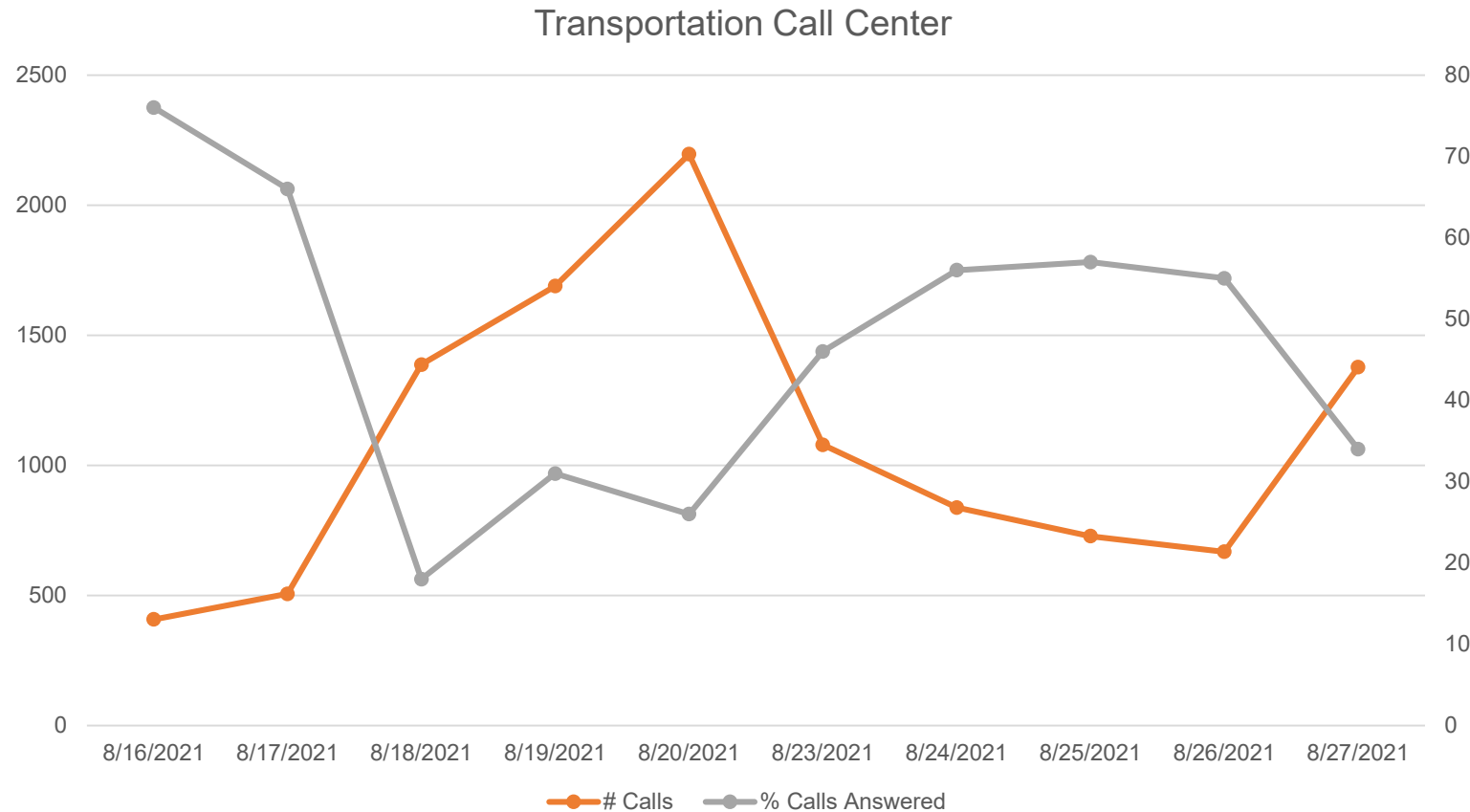
N=545 Morning Routes



THE FUTURE IS BRIGHT



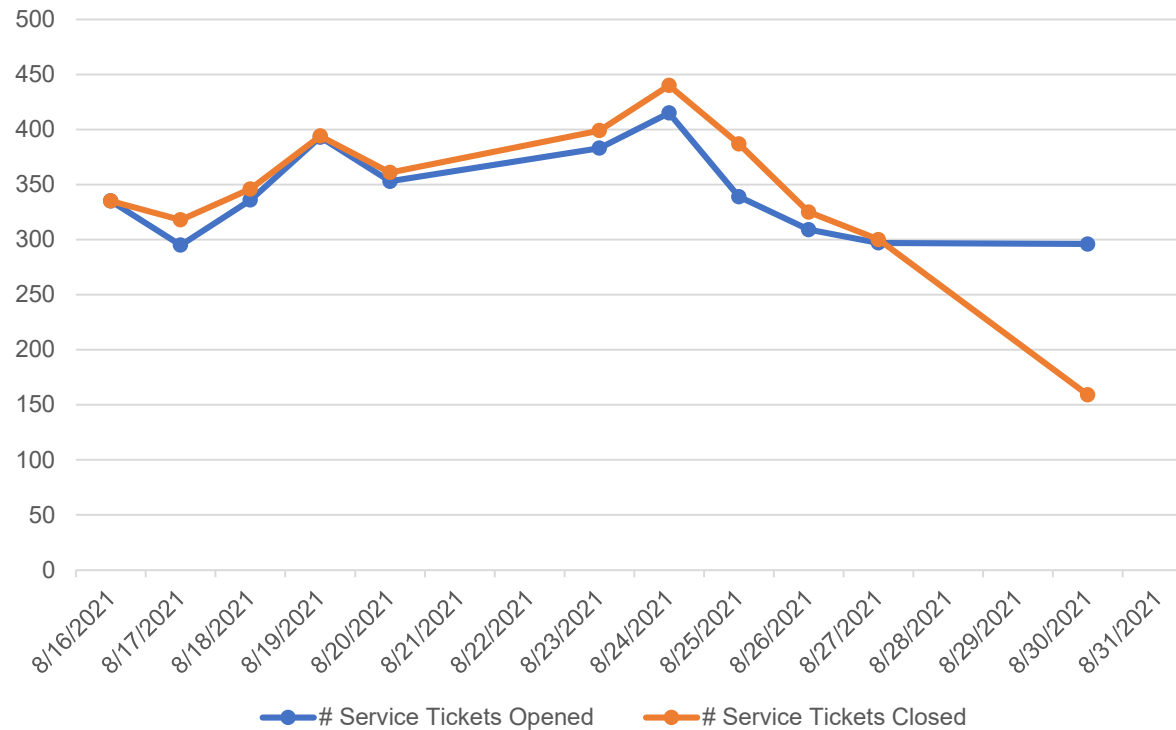
Transportation Customer Service



THE FUTURE IS BRIGHT

Transportation Customer Service

Transportation Service Tickets



Ticket Count By Reason

Service Information Lookup	35%
Transportation Service Request	33%
Vehicle Status (GPS/Estimated Time of Arrival)	9%
Change of Service	9%
Service Complaint	7%
Other	7%



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Metro Service Change

