



# Denville Public Schools

Transportation Survey Results and goals for 2015/16



# Information

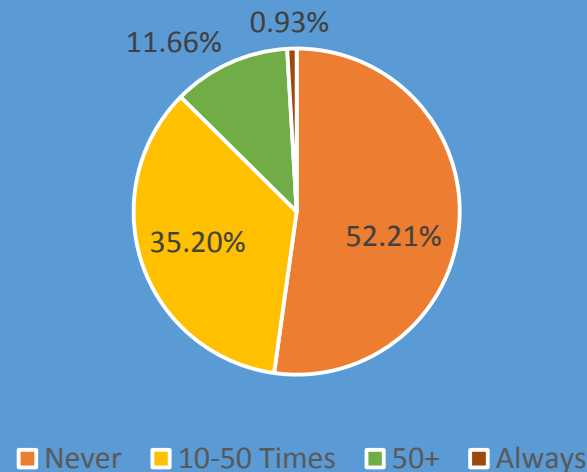
- May 1-31, 2015
- Total 429 responses
- Posted on Friday Folder and sent to 3000+ email addresses
- Sent as separate email to stakeholders



# What is the frequency that you arrange for other transportation and do not use the school transportation?

- We never arrange alternate transportation 224 (52.21%)
- Alternate transportation 10-50 times per year 151 (35.20%)
- Alternate transportation 50 + times per year 50 (11.66%)
- We never use the school transportation 4 (0.93%)

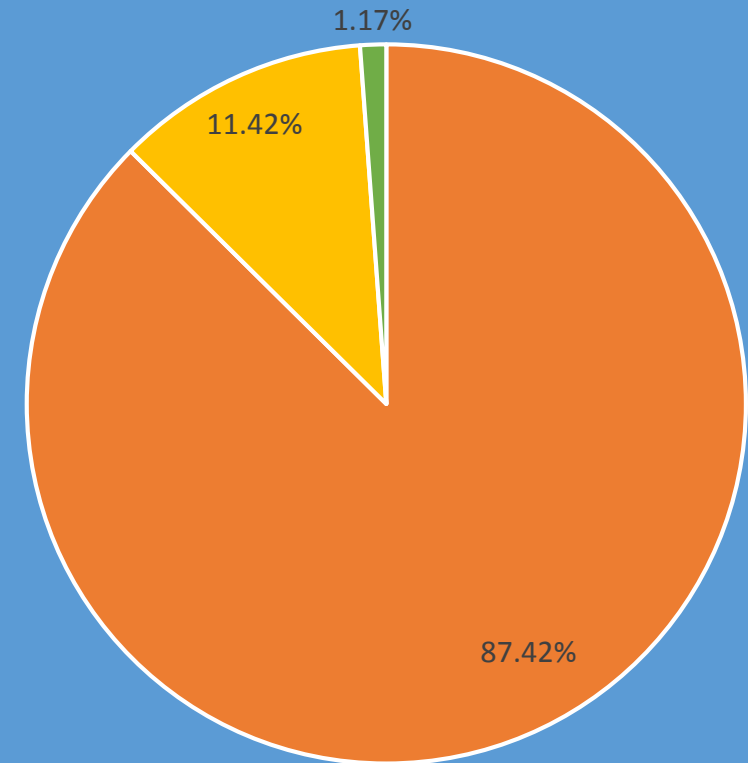
Alternate Transportation





# The district buses operate on a timely schedule.

- Agree 205 (47.79%)
- Strongly Agree 170 (39.63%)
- Disagree 29 (6.76%)
- Strongly Disagree 20 (4.66%)
- Not Sure 3 (0.70%)
- Not Applicable 2 (0.47%)

