



CANTON PUBLIC SCHOOLS

9/30/22

WHO WE ARE- REGION SUPPORT

- Jessica Quint- Area General Manager
- Bill Roche- Senior Vice President

WHO ARE WE- LOCATION TEAM

- Senior Location Manager- Barbie Doherty
- Dispatcher- Ashley Mann
- Secondary Dispatcher- Nitza Baker
- Shop Manager- Anna Santos
- Safety Manager- Karen Bushey

A photograph of three young students walking outdoors, overlaid with a semi-transparent blue filter. The student in the foreground is a young boy with short dark hair, wearing a red and blue jacket, looking slightly to the right with a smile. Behind him is another boy with curly hair, wearing a green jacket, looking forward. In the background, a girl with blonde hair is walking, wearing a white jacket. The background shows a building and some trees.

FIRST STUDENT'S MISSION

Provide unmatched care and the safest ride to school, so when students arrive, they've started their day with an exceptional experience and are ready to achieve their full potential.

CANTON PUBLIC SCHOOLS-START UP REVIEW

- All Routes Staffed- no driver shortage concerns
- Drivers all completed multiple dry runs prior to day 1
- All Sports Trips have been covered
- Positive Feedback about the drivers
- Equipment- All equipment ready with camera systems installed
- **Issue- On Time Performance**
- First View- Kick off Call scheduled October 5th.

ON TIME PERFORMANCE

- Causes: Short time windows between bell times, traffic, and new area for drivers
- Contract: Requires all buses to arrive 5 minutes prior to bell times in the AM. In the PM buses must arrive 5 minutes prior unless it has a prior school.
- Standard: 95% Target
 - Boston Start up: : 69% on-time, 91% within 15 mins, 98% within 30 mins
 - Boston End of Year: 91% on-time, 99% within 15 mins, 100% within 30 mins
- Steps Taken:
 - Returning to 18 FS buses and 1 District bus (District only charged for 18th bus when it operated)
 - Had FPS review routing to look for efficiencies
 - Review Data Daily and make route adjustment
- Current Performance
 - Wednesday- All buses made bell times 3 Hansen buses not 5 minutes prior and 1 HS bus.
 - Thursday- All buses made bell time- 1 HS buses not 5 minutes prior

CURRENT TRACKING

AutoSave Off Canton AM 9_27_22.xls - Compatibility Mode Search (Alt+Q) Quint, Jessica R

File Home Insert Page Layout Formulas Data Review View Help

Clipboard Font Alignment Number Styles Cells Editing Analysis Sensitivity

U14

| Asset | Time | IN/OUT | Route # | Route | Asset | Notes | Remediation |
|----------|-----------------|--------|---------|-------|-------|---|--|
| Zone | Canton HS - CHS | | | | 1 | District | |
| '131064' | 9/28/2022 7:47 | IN | 19 | | 2 | 131062 no zonar tracking available | |
| '131073' | 9/28/2022 7:48 | IN | 8 | | 3 | 131107 on time | |
| '131074' | 9/28/2022 7:58 | IN | 9 | | 4 | 131109 on time | |
| '131119' | 9/28/2022 7:55 | IN | 13 | | 5 | 131075 on time | |
| '155018' | 9/28/2022 7:45 | IN | 10 | | 6 | 131114 on time | |
| '131097' | 9/28/2022 7:49 | IN | 14 | | 7 | 131121 on time | |
| '131107' | 9/28/2022 7:34 | IN | 3 | | 8 | 131073 boderline late to Hansen | On time 9/27- will continue to monitor |
| '131109' | 9/28/2022 7:48 | IN | 4 | | 9 | 131074 boderline late to HS- New Driver continue to monitor | |
| '131114' | 9/28/2022 7:50 | IN | 6 | | 10 | 155018 on time | |
| '131121' | 9/28/2022 7:47 | IN | 7 | | 11 | 131128 on time | |
| Zone | Galvin MS - GMS | | | | 12 | 131089 on time | |
| '131073' | 9/28/2022 7:18 | IN | 8 | | 13 | 131119 not tracking at StJ- all other stops ontime | |
| '131074' | 9/28/2022 7:29 | IN | 9 | | 14 | 131097 on time | |
| '131089' | 9/28/2022 7:27 | IN | 12 | | 15 | 131093 late to Hansen-review driver start times | |
| '131093' | 9/28/2022 7:23 | IN | 15 | | 16 | 131095 on time | |
| '131095' | 9/28/2022 7:29 | IN | 16 | | 17 | 131112 on time | |
| '131112' | 9/28/2022 7:39 | IN | 17 | | | | |

Canton AM 9_27_22 AM 9_28_22

Ready Scroll Lock

60°F Mostly cloudy 9:05 PM 9/28/2022

TOOLS TO EVALUATE PERFORMANCE

First Student utilizes various tools to provide transparency and insights and are leveraged to enhance operational discipline and efficiency.