- Board members and Superintendent presented to City Council Budget and Finance committee Aug 30, providing an update on service and requesting the return of Xtra routes and plan for recruiting drivers
- Sent requested information to council member about needed safety measures and survey results
- Metro implemented route changes and we will send another survey out to parents on Monday

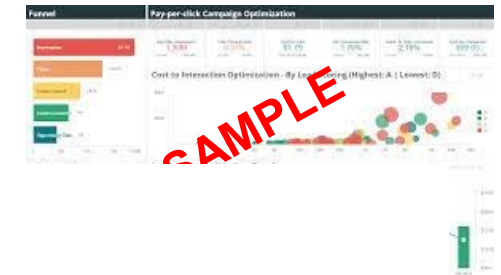
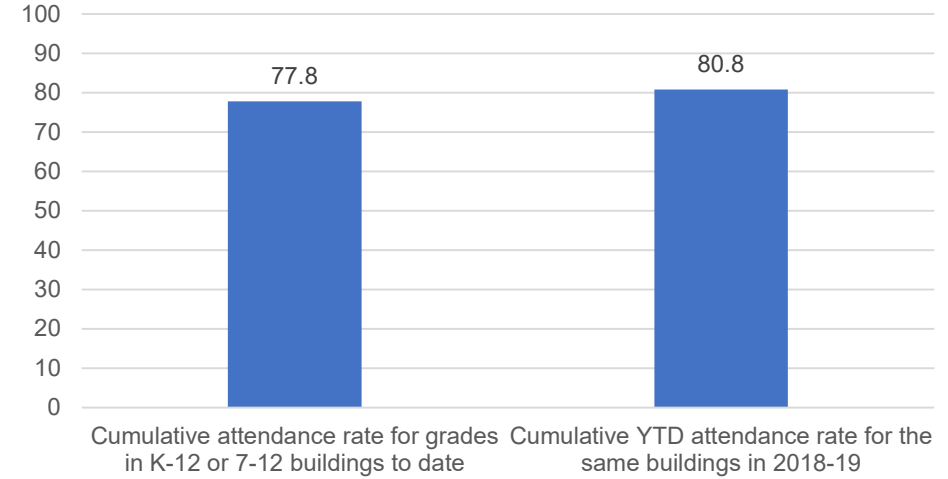