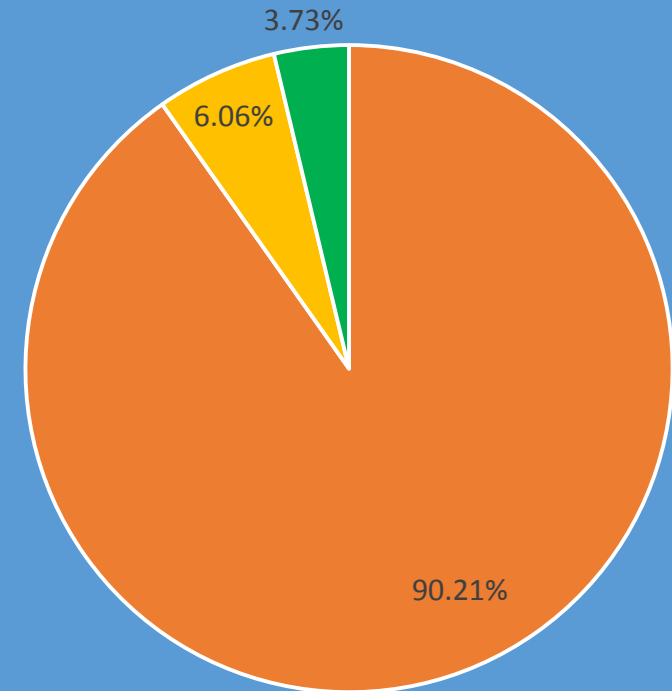


■ Agree/Strongly Agree   ■ Disagree/Strongly Disagree   ■ Not Sure/NA



# The district bus drivers are courteous and operate the vehicles in a safe manner.

• Strongly Agree	238 (55.48%)
• Agree	149 (34.73%)
• Disagree	17 (3.96%)
• Not Sure	14 (3.26%)
• Strongly Disagree	9 (2.10%)
• Not Applicable	2 (0.47%)

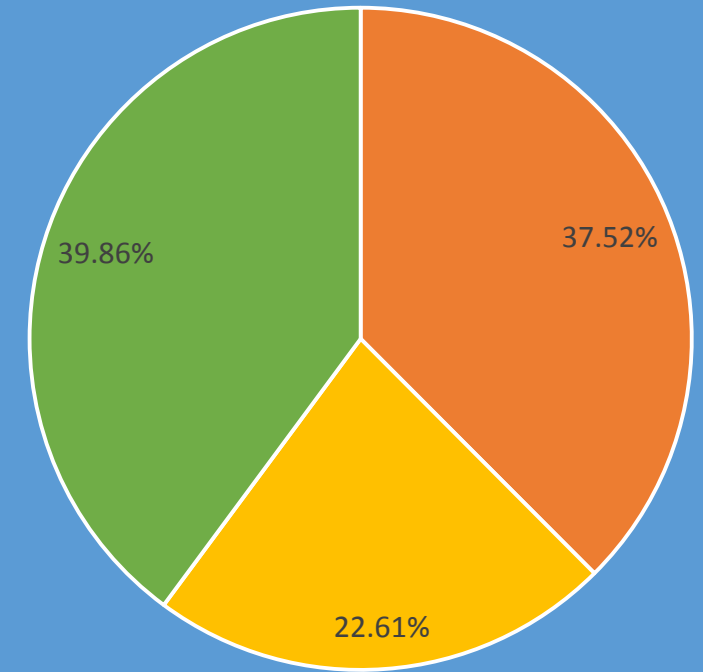


Agree/Strongly Agree    Disagree/Strongly Disagree    Not Sure/NA



When I contact the transportation, office I receive a prompt callback and the caller is courteous and professional.

• Not Applicable	139 (32.40%)
• Agree	95 (22.14%)
• Strongly Agree	66 (15.38%)
• Disagree	52 (12.12%)
• Strongly Disagree	45 (10.49%)
• Not Sure	32 (7.46%)