Daily Performance Reports:

- On time Performance
- Driver Compliance
- Child Check Compliance
- Timely Bus Maintenance
- Swipe Compliance

School Bus Equipment that enables performance monitoring:

- Two-Way Radios
- Video Cameras
- GPS Units



The Daily Dispatch

Location Section

Wednesday
9/28/2022

% of Payroll Complete

Target = 100%

9/25/2022 - 9/26/2022

100%

CRs **More Than**

2 Days Old

Target = 0

0
6

Underutilized

Buses

Target = 0

(<50 Miles Since 9/13)

GPS Units **Not**

Reporting > 1 Day

11
3

Downed

Buses

(9/28)

(In Process or Deferred Work Orders)

eArcu Aged Applicants

Coming Soon!

of New Applicants > 2 Days Old

Drivers with Highest % GPS

Target < 101%

[3 Drivers > 101% GPS](#)

% of GPS

100.6%



Routes **Without** Vehicle

Target < 2%

0

Routes

0.0%

% of All Routes

0

Yesterday
EOD
(9/27)

0

Today's
Schedule
(9/28)

Driver Name

% GPS

105.5%

101.8%

101.0%

100.6%

100.6%

9/25/2022 - 9/26/2022

Driver Performance Report

Data Collected 09-27-22 22:50:10
First Student Confidential and Proprietary. Internal Distribution Only.

The Daily Dispatch

Driver Performance

12525

Duxbury

Wednesday

9/28/2022

School On Time %

Target > 95%

[All School OTP %](#)

School Name

Alden School
Duxbury Middle School
Chandler School

OTP %

96.2%
96.9%
98.7%

School OTP %

97.3%



9/20/2022 - 9/27/2022

School Not Reporting %

Target < 25%

[All School NR %](#)

School Name

Alden School
Chandler School
Duxbury Middle School

NR %

33.3%
22.8%
22.2%

School NR %

26.0%



9/20/2022 - 9/27/2022

Routes Without Driver

Target < 2%

0

Routes

0.0%

% of All Routes

0

Yesterday
EOD
(9/27)

0

Today's
Schedule
(9/28)

Overdue PMs

Target = 0

0

Upcoming PMs Due

0

Due Today
(9/28)

0

Due Tmrw
(9/29)

Driver Performance Report

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The Daily Dispatch

Driver Compliance

INSIGHTS

12525

Duxbury

Wednesday

9/28/2022

Max > Posted

[All Driver Speed](#)

| Driver Name | Max > PS |
|-------------|----------|
| | 7.5 |
| | 7.0 |
| | 6.9 |
| | 5.4 |
| | 5.3 |

9/26/2022

Highest % of Speed Hours


Target < 0.6%

[All Driver Speed](#)

| Driver Name | % of SPD Hrs | # of SPDs | Max > PS |
|-------------|--------------|-----------|----------|
| | 1.1% | 15 | 7.9 |
| | 0.9% | 15 | 8.6 |
| | 0.5% | 4 | 6.3 |
| | 0.4% | 6 | 7.5 |
| | 0.3% | 3 | 5.9 |

9/20/2022 - 9/27/2022

% SPD Hrs

0.6% 

Max Idle

[All Driver Idle](#)

| Driver Name | Max Idle |
|-------------|----------|
| | 00:08:13 |
| | 00:03:25 |
| | 00:03:14 |
| | 00:03:13 |
| | 00:00:00 |

9/26/2022

Highest % of Idle Hours


Target < 6.5%

[All Driver Idle](#)

| Driver Name | % of Idle Hrs | # of Idles | Total Idle |
|-------------|---------------|------------|------------|
| | 1.7% | 3 | 00:12:10 |
| | 1.0% | 3 | 00:15:51 |
| | 0.7% | 3 | 00:10:49 |
| | 0.7% | 3 | 00:10:27 |
| | 0.4% | 2 | 00:06:39 |

9/20/2022 - 9/27/2022

% Idling Hrs

0.7% 

The Daily Dispatch

INSIGHTS

12525

Duxbury

Wednesday

9/28/2022

Rapid Accel Events

[All Driver Rapid Accel Events](#)

