



# 2014 Opening School Update

Thursday, September 4, 2014

# Transportation

- ▶ Number of Buses
  - Regular
    - FY2013-2014 = 221
    - FY2014-2015 = 202
  - Special Education
    - FY2013-2014 = 84
    - FY2014-2015 = 81
  - Total
    - FY2013-2014 = 305
    - FY2014-2015 = 283
- ▶ 7% reduction in buses due largely to changes in bell times

# Transportation On-Time Performance

## ► FY 2013-2014

- 1<sup>st</sup> day – 71%
- 2<sup>nd</sup> day – 87%
- 3<sup>rd</sup> day – 92%
- 4<sup>th</sup> day – 95%
- 5<sup>th</sup> day – 96%

## ► FY 2014-2015

- 1<sup>st</sup> day – 75%
- 2<sup>nd</sup> day – 86%
- 3<sup>rd</sup> day – 92%
- 4<sup>th</sup> day – 92%
- 5<sup>th</sup> day – 95%

- Improved first day of school performance
- Reached 95% on-time by end of the 1<sup>st</sup> week

# Transportation Call Center

## ▶ **FY 2013-2014**

- 3,109 calls received
  - 48% - stop information
  - 8% - address change
  - 37% - bus status
  - 6% - complaints
  - 1% - other

## ▶ **FY 2014-2015**

- 2,426 calls received
  - 43% - stop information
  - 3% - address change
  - 50% - bus status
  - 3% - complaints
  - 1% - other

- ▶ 23% reduction in calls from FY2013-14
- ▶ Shift in calls from stop and address information to bus status

# General Call Center

- **FY2013-2014**
  - 8,352 calls received
    - 9.9% Pre-School
    - 9.7% - Requests for Specific People
    - 9.6% - Human Resources
    - 7.3% - Recruitment and Placement
    - 5.9% - School Assignment
- **FY2014-2015**
  - 8,182 calls received
    - 7.7% - Finance (Payroll)
    - 7.6% - Human Resources
    - 7.2% - Wrong Number/Hang Ups
    - 5.8% - Pre-School
    - 5.7% - Requests for Specific People
- ▶ **Other top categories in 14-15 include: Transportation, Students in Transition, and School Contact Information**

# Food Service

## Participation Rates- 1<sup>st</sup> 10 days

### ► FY2013-14

- Breakfast – 44%
- Lunch – 67%

### ► FY2014-15

- Breakfast – 53%
- Lunch – 77%

► Participation rates are up 10% points vs. same time last year

► Total meals are up 9% vs. last year

► Contributing factors

- Conversion to Community Eligibility Program where all students receive free breakfast and lunch
- More efficient start of year as Southwest enters 2<sup>nd</sup> year of operation

# Building Readiness

- ▶ All buildings were clean when school started
  - 96% of 6,125,429 ft. were cleaned
- ▶ Asphalt (11), Flooring & Painting (16) and Gym Ceiling Lights (2) projects completed on schedule
- ▶ Shenandoah and Mann renovations scheduled to be complete by September 30, 2014
  - Windows and Lulu's on 2<sup>nd</sup> shift
- ▶ Elevator projects complete or substantially complete in 25 schools

# Building Readiness

- ▶ Elevators in 8 schools still incomplete due to construction concerns/redesign and performance.
  - Hickey
  - Meramec
  - Kennard
  - Fanning
  - Langston
  - Stevens
  - Lyon @ Blow
  - Wilkinson