

BALTIMORE CITY  

---

PUBLIC SCHOOLS



**Student Transportation:  
Yellow School Bus Operations**

Keith Scroggins  
Chief Operating Officer  
January 20, 2011

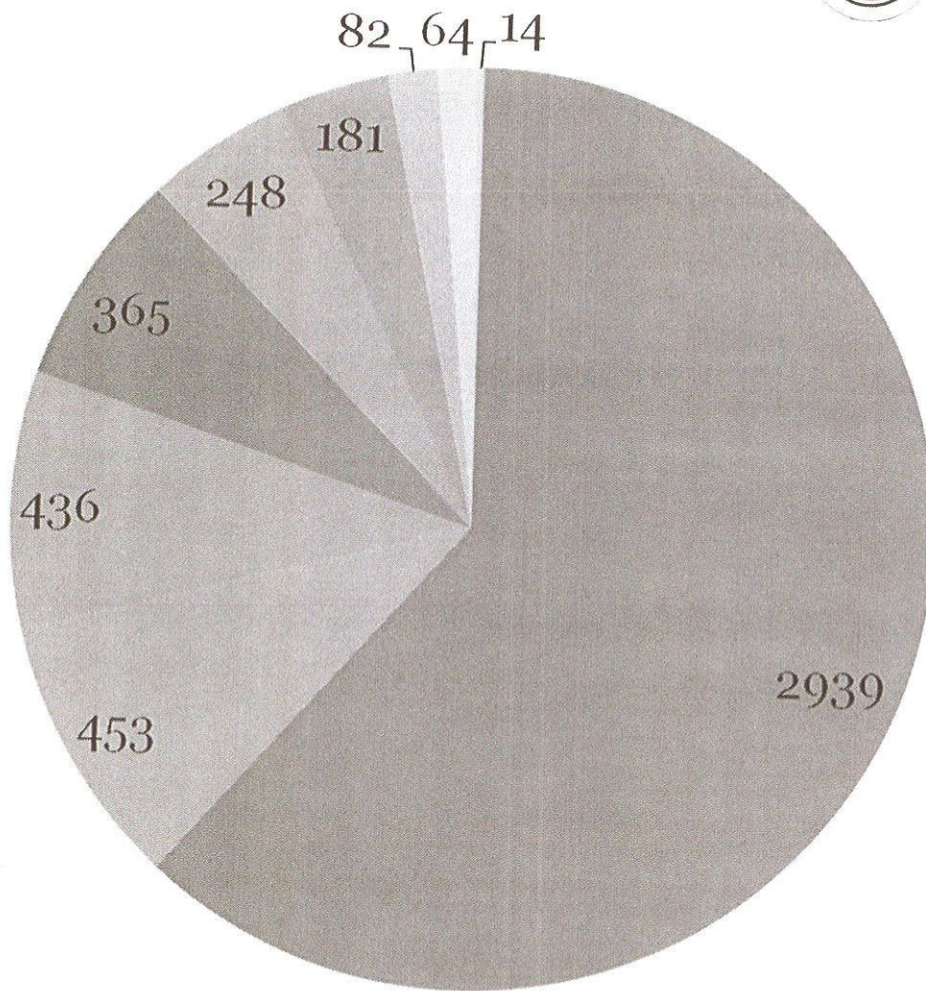
## City Schools Transportation Office

The mission of the Office of Transportation is to transport eligible students to and from school or special events in a safe, timely, efficient, and dependable manner.

- Students who are eligible for transportation:
  - Elementary students who live more than 1 mile from school
  - Secondary students who live more than 1.5 miles from school
  - Students who live within 1 or 1.5 miles of their schools, but have hazardous walking conditions
  - Students with IEPs or 504 Plans that include transportation accommodations
  - Students who are homeless
  - Some English-language learner students
- Students are transported in yellow buses, taxi cabs, or MTA buses.

# Students Transported by Yellow Bus

3



- IEP Accommodation
- Pre-kindergarten
- Homeless
- English-language Learners
- NCLB Transfer
- Others
- Suspension
- Medical
- 504 Plan

**BALTIMORE  
CITY**

**GREAT KIDS  
GREAT SCHOOLS**

**PUBLIC  
SCHOOLS**

# Student Transportation by the Numbers



**4,782**

Students transported on yellow buses

**510**

Students transported in taxis

**280**

Buses operating daily (including 249 contractors)

**15,584**

Scheduled bus trips per day

**>3,000,000**

Operational miles per school year

**530**

Students transported across county lines

# School Bus Personnel Training



**Drivers & Aides must be certified in accordance with COMAR**

- Initial certification is achieved through successful completion of pre-service training
- Continued certification is achieved through the annual in-service training

	Pre-service Training	Annual In-service Training
Drivers	<p><b>15 hours –</b> 6 classroom &amp; 9 behind the wheel</p>	<p><b>6 hours –</b> 5 hours on safety procedures, strategies, and laws &amp; 1 hour on-the-bus observation or instruction</p>
Aides	<p><b>2 hours –</b> 1 in first aid &amp; 1 in attendant duties</p>	<p><b>2 hours –</b> Topics include equipment, student management, first aid</p>

## Quality Service Commitment

- City Schools Transportation Office is committed to providing high quality services to our students
- Customer care specialists are on staff to:
  - Assist customers who have questions or concerns about transportation-related issues
  - Identify customers' needs, determine and initiate appropriate responsive action(s).
  - Receive, document, investigate, and resolve complaints.
  - Work with schools transportation coordinators and administrators to resolve student transportation issues

# Improvements in City Schools Transportation Office

7

- Developed Standard Operating Procedures manual
- Hired a full-time supervisor of school bus maintenance
- Hired a full-time safety administrative support
- Developed and implemented procedure on mandatory pre-trip orientation
- Created Office of Pupil Transportation web page with information for parents and other stakeholders
- Increased the frequency of pre-service training for school bus personnel to every other week
- Incorporated safety staff participation in contractors' safety meetings
- In the process of developing solicitation for improved routing and scheduling software

## Commitment to Ongoing Improvement

**City Schools Transportation  
Office recognizes the need to  
continuously improve.**

To provide feedback or have questions  
answered, please contact:

Customer Care Specialist: 410-396-7440

School Bus Safety Office: 410-396-7445

Email: [transportation@bcps.k12.md.us](mailto:transportation@bcps.k12.md.us)



BALTIMORE CITY  

---

PUBLIC SCHOOLS

9

For More Information:

Avon Mackel  
Director of Transportation  
410-396-8752

BALTIMORE  
CITY

GREAT KIDS  
GREAT SCHOOLS

PUBLIC  
SCHOOLS