Rapid Accel/Hour

Driver Name # / PdHr

9/20/2022 - 9/27/2022

Hard Brake Events

[All Driver Hard Brake Events](#)

Hard Brake/Hour


Driver Name # / PdHr

9/20/2022 - 9/27/2022

Drivers w/ Lowest OTP

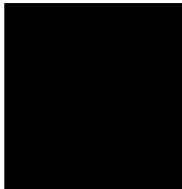
Target > 95% [5 Drivers < 95%](#)

School OTP %

97.3% 

Driver Name

On Time %



83%

90%

92%

92%

93%












9/20/2022 - 9/27/2022

Depot Depart OTP

Target > 95% [Drivers < 95%](#)

DepotDprt OTP %

77.7% 

Driver Name

On Time %



0%

30%

50%

50%

60%











9/20/2022 - 9/27/2022

Driver Performance Report

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12525

Duxbury

Wednesday

9/28/2022

Lowest Swipe Compliance

Target > 85% [0 Drivers < 85%](#)

Swipe Comp %

95.3%



Driver Name

Swipe %



85.7%
88.9%
90.0%
90.0%
90.0%



9/20/2022 - 9/27/2022

Child Check

Coming Soon!

Pre-Trip Avg Duration

[All Driver Pre-Trip Duration](#) [24 Unverified](#)

PT Avg Time

00:06:52

Driver Name

#PT Avg Time



1 00:00:40
4 00:01:37
9 00:04:19
5 00:05:46
4 00:05:48



9/20/2022 - 9/27/2022

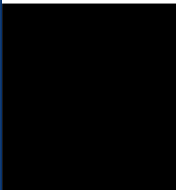
Pre-Trip Compliance

Target 100% [Pre-Trip Counts](#)

Pre-Trip %

99.0%

Driver Name



Pre-Trip %

80.0%



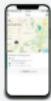





9/20/2022 - 9/27/2022

Driver Performance Report

Data Collected 09-27-22 22:50:10
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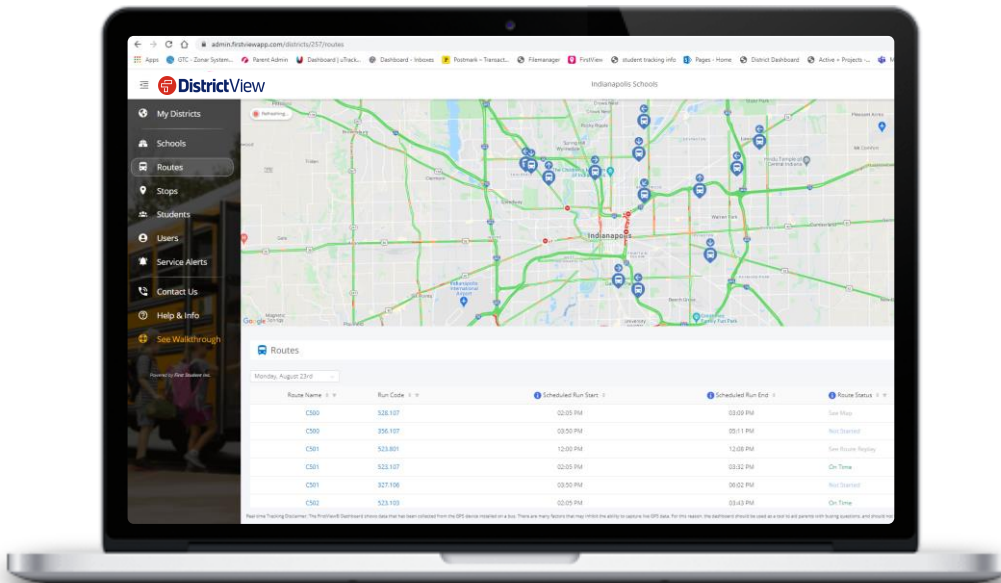


