



# Opening School Update

Presentation to the Special Administrative Board

August 27, 2015



# AGENDA

- Transportation
- Food Service
- Call Center
- Enrollment

# Transportation - Buses

- Regular
  - 2014-15 = 202
  - 2015-16 = 197
- Sped
  - 2014-15 = 81
  - 2015-16 = 83
- Total
  - 2014-15 = 283
  - 2015-16 = 280

➤ 3 fewer buses in this year than last year due largely to closing  
College Prep

# Transportation – On-Time %

## 2014-15

- 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%

## 2015-16

- 1<sup>st</sup> day – 69%
- 2<sup>nd</sup> day – 87%
- 3<sup>rd</sup> day – 91%
- 4<sup>th</sup> day – 94%
- 5<sup>th</sup> day – 94%

- First day on-time lower than last year due to increased traffic
  - Closing South Kingshighway
  - Some street direction changes on north side
  - New bell time schedule – heavier traffic periods
- Drivers made adjustments to improve for the rest of the week

# Meal Participation Rates

## 2014-15

- Breakfast – 53%
- Lunch – 77%

- Participation rates are up vs. first week last year
- Contributing factors
  - Smoother operations with Community Eligibility Program fully implemented
  - Later start time may be influencing breakfast participation

# Transportation Call Center

## 2014-15

2,426 calls received

- 43% - stop information
- 3% - address change
- 50% - bus status
- 3% - complaints
- 1% - other

## 2015-16

3,431 calls received

- 40% - stop information
- 4% - address change
- 52% - bus status
- 3% - complaints
- 1% - other

➤ Calls were up vs. last year due to:

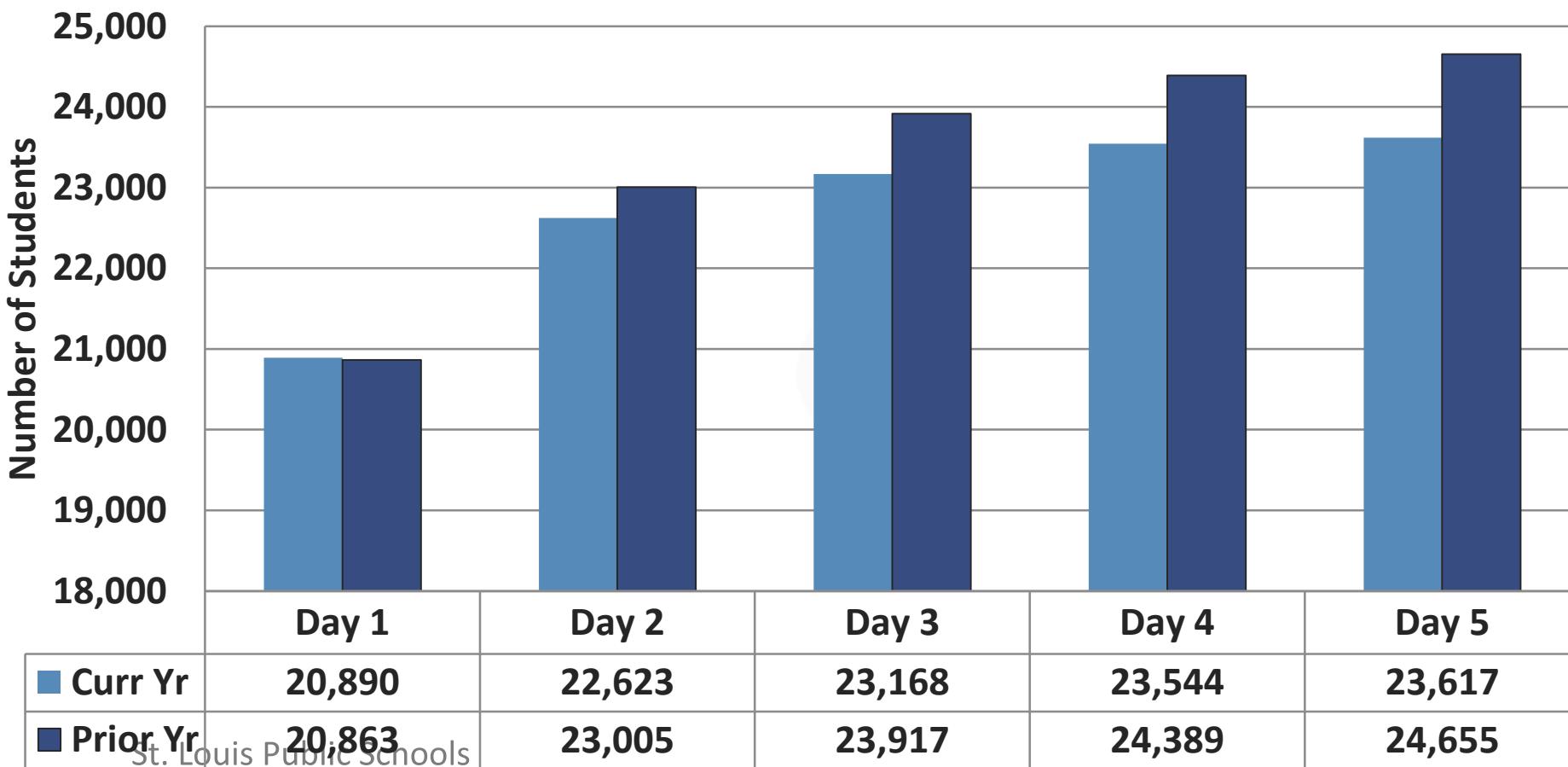
- Higher volume of calls answered due to:
  - New phone system that allows callers to know where they are in the queue
  - Improved operator training
- Bell time changes that increased requests to change bus stops