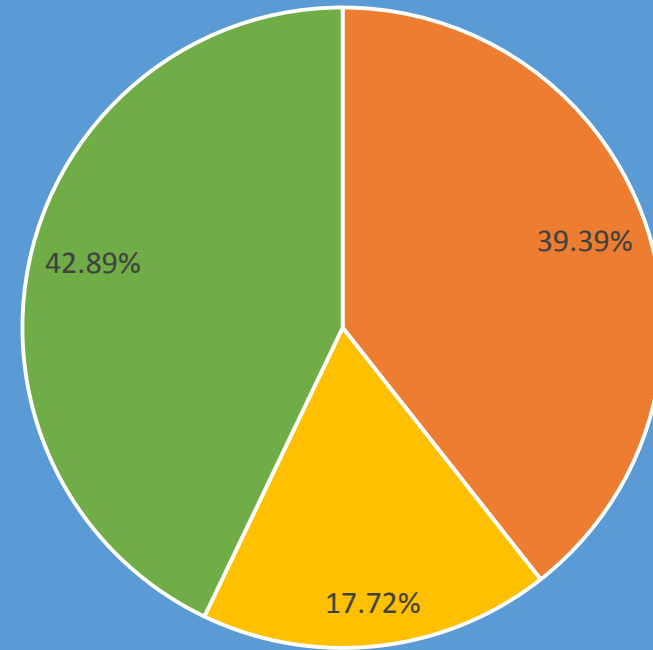


■ Agree/Strongly Agree ■ Disagree/Strongly Disagree ■ Not Sure/ NA



When I have contacted the transportation office regarding a question, complaint or problem, the staff followed up to address my concerns.

- Not Applicable 156 (36.36%)
- Agree 100 (23.31%)
- Strongly Agree 69 (16.08%)
- Disagree 44 (10.26%)
- Strongly Disagree 32 (7.46%)
- Not Sure 28 (6.53%)



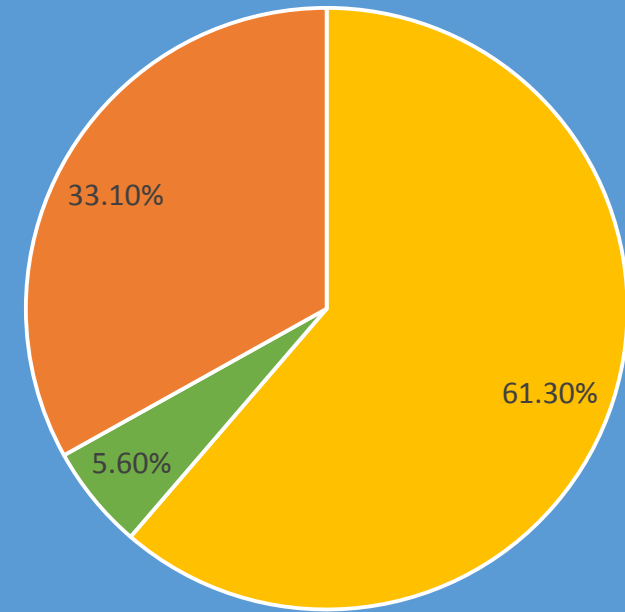
Agree/Strongly Agree Disagree/Strongly Disagree Not Sure/ NA



# The transportation office enforces safety and disciplinary rules.

- Agree 168 (39.16%)
- Not Sure 112 (26.11%)
- Strongly Agree 95 (22.14%)
- Not Applicable 30 (6.99%)
- Strongly Disagree 15 (3.50%)
- Disagree 9 (2.10%)

Answers



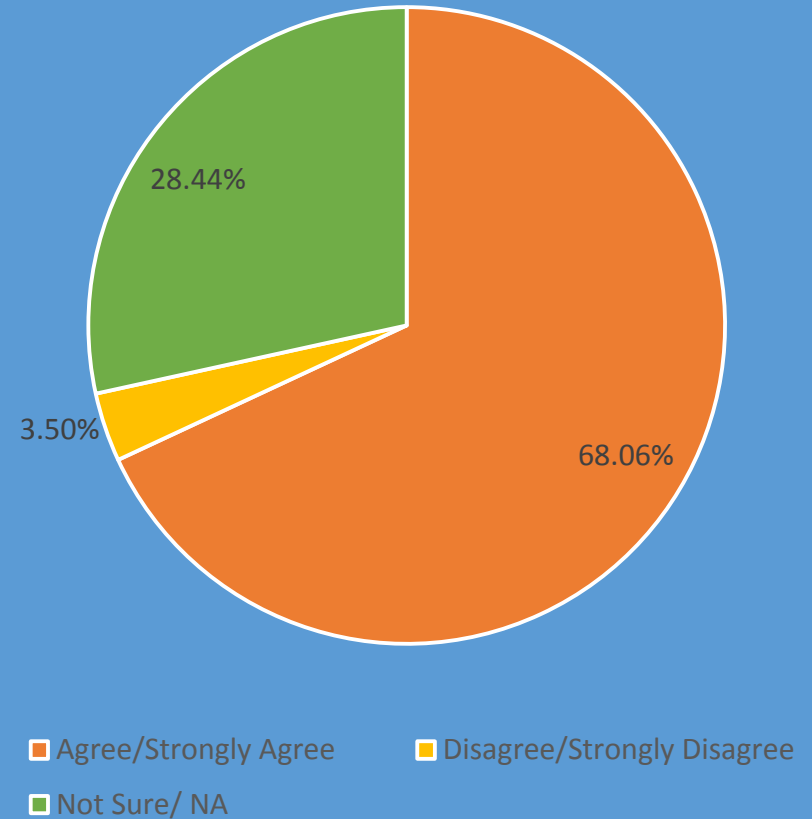
■ Agree/Strongly Agree   ■ Disagree/Strongly Disagree   ■ Not Sure/ NA