SEAMLESSLY CONNECTED TECHNOLOGY

| | STUDENTS/PARENTS | DISTRICTS | DRIVERS |
|---|---|---|---|
|  ParentView® | ParentView® gives parents direct access to the status of their child's bus. Parents and students have the information they need to plan their day and stay connected. | | |
|  DistrictView® | Districts can view all bus locations and routes on one screen. | Districts can quickly communicate with parents through notifications at the route level | |
|  FirstACTS® | FirstACTS® provides a way to easily communicate behavioral incidents and follow-up. *Links to SIS | | |
|  DriverHub™ Tablets | Students and parents benefit from buses that are proactively routed around traffic. | Districts benefit from operational efficiency, elevated performance, and SPED Reimbursement Reporting | DriverHub guides drivers through their day in the most efficient and safest way. From pre-trip, to directing to the most efficient route, to thorough child searches. |
|  DriverScore™ | Monitoring, coaching and tracking the leading indicators of safety incidents increases the safety of every student. | Districts reduce cost and environmental impact. Less idling time reduces fuel consumption and carbon emissions. | Designed to promote positive reinforcement, drivers are recognized for safe driving and rewarded for a job well done |
|  First Feedback® | First Feedback® is a single-source tool to collect comments and suggestions from the community and district. Incident and response data provides complete transparency. | | Provides transparency into feedback and resolutions. System retains submitted feedback and follow-ups to identify coaching opportunities and recognize team members for providing excellent customer service. |

DISTRICT VIEW

DistrictView gives you access to your entire transportation system in an easy-to-use web-based portal. The platform helps manage daily communication while gathering accurate, system-wide transportation data for administrative-level decision making.



NOTE: Many of our systems and tools integrate heavily with data gathered from your District, allow provide accurate reporting and a customized approach. Because these systems rely on unique inform about your students and routes, they will not be fully functional on day one. FirstView typically requ to three months to integrate and sort your data effectively.

District Benefits:



TRACKING

View when buses will arrive at schools and stops in real-time.



VISIBILITY

Drill down to analyze school, route, stop and student-level information.



CUSTOMIZATION

Configure settings to the exact information needs of your district personnel.



INSIGHTS

One-stop view of bus arrival status at school and stops in real-time.



MESSAGING

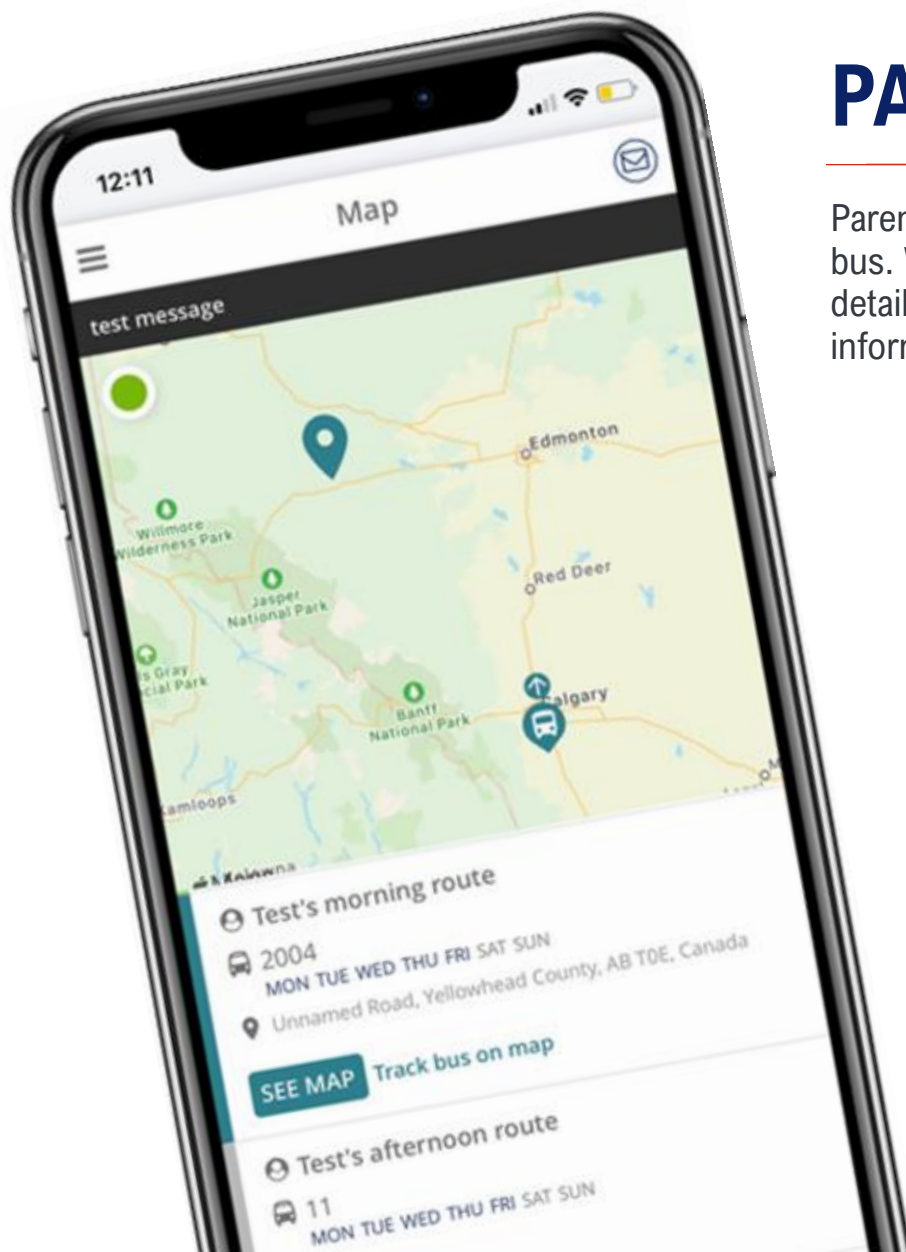
Push custom notifications to subscribers.