# General Call Center



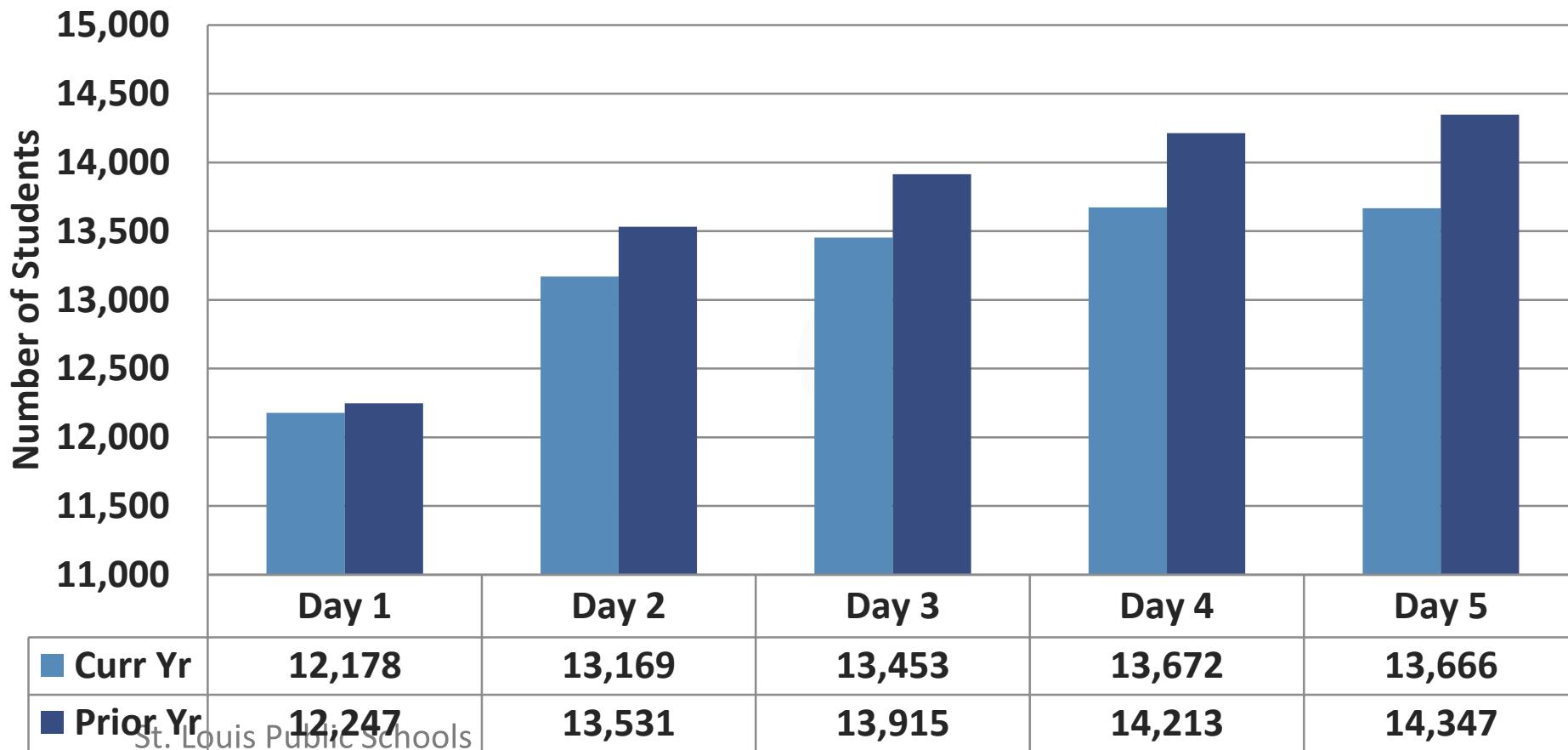
- **FY2014-2015 (9 Days)**
  - 8,182 calls received
    - 7.6% - Human Resources
    - 7.2% - Wrong Number/Hang Ups
    - 7.7% - Finance (Payroll)
    - 5.8% - Pre-School
    - 5.7% - Requests for Specific People
- **FY2015-2016 (11 Days)\***
  - 9,721 calls received
    - 11.2% - Human Resources
    - 8.3% - Pre-School
    - 8.1% - Wrong Number/Hang Ups
    - 6.8% - Recruitment/Counseling
    - 6.2% - Requests for Specific People
- ▶ Other top categories in 15-16 include: Transportation, Finance, Students in Transition, and School Contact Information, School Registration/Enrollment<sup>7</sup>
- ▶ \*Due to increased call volume the general call center began early in SY 15-16

