



Ray-Pec School District

Transportation Program Review
February 2016



Apple Bus Company

- Apple Bus Company was formed in summer of 2000 and is regionally headquartered in Cleveland, Mo. Apple Bus currently provides student transportation services and some para-transit services in Missouri, Kansas, Illinois, Michigan, Louisiana and Texas. Mike Oyster is, and has been the President of the company since its inception. Raymore-Peculiar R-2 is one of their largest transportation hubs.
- Mike Oyster, Apple Bus President & CEO, began his decades long service to the student transportation industry in 1975 with R.W. Harmon & Sons before holding various senior positions with Mayflower Contract Services and the Crabtree Harmon Corporation. In the summer of 2000 Mike departed Durham School Services as a Senior Vice-President to start Apple Bus Company.
- Reid Oyster joined Apple Bus Company directly after graduating with honors from the University of Missouri in December of 2004. Currently, Reid serves as the Vice-President of Apple Bus Company. Reid is predominantly responsible for the development of new business, technology, and the oversight of both transit and student transportation operations.
- Steve Cage serves as the General Manager for the Raymore-Peculiar School District transportation program. Steve has worked in the transportation industry since 1978 with stops along the way with R.W. Harmon & Sons, Mayflower and Durham. Steve joined Apple Bus Company in 2004 when Apple Bus was awarded the Raymore-Peculiar transportation contract. Steve has prior experience in management as the General Manager for the Granite City IL, Omaha NE, Hickman Mills and Independence, MO School Districts.



Mission & Purpose

- ❖ Pupil transportation is an essential part of the overall school program. The Mission of the Raymore-Peculiar School District Transportation Program is to provide safe, dependable, and efficient transportation for the purpose of supporting our District mission of providing quality educational opportunities for all children.
- ❖ The goal of the Transportation Program is to achieve excellence in the following core areas:
 - ❖ Safe and positive ride experience
 - ❖ Cost efficient
 - ❖ Excellent customer service
 - ❖ Quality Staff





Bus Route & Equipment

(Background Info)

- 57 daily bus routes run regular transportation
- 29 daily Special Education routes
- 12 daily shuttle routes for LEAP, vocational, tutoring
- 13 spare buses
- 4th year of 5 year contract



School Bus Discipline/Accident Data/Inspections (Safe & Positive Ride Experience)

Discipline:

- Total number of bus disciplinary infractions went up in 2014-2015 by 30.5% from average of previous two years.
- Total number of bus suspensions went up in 2014-2015 by .6% from average of previous two years.

Accident data:

- Preventable accidents in 2014-2015 = 1
- Preventable accidents average from last two years = 6.5

Bus Inspections:

- Highway Patrol bus inspection data was 99% in 2014-2015
- Previous two years = 97.5% in 2013-2014 and 94% in 2012-2013



- Goal for maximum route time of 45 minutes
(Reg. routes)
 - Tier 1 (High School/Middle School) and
 - 43 routes within max. route time expectation
 - 8 routes over 45 minutes route time (2 at 60 min.)
 - 17% of Tier 1 routes not meeting route time expectation
 - Tier 2 (Intermediate/Elementary)
 - 49 routes within max. route time expectation
 - 8 routes over 45 minutes route time (1 at 60 min.)
 - 14% of Tier 2 routes not meeting route time expectation
- Goal for average route time of 30 minutes or less
 - Tier 1 current average route time of all routes is 39 minutes.
 - Tier 2 Current average route time of all routes is 32 minutes.



Load Count Data

(Safe & Positive Ride Experience)

- Goal to maintain a passenger load range of 55% to 76% of bus capacity for regular route buses.
- *Example – 71 passenger bus scheduled with 39 to 54 riders (1.60 to 2.25 per seat).
 - Tier 1
 - 44 routes at 76% or below
 - 5 routes between 77% to 90%
 - 2 routes are over 90% (1 at 91% and 1 at 92%)
 - Tier 2
 - 53 routes at 76% or below
 - 3 routes between 77% to 90%
 - 1 route is at 91%
 - Factors to consider:
 - Age of child
 - Length of ride



Other Strategies

(Safe & Positive Ride Experience)

- Safety training & drills
 - Bus evacuation (twice per year)
 - Driver safety meetings (monthly)
 - Driver training on medical emergencies (twice per year)
 - Driver training on BIST and Special Needs care (twice per year)
- On-time tracking
 - School arrival times
 - Home arrival times
- Peaceful School Bus program
- Expand surveys (parents, students)



State of Missouri Transportation Summary 2014-2015:

- Cost per mile (Non-disabled) = \$3.79
- Cost per mile (Students w/ disabilities) = \$3.83
- Cost factor efficiency rating (Contracted) = 90 efficient, 86 Inefficient

Ray-Pec Transportation Summary 2014-2015:

Cost per mile (Non-disabled) = \$2.57

Cost per mile (Student w/ disabilities) = \$4.60

Cost factor efficiency = 97.61%



Benchmarking districts transportation cost per mile: (2014-2015 data)

- Average cost per mile for benchmark districts = \$5.77 per mile for regular ed. transportation
- Ray-Pec = \$2.57
- Average cost factor of all benchmark districts = 109.81%
- Ray-Pec = 97.61%



Strategies

(Excellent Customer Service)

