

SCHOOL TRANSPORTATION UPDATE

November 4, 2021

HOW APS HAS RESPONDED

- Streamlined communication between transportation department and school building administrators to provide information as quickly as we receive it.
- Began text message notifications for families on routes that have changes.
- Added temporary staffing to our transportation department during peak times: i.e., morning and afternoon bus runs.

HOW APS HAS RESPONDED

Since September, transportation manager and assistant superintendent of Finance and Administration hold bi-weekly calls with our transportation provider Trombly to address large scale challenges.

Multiple calls/emails each day with Trombly to troubleshoot real time operations:

- Prior to 9 AM - any last-minute changes to routes or staffing
- 12:30 PM- updates to afternoon routes
- End of Day - clearance of all bus routes

CHALLENGES FACING TROMBLY

On Tuesday, senior managers from Trombly met with the APS team to discuss some of the challenges they are facing and potential remedies:

- Employee hiring and retention - driver shortage
- Substitute drivers - lack of awareness of Andover's routes
- Limited dispatch support or communication during driver shortages

SOLUTIONS FOR APS

As a result of our meeting:

- Trombly has assured us there will be a credit/refund for all routes that have not had a dedicated bus this year.
 - Our contract is for 38 large buses (71 passenger or larger) to service the district.
 - For example- if Trombly runs all routes on only 30 buses, APS will receive credit to our bill for the 8 buses not in service to the district.
- APS has access to Trombly's GPS system, which will allow us to see where buses are located to increase efficiency and communication.
 - This does not apply to substitute drivers/buses

SOLUTIONS FOR APS

- Trombly will create an APS route handbook for all drivers to have available if they cover a route to ensure drivers have access to accurate routes and stops.
- Trombly will make filling driver position for afternoon bus #19 a priority for APS. This will free up drivers who have been covering that route.
- APS with APD will review traffic patterns at AHS on Monday, November 8th to determine if changes are needed to keep buses free to move in/out quicker.

PILOT PROGRAM - WHERE'S MY BUS?

- Trombly has offered the district the opportunity to pilot their newest software “Where’s My Bus?”
- Software will allow our families to register their child’s bus route to view real-time updates on where the bus is located.
- Pilot will test the software for a small number of users before Thanksgiving.
- If accepted, the software can be implemented by January 2022 for all who opt-in.

QUESTIONS?