SECURITY

Control user access and app security.





PARENT VIEW

ParentView gives parents direct access to the status of their child's bus. Whether deciding the best time to meet at the stop, or seeking detailed delay notifications, ParentView gives parents the information they need to plan their day and stay connected.

District Benefits:



**Know Where
the Bus Is**



**View Tracking
Status**



**Distance
Notifications**



**Multiple Kids -
One App**



**Instant District
Notifications**

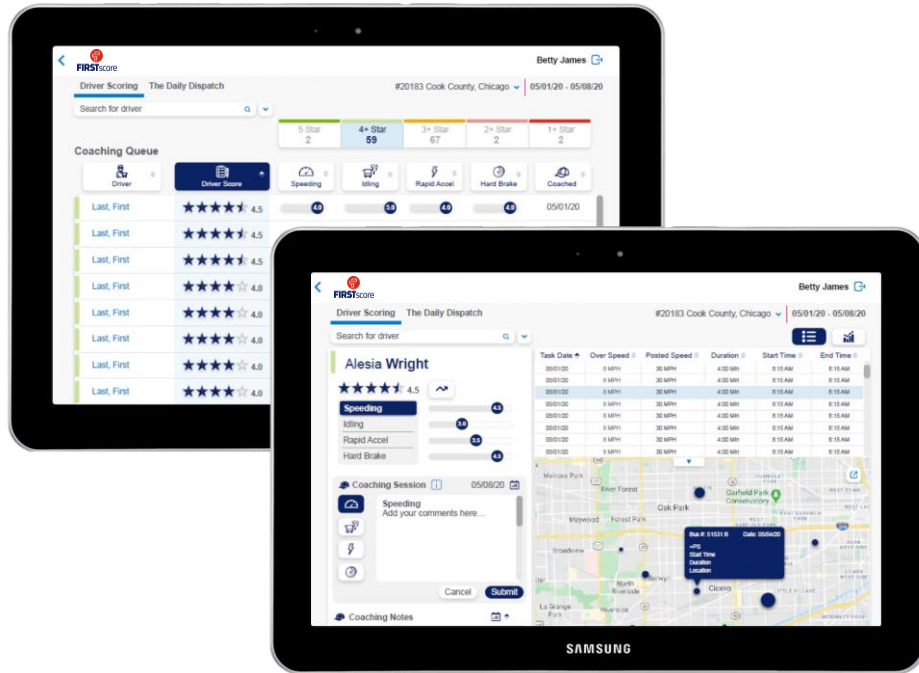


**Parent
Support**



ParentView

DRIVER SCORE



First Student has developed a DriverScore a driver scoring program that's proven to motivate our drivers to do their very best, while also further improving safety, driving efficiency and reducing costs.

District Benefits:



SAFER TRANSPORTATION FOR YOUR STUDENTS

- Monitoring, coaching and tracking the leading indicators of safety incidents increases the safety of every student



MOTIVATED DRIVERS, FOCUSED ON SAFETY

- Designed to promote positive reinforcement, drivers are recognized for safe driving and rewarded for a job well done



REDUCE ENVIRONMENTAL IMPACT

- By reducing idle time, we reduce fuel consumption and carbon emissions



MEASURABLE AND TRACKABLE RESULTS

- Data capture identifies risks and measures effectiveness to help define where training programs can be improved



NEXT STEPS

- Aggressively address on time performance through daily analysis and remediation. Communicate any changes to the district and the drivers.
- Launch First View for Canton Public Schools
- Continue to monitor performance