Metro Data

Ridership

Number of Unique Students By School By Time Period				
School	Before 915a	915a-2p	2-630p	After 630p
AIKEN COLLEGE AND CAREER HIGH P	209	5	207	21
CCPA WEST C	21	36	7	
CINCI TECHNOLOGY ACADEMY C	2			
CLARK MONTESSORI M	74		111	
DATER HIGH SCHOOL P	211	15	189	9
DEPAUL CRISTO REY C			6	
GAMBLE MONT HIGH SCHOOOL P	83	3	75	5
HUGHES STEM HIGH SCHOOL P	285	28	286	28
LASALLE HIGH SCHOOL NP	1		1	
MERCY MCAULEY HS NP	3		3	
MT AUBURN PREP ACADEMY C	1		1	
OYLER SCHOOL P	34	1	44	2
PURCELL MARIAN HIGH SCHOOL NPNS	13		7	6
RIVERVIEW EAST ACADEMY P	55	8	41	7
SCPA M	85	1	106	
SHRODER HIGH SCHOOL	142	2	107	3
TAFT HIGH P	82	11	66	11
VIRTUAL HIGH P	7	12	5	1
WALNUT HILLS P	306	3	376	5
WESTERN HILLS UNIVERSITY P	225	5	210	20
WITHROW UNIVERSITY P	266	7	257	22
WOODWARD CAREER P	151	19	154	27
TOTAL	2256	156	2259	167

Attendance



Coming:

Distribution of trip length

Distribution of walk length

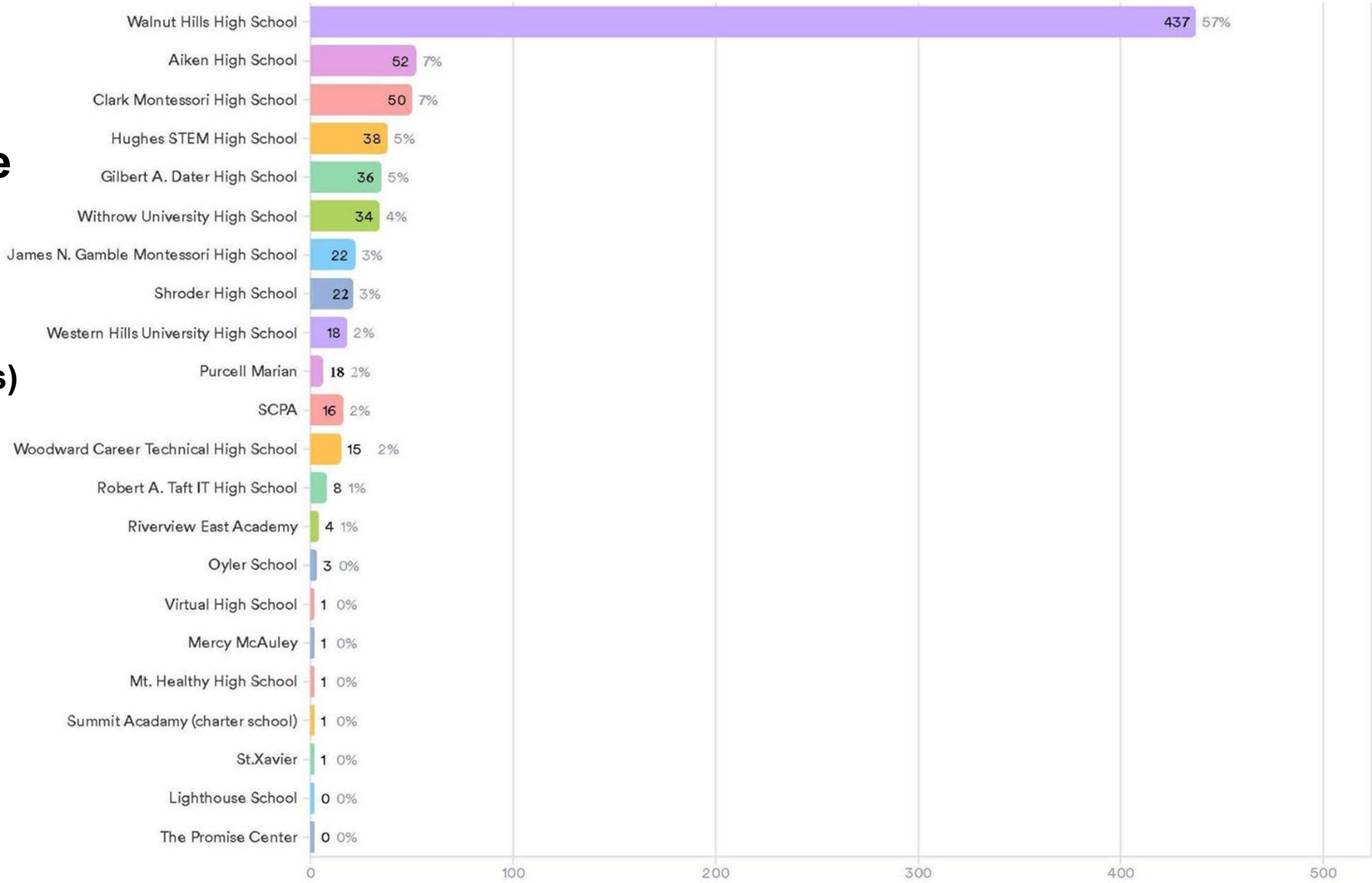
Distribution of time to departure after dismissal



