



**SCHOOL COMMITTEE**  
Transportation Workshop  
*September 30, 2022*

Present: Kristian Merenda, Chair  
Kendall O'Halloran, Vice Chair  
Maureen Moran, Clerk (left at 10:45 am)  
Laura Arboleda, Member

Also Present: Derek Folan, Superintendent  
Stephen Marshall, Director of Finance and Operations  
Brett McCloud, Transportation Coordinator  
Josh Fogel, District Data Analytics Manager  
Colleen Hutchinson, Recording Secretary  
Bill Roche, First Student Transportation Senior VP of New England  
Jessica Quint, First Student Transportation area General Manager  
Barbara Doherty, First Student Transportation Representative

Chair Merenda asked for a motion to begin the workshop at 9:32 a.m. to discuss performance issues with transportation. Kendall O'Halloran made the motion; Maureen Moran seconded. It was voted by roll call 4-0.

Kristian Merenda	yea
Kendall O'Halloran	yea
Maureen Moran	yea
Laura Arboleda	yea

The District has received many emails and phone calls from parents/guardians complaining about bus routes, timing issues, no-shows at stops, etc...

First Student rep Jessica Quint shared staff background information and year of experience. She shared the following information:

- 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 for October 5th

Mr. Marshall questioned if the drivers completed multiple runs. Many routes needed to be re-routed and if practice runs were done, drivers would have been aware of this. Supt. Folan would have liked to see a better onboarding process with First Student over the summer to help the process. To get the narrative right, the District needs to see regular/timely data from First Student.

Members questioned why drivers were missing/driving by stops and expressed concern with the lack of commitment from the First Student Team. Lack of communication and urgency from First Student was noted. The District is expending too much time and resources. The District emphasized that there is an expectation to create and maintain a partnership between the District and First Student. The District would like an acknowledgment of the impact the lack of performance has had on families in Canton and members of the Administration.

First Student said that the short time window between bell time in Canton and traffic are a concern in Canton. The contract requires all buses to arrive 5 minutes prior to bell times in the AM and that the PM buses arrive 5 minutes prior unless it has a prior school. The goal is a 95% Target.

Steps Taken:

- Returning to 18 First Student buses and 1 District bus (District only charged for the 18th bus when it operated) The District was not charged for the 18th bus when it was not running. Began running around the 3rd week of school.
- Reviewed routing to look for efficiencies
- Reviewed Data Daily and make route adjustments
- 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 bus 2 minutes prior

Members asked that First Student Reps join the next School Committee meeting.

Bill Roche agreed that First Student, Inc. will draft a public memo to be posted in the paper and/or website to gain community trust back.

Will begin including First Student in email responses to families. First Student has First Feedback technology. First Student will send this information out to the community so they can reach out to First Student directly with any questions/issues.

Trending in the right direction. Have seen a decline in parent concerns/emails. Still tweaks to be made to continue to make improvements.

First Student gave their commitment to continue to work tirelessly to improve.

Kendall O'Halloran made a motion to adjourn at 11:05 a.m. Seconded by Laura Arboleda. It was voted by roll call 3-0.

Kristian Merenda	yea
Kendall O'Halloran	yea
Laura Arboleda	yea