# The Denville Board of Education buses are clean and well maintained.

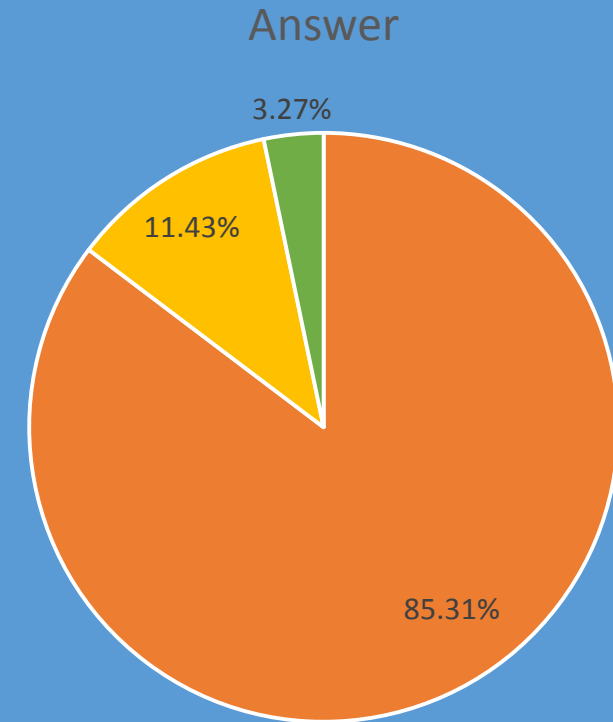
- Agree 194 (45.22%)
- Not Sure 120 (27.97%)
- Strongly Agree 98 (22.84%)
- Disagree 12 (2.80%)
- Strongly Disagree 3 (0.70%)
- Not Applicable 2 (0.47%)





# Overall I am satisfied with my student's school bus transportation.

• Agree	204 (47.55%)
• Strongly Agree	162 (37.76%)
• Disagree	34 (7.93%)
• Strongly Disagree	15 (3.50%)
• Not Sure	9 (2.10%)
• Not Applicable	5 (1.17%)



■ Agree/ Strongly Agree   ■ Disagree/Strongly Disagree   ■ Not Sure/ NA



# School Distribution

- Lakeview 201 selected
  - Riverview 135 selected
  - Valleyview 165 selected
  - Other 12 selected
- \* multiple answers possible



# Comments

- 152 Comments were entered in the survey
- Many positive comments related to individual employees
- Several related to timing of routes and communication
- Several left contact information, in that case they were called by Mr. Forte and/or Mr. Cotreau.
- Mr. Forte and Mr. Cotreau met to review the data and comments and to come up with action plans for 15/16



# Goals for 2015/16

## Improve Communication from the Transportation Department

- Use Genesis, Website, Friday Folder and School Messenger to communicate more effectively. Investigate using Genesis for bus route and bus stop information.
- Answer all emails and calls within 24 business hours
- Answer all emergency calls right away- possible answering service
- Add clerical staff for department

## Provide Professional Development for Staff

- Utilize Denville University- Online PD and Jordan Transportation

## Increase Efficiency of Department and Plan for two-tier busing for 16/17

- Eliminate stops for 15/16 to increase efficiency
- Plan for later start time to allow students to get 30 more minutes of sleep in 16/17