



Caring for students today, tomorrow, together.

First Student & Fairbanks North Star Borough School District

October 17, 2017

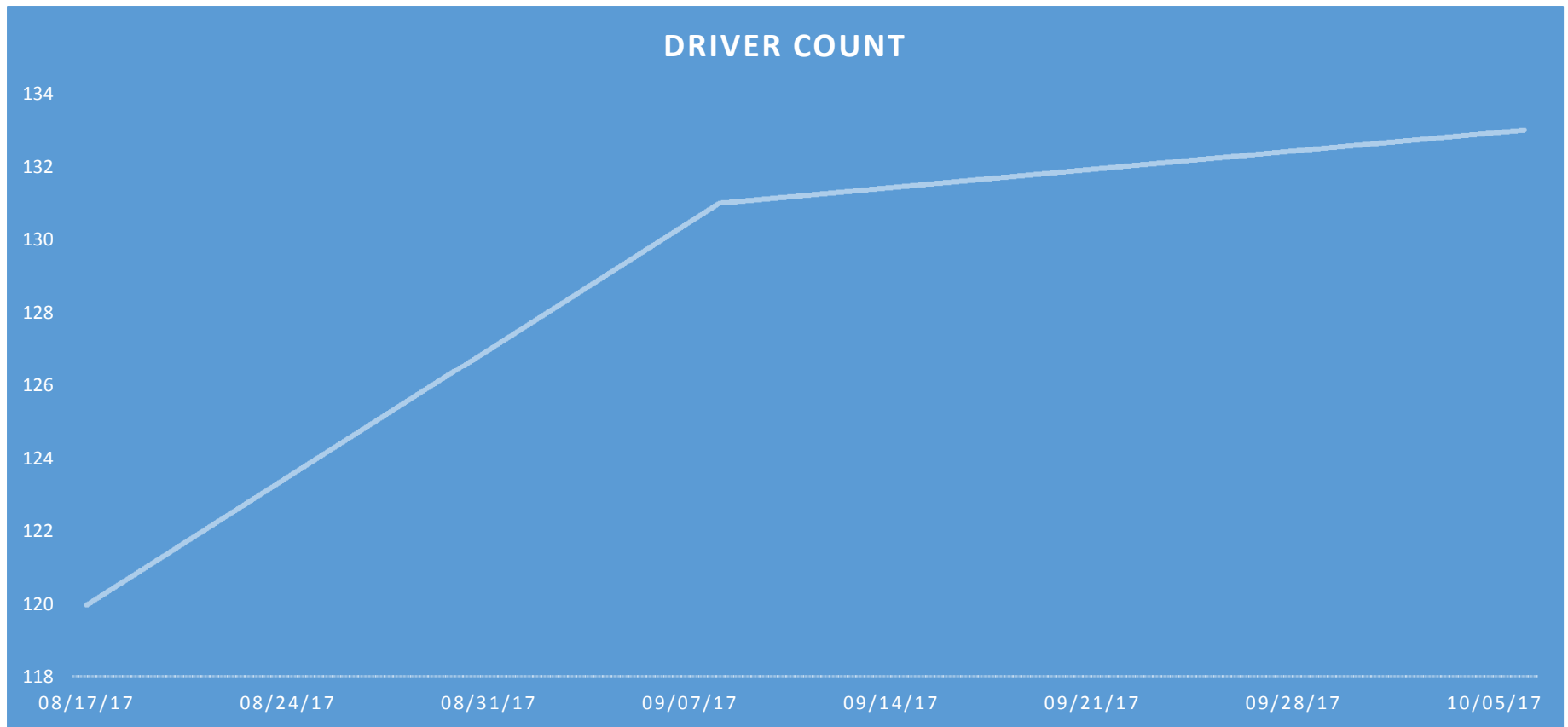


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Safety® Honoree

