



Buffalo Public Schools

Transportation Update

November 6, 2019



Dr. Kriner Cash, Superintendent
James G. Weimer, Chief Operating Officer

Transportation Operations Update

Wage Increase

- Starting wage increased from \$16.48 to \$19.07
- Experienced driver wages raised to \$21.75
- 2020-2021 experienced driver wages will increase to \$24.19
- 200 former employees were contacted regarding the wage increase – 7 have been re-hired
- Sign on and referral bonuses totaling \$34,200 for this school year

Operational Improvements

- 14 Out of State Drivers currently assigned to Buffalo
- Postings for Additional Customer Service Representatives to handle increased call volume and improve customer service
- Advertising Blitz
 - On-Air commercials (WIVB, WGRZ & WNLO), Radio campaign (WBLK), Billboard advertising (3), Buffalo News, Challenger, Community Organizations, Social Media, and District Website

Quantitative Assessments

- The district transportation department reduced the total number of routes from the start of the 2019/20 school year by 25. Taking us from 641 bus routes to 615 bus routes.
- 100% coverage for all morning routes since 10/23/2019.
- 86% improvement for all PM routes since 10/23/2019
 - 615 total routes. During the 8 days prior to 10/23/2019 there were 87 uncovered or doubled routes. In the 8 days following 10/23/2019 there were 12 uncovered or doubled routes.
- BPS Transportation call center volume has reduced by 28% following the meeting between Dr. Cash and First Student President, Paul Osland, on 10/23/2019
 - In the 8 days prior to 10/23/2019 the BPS call center averaged 284 calls per day. In the 8 days after 10/23/2019 the average was 185 calls per day.

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