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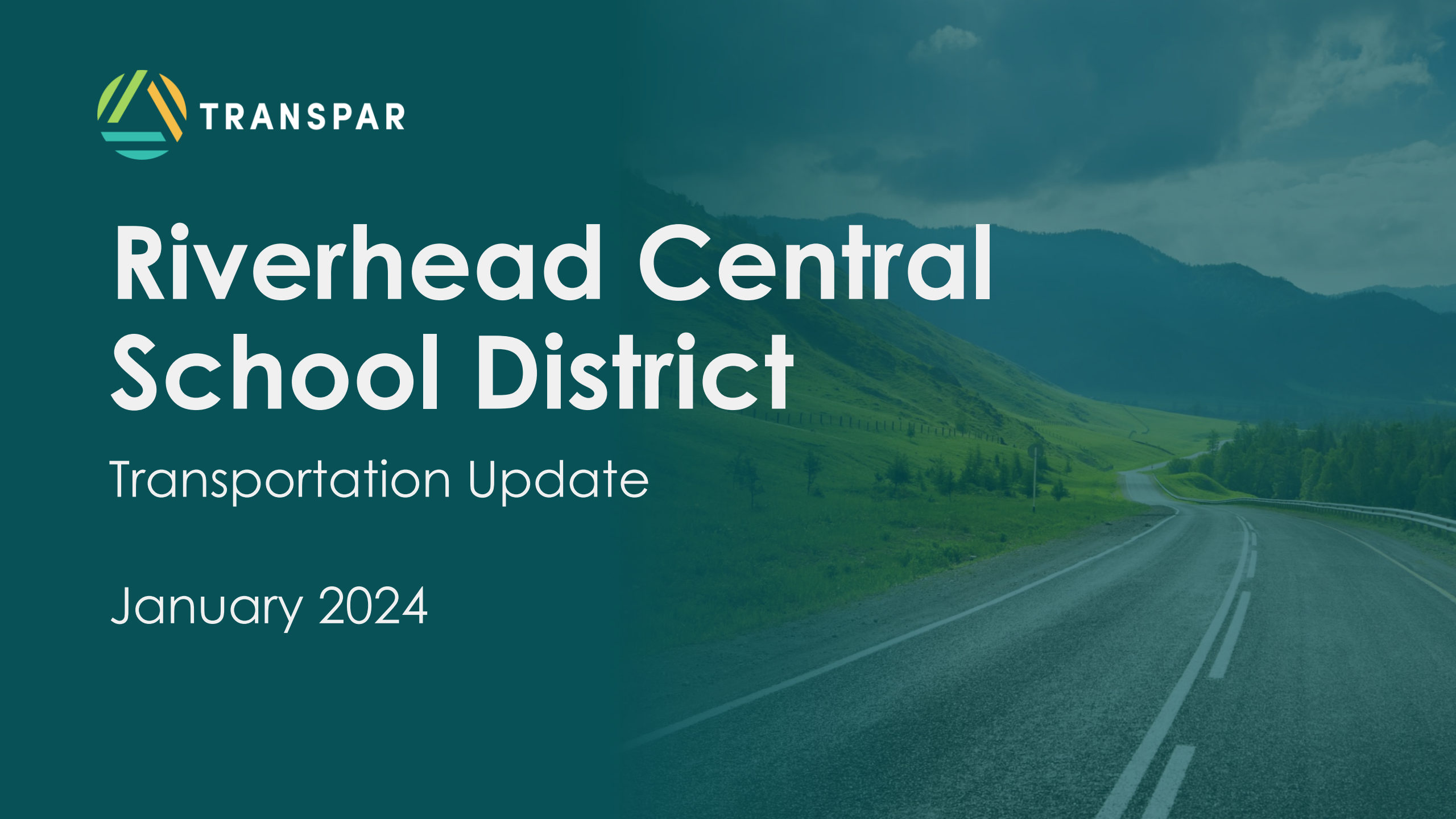
Riverhead Central School District

Transportation Update

January 2024



AGENDA

- Parent Survey Update
- Transportation Operations Update
- Biggest Successes, Challenges, & Looking Ahead to the 2024-25 Year
- Questions

Parent Survey Update

In October 2023, the Transportation Team worked with District Leadership to develop a parent survey that gave parents the opportunity to provide feedback on transportation services to start the 2023-24 school year. Families were asked to provide feedback in the following primary areas:

- Their experience with transportation within the first two weeks of school
- Their experience with transportation after the first three weeks of school
- Their overall experience with transportation this school year
- Their experience and preference for this year's bell schedule vs. last year's bell schedule
- Their interest in having a bus tracking application to know when buses will arrive to stops and schools

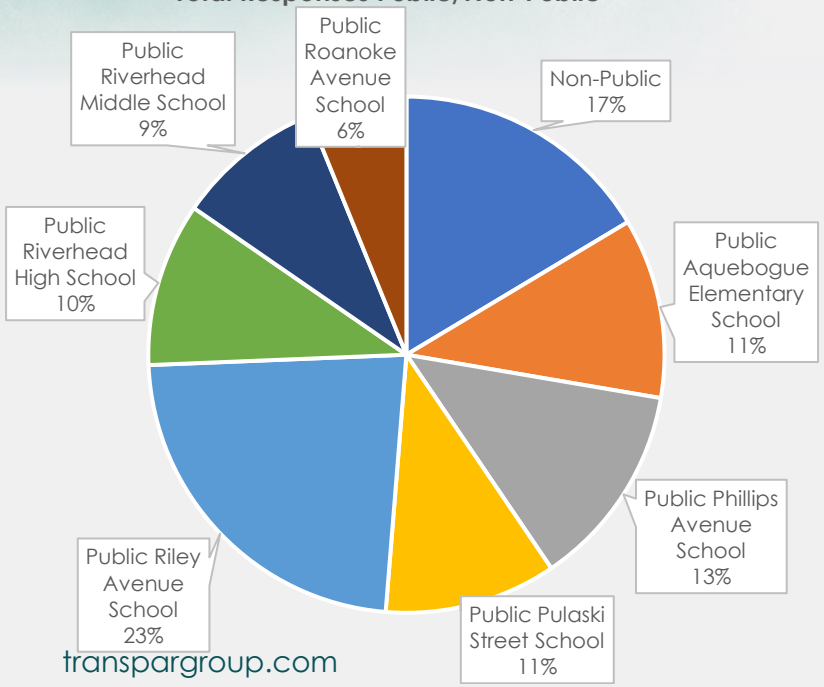
Survey overview and response metrics were as follows:

- Open to all families, including those with students attending Riverhead Central School District schools, as well as those attending private, charter, parochial, and BOCES program schools
- Open for a two-week window
- Total of 195 respondents
- ~83-84% of respondents were from Riverhead schools
- 16-17% of respondents were from private, charter, parochial, or BOCES programs schools

Parent Survey Update

Categories/Schools	Count of Responses
Non-Public	32
Public	163
Aquebogue Elementary School	22
Phillips Avenue School	25
Pulaski Street School	21
Riley Avenue School	45
Riverhead High School	20
Riverhead Middle School	18
Roanoke Avenue School	12
Grand Total	195

Total Responses Public/Non-Public



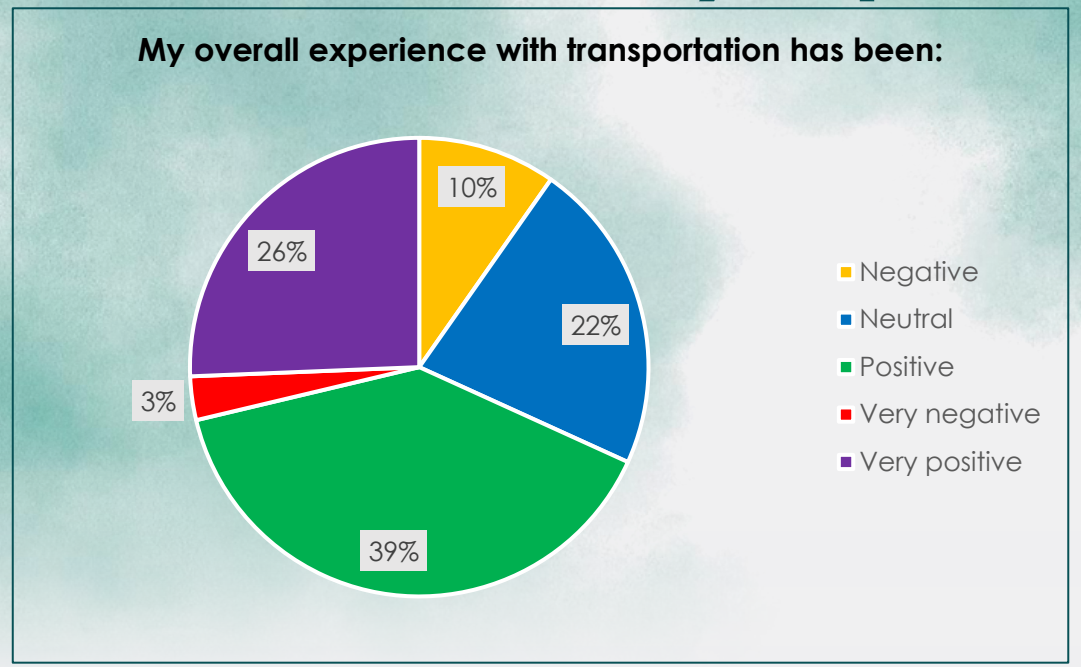
My child's experience with transportation the first two weeks of school was:

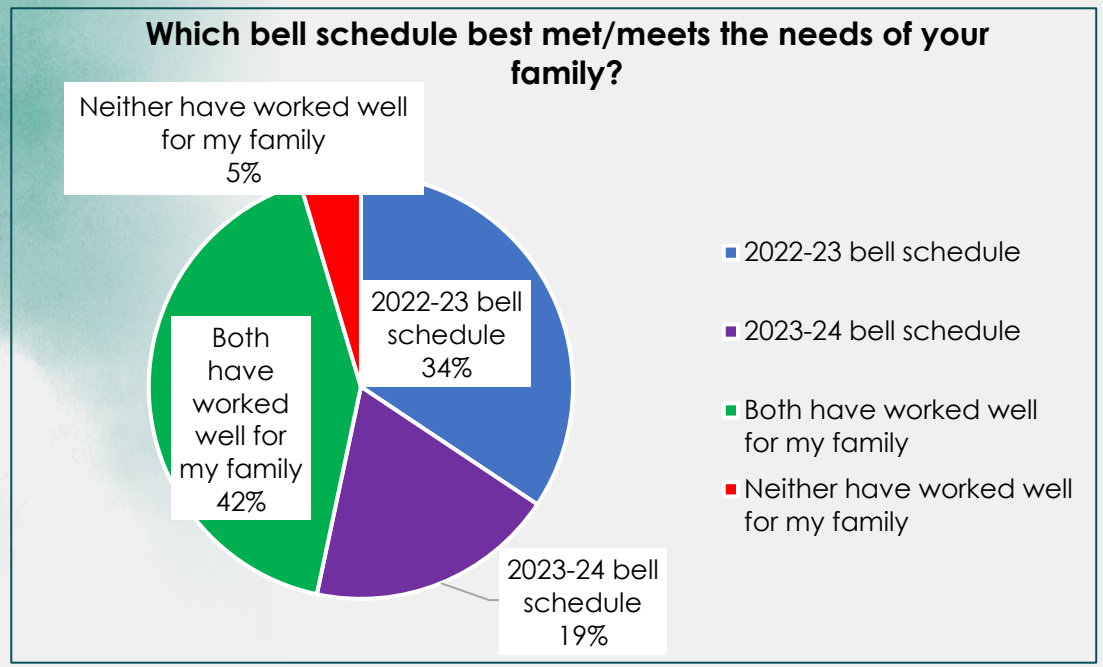
Responses Type	Number of Responses	Count of Student Status	Total Counts
Negative	As expected, Inconsistent	1	68
Negative	As expected, Negative	1	
Negative	Inconsistent	29	
Negative	Inconsistent, As expected, Nega	1	
Negative	Inconsistent, Negative	5	
Negative	Inconsistent, Positive, Negative	1	
Negative	Negative	27	
Negative	Negative, Inconsistent	2	
Negative	Negative, Surprising	1	
Neutral	As expected	54	59
Neutral	Surprising	5	
Positive	As expected, Positive	1	68
Positive	Positive	56	
Positive	Positive, As expected	10	
Positive	Positive, As expected, Inconsiste	1	