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Metro Student Experience

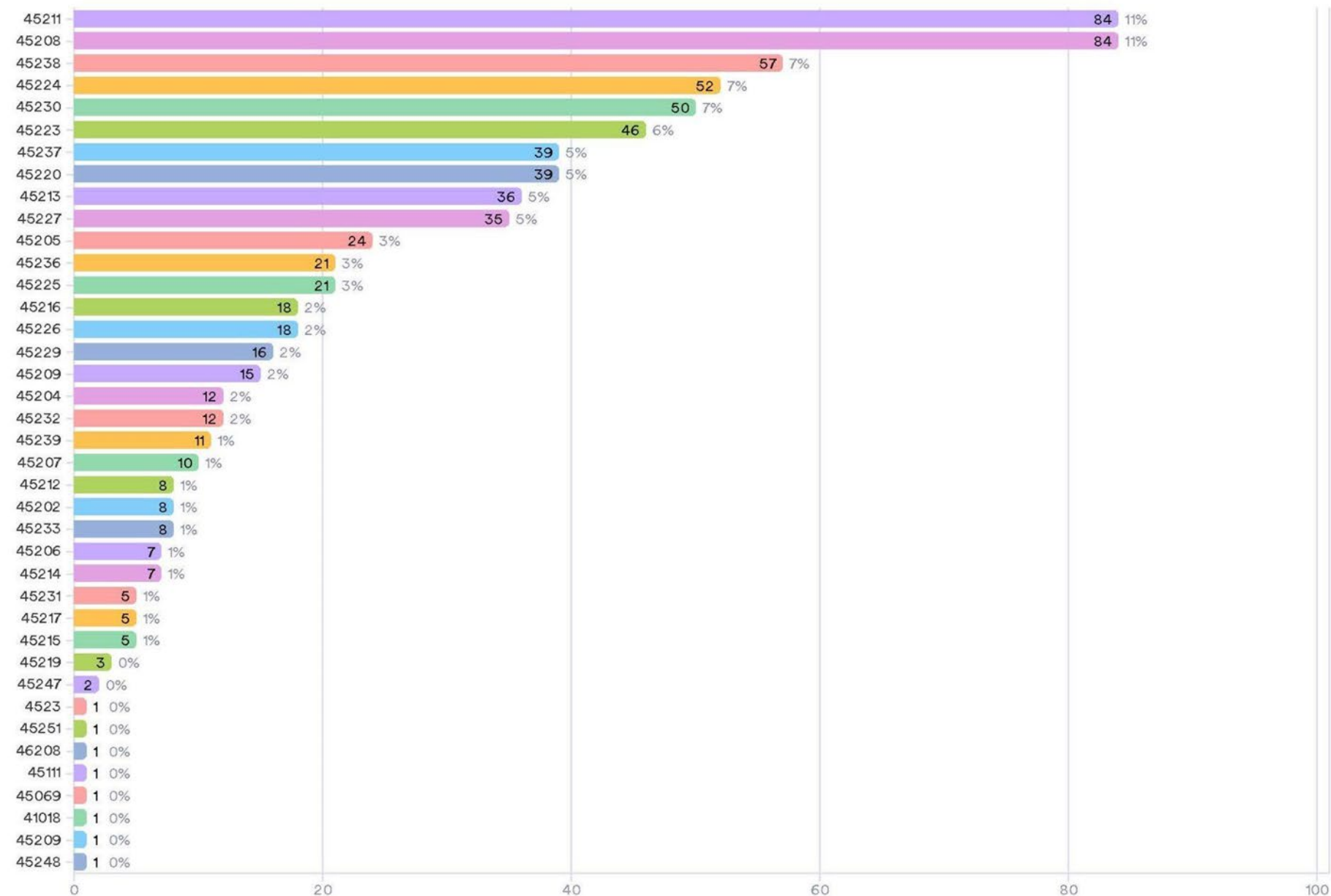
Student School (760 responses)