## Student Enrollment – Fall, 2015 vs. Fall, 2014 Week 1 Comparison by Day - District Totals



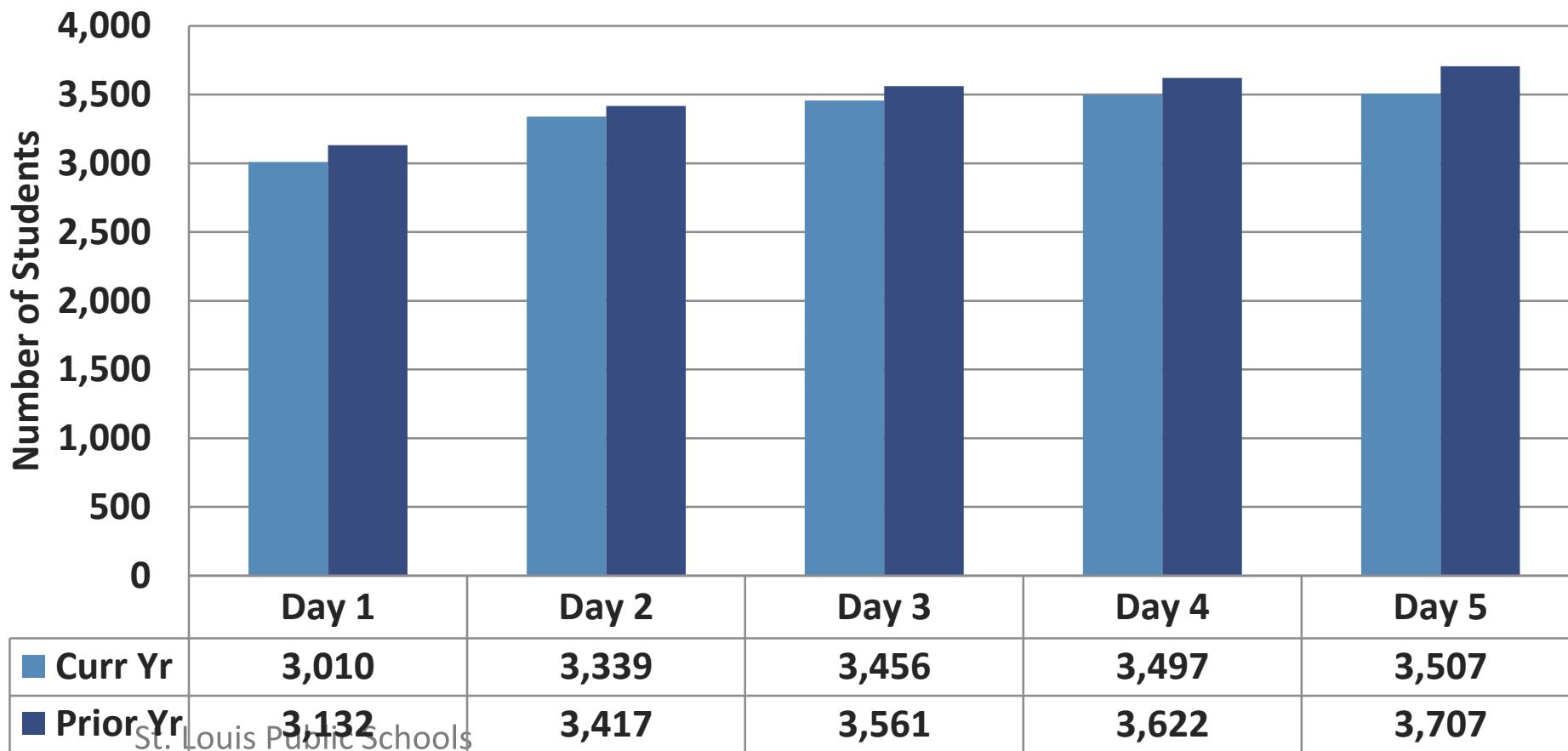
# Student Enrollment – Fall, 2015 vs. Fall, 2014