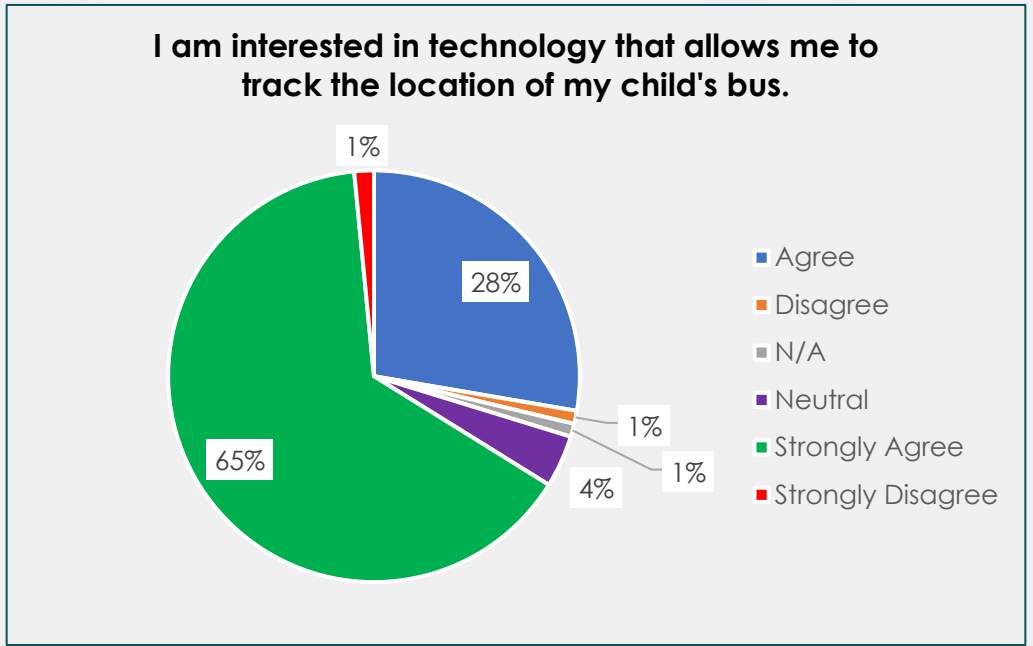
My child's experience with transportation after the first three weeks of school was:

Responses Type	Number of Responses	Count of Student Status	Total Counts
Negative	As expected, Inconsistent	1	36
Negative	Inconsistent	19	
Negative	Inconsistent, Negative	4	
Negative	Negative	10	
Negative	Negative, Positive	1	
Negative	Surprising, Inconsistent	1	
Neutral	As expected	66	71
Neutral	Surprising	5	
Positive	As expected, Positive	1	88
Positive	Positive	74	
Positive	Positive, As expected	11	
Positive	Positive, As expected, Surprising	1	
Positive	Positive, Surprising	1	

Parent Survey Update







Transportation Operations Update

In October 2023, the Transportation Team also conducted a RouteYield to collect actual time and capacity utilization data on each run and route. The data was then analyzed, which allowed the Transportation Team the opportunities to:

- Make further modifications to routes to improve on-time performance
- Determine the impact of bell time changes
- Maximize the resources available (drivers, monitors, buses) to provide all required services
- Identify issues within the current routing software and GPS systems that needed to be addressed
- Already begin planning and evaluating how to implement changes for next school year

As of January 19th, the Transportation Team's key operating metrics are as follow:

- 85 routes
- 75 drivers
- 10 open routes, covered daily by office staff, 5 of which are long-term coverages
- Daily absenteeism of 8-10 drivers, or a 10-13% absenteeism rate, causing further coverage by office staff
- Average number of 3-4 drivers out for the full week each week
- 40 monitors, with an average of 3-5 monitors out each week

Biggest Successes, Challenges, & Looking Ahead to the 2024-25 School Year

Biggest Successes:

- Due to the changes in bell times, buses are arriving and departing in the mornings and afternoons with greater on-time consistency and smoother unloading and loading procedures
- Field trips and afternoon program runs for the elementary buildings are being assigned and completed in a timelier manner
- Approval of the new routing software and GPS for implementation next school year, which will allow parents to have a greater amount of information at their fingertips regarding the arrival of their child's bus to and from school

Biggest Challenges:

- Hiring and retaining drivers and monitors
- Costs and expectations for the amount of services requested are increasing.

The Transportation Team will continue the remainder of this year, and begin looking ahead to next year, by focusing on the following areas, which include but are not limited to:

- Continuously recruiting and hiring as many drivers as possible to combat the driver shortage
- Reviewing GPS reports daily to monitor routes as modifications are made and new students are added and to continue to improve in on-time performance
- Providing support to parents and schools regarding any transportation questions or concerns that may arise
- Planning for the routing software and GPS transition that will take place over the course of the next few months
- Beginning to plan strategically for the start to next school year and continuing to improve upon the success that the department has had this school year

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Thanks for your time today