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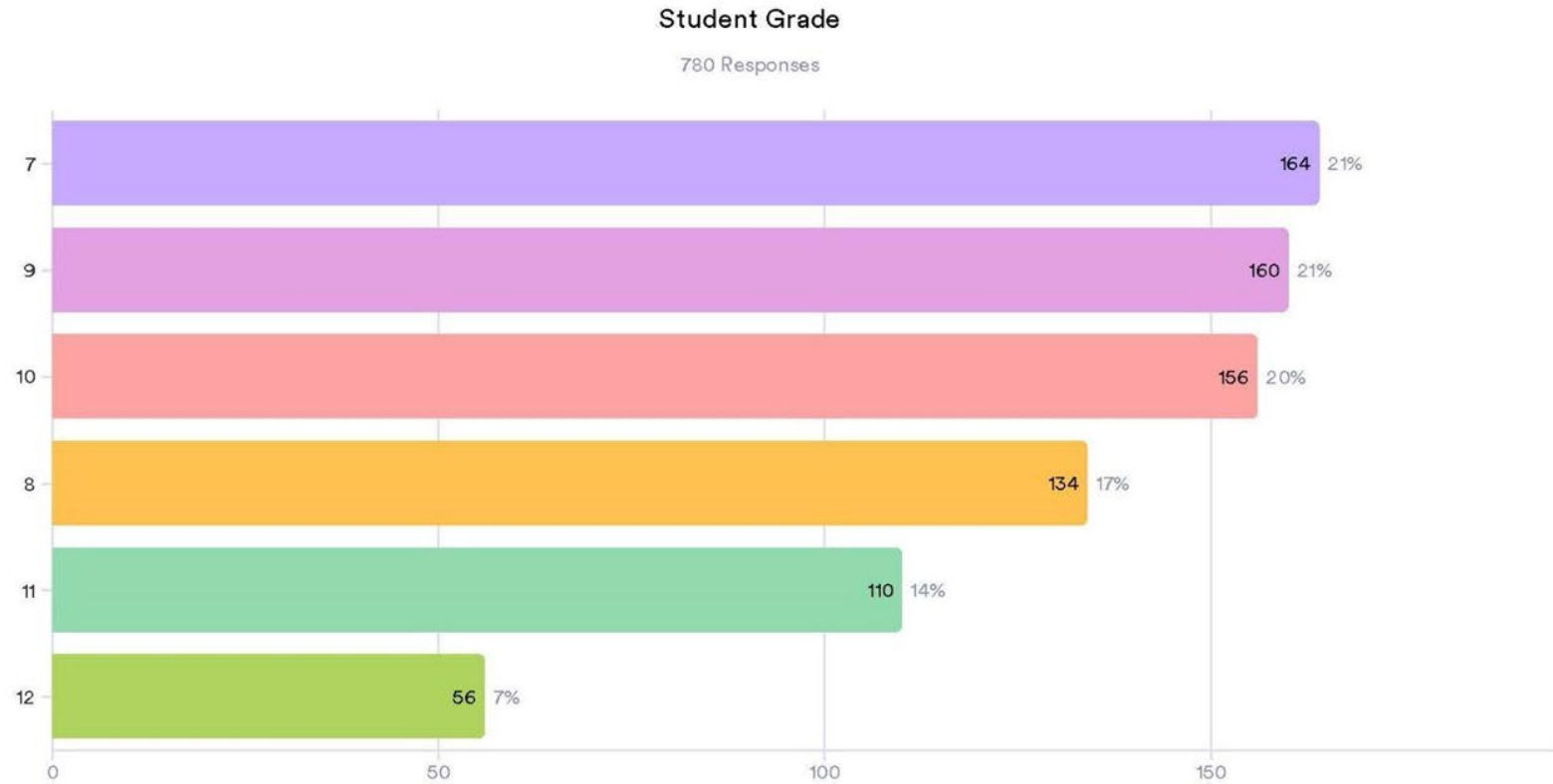


