



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

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

▶ FY 2014-2015

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

- ▶ Improved first day of school performance
- ▶ Reached 95% on-time by end of the 1st 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- 1st 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 2nd 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 2nd 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