- Communication improvements
 - School Messenger
- Change in service request process:
 - Pick-up/Drop-off change request
 - Change in service request
- Proactive performance monitoring:
 - Admin. Council mtgs (monthly)
 - Performance Reviews w/ Jay Harris (monthly)



Survey Data (Staff) (Excellent Customer Service/Quality Staff)

Instructions: Please rate the Raymore-Peculiar Transportation Department in the following areas.										
	Year	A-4	B-3	C-2	D-1	F-0	N/A	COUNT	TOP TWO	TREND
Professional appearance of Bus Drivers and Transportation Staff.	Spring 15	21	117	71	32	10	105	356	55.0%	
Professional behavior and courtesy of Bus Drivers and Transportation Staff.	Spring 15	21	112	78	35	9	100	355	52.2%	
Customer service received from Bus Drivers and Transportation Staff.	Spring 15	23	106	75	31	11	110	356	52.4%	
Quality of work performed by Bus Drivers and Transportation Staff.	Spring 15	20	111	78	36	6	106	357	52.2%	
Timeliness and efficiency of Transportation Staff.	Spring 15	20	127	74	35	8	92	356	55.7%	
Communication and follow up regarding Transportation related topics or issues.	Spring 15	21	98	65	31	10	126	351	52.9%	
Overall rating for the entire Contracted Transportation Service from Apple Bus Company	Spring 15	21	106	96	36	9	87	355	47.4%	

*The trend percentage listed in column K is the current year compared to the average of the previous years from the top two categories only.

*The highlighted numbers represent the highest count per category.



Professional development training based on the key themes of excellence:

- Extraordinary customer service
- Exceptional quality of work
- High level of efficiency
- Meaningful and effective communication
- Outstanding professionalism and courtesy



2015-2018 SMART Goals & Indicators of Success

- **Performance Surveys**

- **SMART Goal** = By Spring of 2017, the Ray-Pec transportation program will achieve a score of 4 or higher (on a scale of 5) on a patron/staff survey about overall transportation performance. *(Spring 2016 and 2017 staff & community surveys)*
- **SMART Goal** = By Spring of 2017, the Ray-Pec transportation program will score 75% or better in the top two categories on the annual staff survey related to the five key themes of excellence. *(Spring 2016 and 2017 staff surveys) (2014-2015 = 52.5%)*

- **Missouri State Highway Patrol Inspections**

- **SMART Goal** = Ray-Pec transportation program will achieve an annual score of 90% pass rating on first inspection and 100% by end of day. *(February 2016 inspection report = 100% first inspection)*

- **Accident Report Data**

- **SMART Goal** = By June 2017, the Ray-Pec transportation program will reduce the amount of preventable accidents by 20% or better. *(2014-2015 accident data = -83%)*



2015-2018 SMART Goals & Indicators of Success continued

• Cost Efficiency

Cost Efficiency Factor (The cost efficiency factor is calculated by dividing the cost per mile by predicted cost per pupil mile)

- **SMART Goal** = The Ray-Pec transportation program will annually operate and maintain transportation services at a Cost Factor less than 104% calculated annually. (2014-2015 cost factor = 97.61%)

Cost per mile (The cost per mile is calculated by using the total allowable cost of transportation and dividing it by total transportation miles)

- **SMART Goal** = The Ray-Pec transportation program will annually operate at \$3.25 cost per mile or below for non-disabled transportation services. (2014-2015 cost per mile for total transportation miles = \$2.57)

Cost efficiency benchmarking

- **SMART Goal** = By 2017, The Raymore-Peculiar School District will perform in the 80th percentile or better when compared to the benchmarking schools on cost per pupil mile (reg. ed) as reported on the Missouri Department of Elementary and Secondary Education transportation calculation. (2014-2015 cost per pupil percentile = 100th)



Measuring & Monitoring (Balanced Scorecard)

Ray-Pec Program Scorecard: Transportation														
Key Indicators				SCORING CRITERIA										Raw Score
				Basic			Nearing Goal			Goal	Advanced			
	Measures	2013-2014	2014-2015	1	2	3	4	5	6	7	8	9	10	
1	Staff Survey (Average of all 7 categories)	N/A	52.5%	10%	20%	30%	40%	50%	60%	70%	80%	85%	90%	5
2	Highway Patrol Inspections	97.5%	99%	66%	69%	72%	75%	80%	85%	90%	93%	97%	100%	9
3	Accident Data	6.0	1.0	9	8	7	6	5	4	3	2	1	0	9
4	Cost Efficiency Factor	100.47%	97.61%	135%	130%	125%	120%	115%	110%	100%	95%	90%	85%	8
5	Cost Per Mile (State average = \$3.79)	\$2.62	\$2.57	\$4.75	\$4.50	\$4.25	\$4.00	\$3.75	\$3.50	\$3.25	\$3.00	\$2.75	\$2.50	9
6	Cost Efficiency Benchmarking Percentile	N/A	100th	55th	60th	65th	70th	75th	80th	85th	90th	95th	99th	10
7	Parent/Patron Survey (Spring 2016)	N/A	N/A	1	2	3	4	5	6	7	8	9	10	
	TOTAL SCORE			1	2	3	4	5	6	7	8	9	10	8.33



Questions