Student Zip Code (763 responses)



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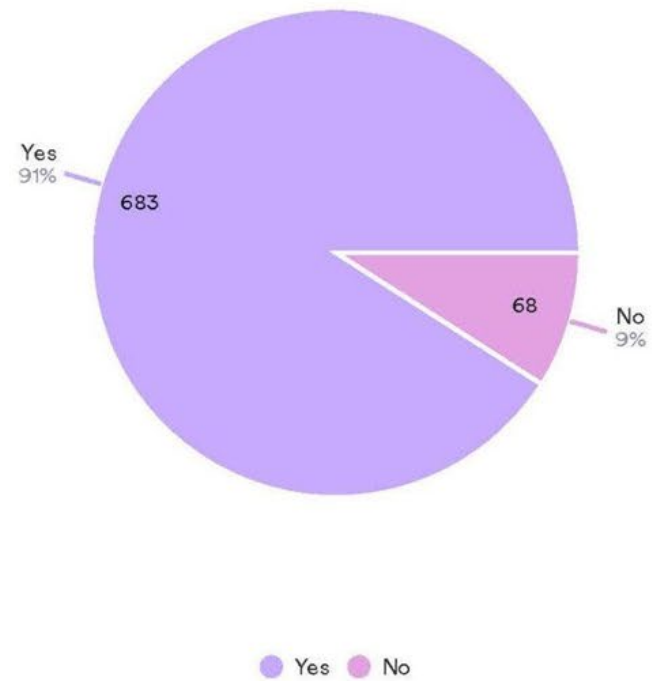




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Have you/your child experienced challenges with their Metro route to or from school?