## Week 1 Comparison by Day - Elementary School Sites



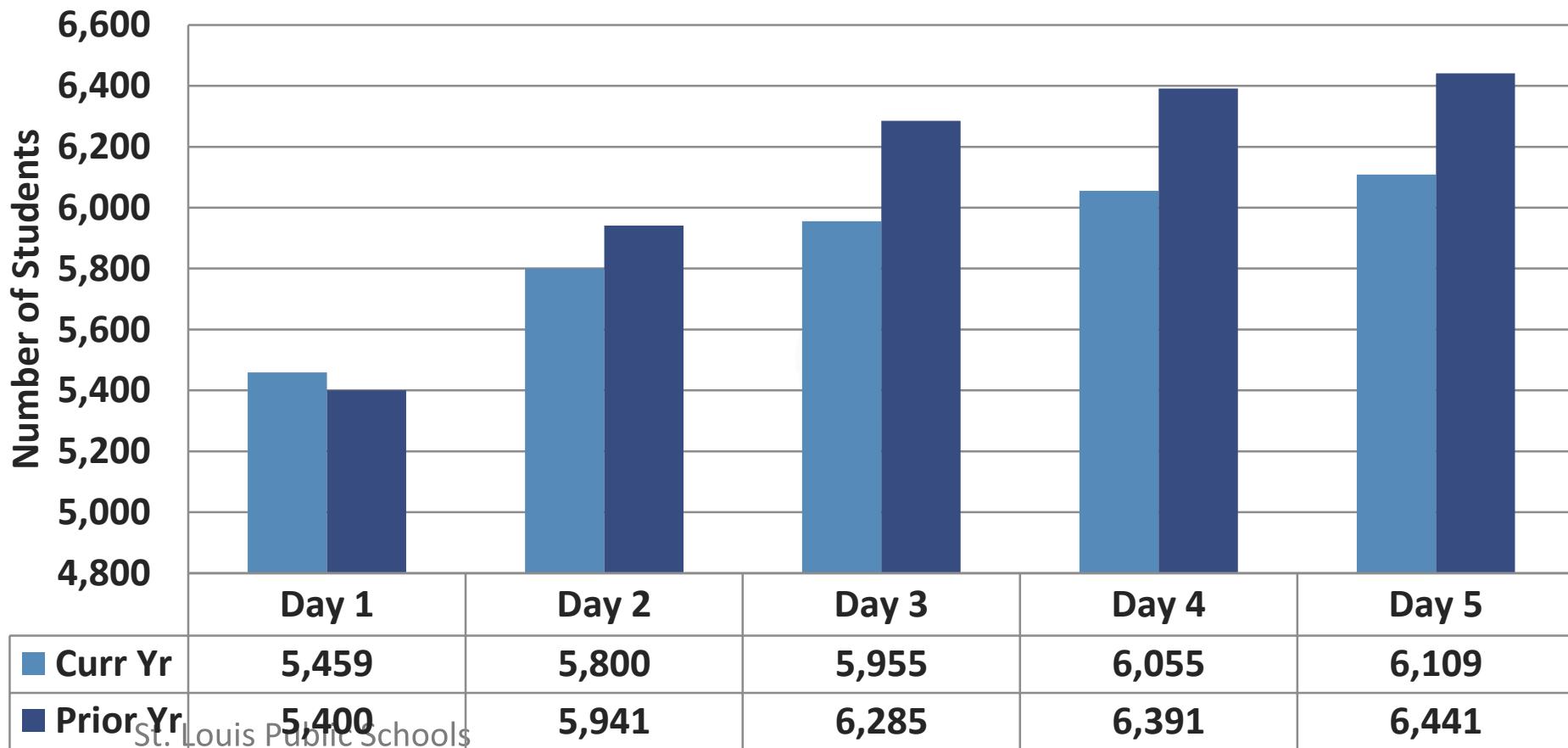
# Student Enrollment – Fall, 2015 vs. Fall, 2014

## Week 1 Comparison by Day - Middle School Sites



# Student Enrollment – Fall, 2015 vs. Fall, 2014

## Week 1 Comparison by Day - High School Sites



# Student Enrollment – Fall, 2015 vs. Fall, 2014

## Week 1 Comparison by Day - Alternative Sites