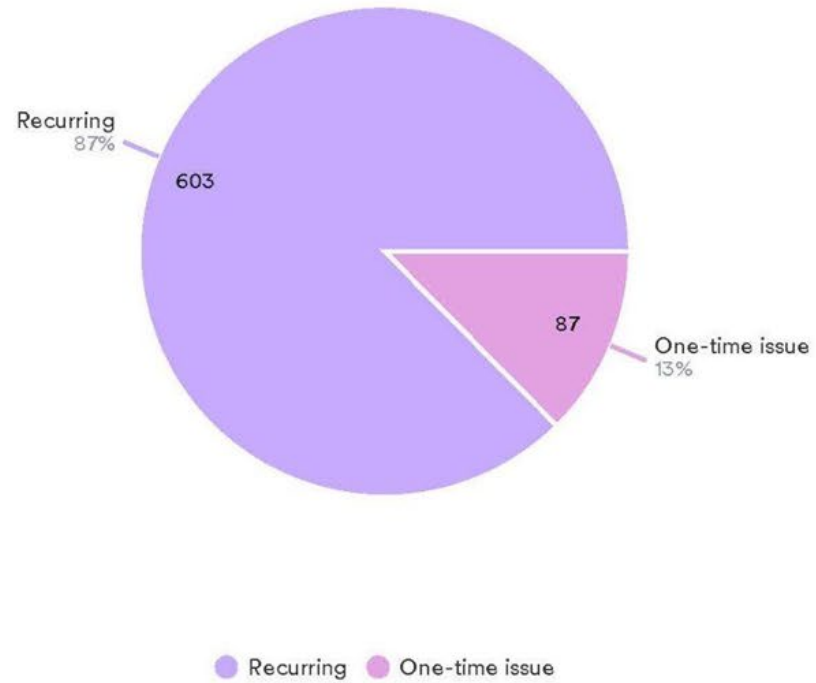
751 Responses- 29 Empty



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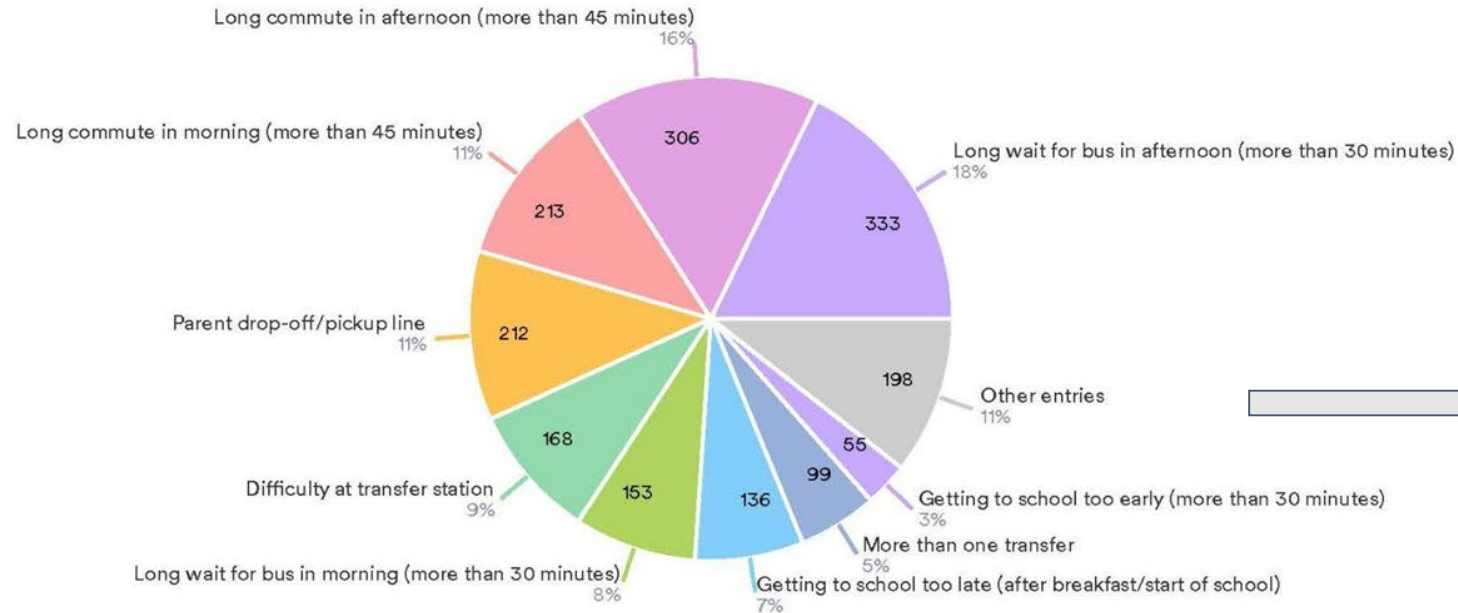
If yes, was this a one-time issue or recurring?

690 Responses- 90 Empty



If yes, type of issue experienced (select all that apply):

1873 Responses- 69 Empty



Most prevalent issues noted in “other”:

- Overcrowding
- Students getting up too early to catch the bus that gets them to school on time (making *Healthy Start Times* obsolete)
- Stop too far from home (>1 mile)
- Busses not showing, passing students because they are full, not arriving at time listed in Google Maps



Looking Ahead

- Metro data dashboard
- Yellow bus analysis
- RFPs – target end of September
- On Time Performance QI project continues
- Call Center Improvement project continues
- Transportation team staffing
- Leadership resources



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Transportation Policies



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**THE
FUTURE
IS BRIGHT**



**Student-Centered
Decision Making**



**Health and
Safety**



**Community
Engagement
and Influence**



**Optimized
Capabilities**



Growth



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FOR LIFE