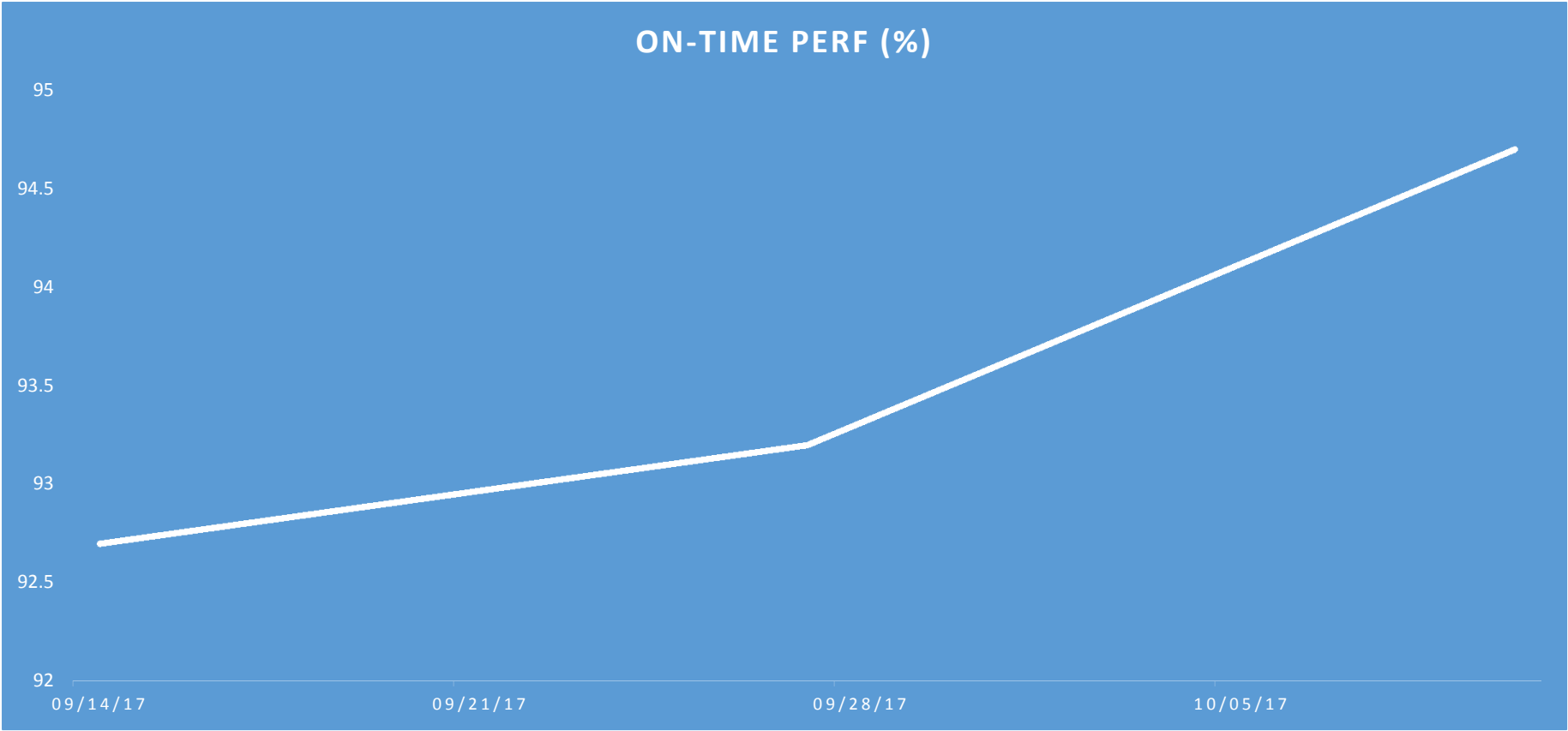
START-UP CHALLENGES

- Driver shortage
- Combined routes due to driver shortage
- Insufficient staff due to staff driving routes
- Phone and internet service issues

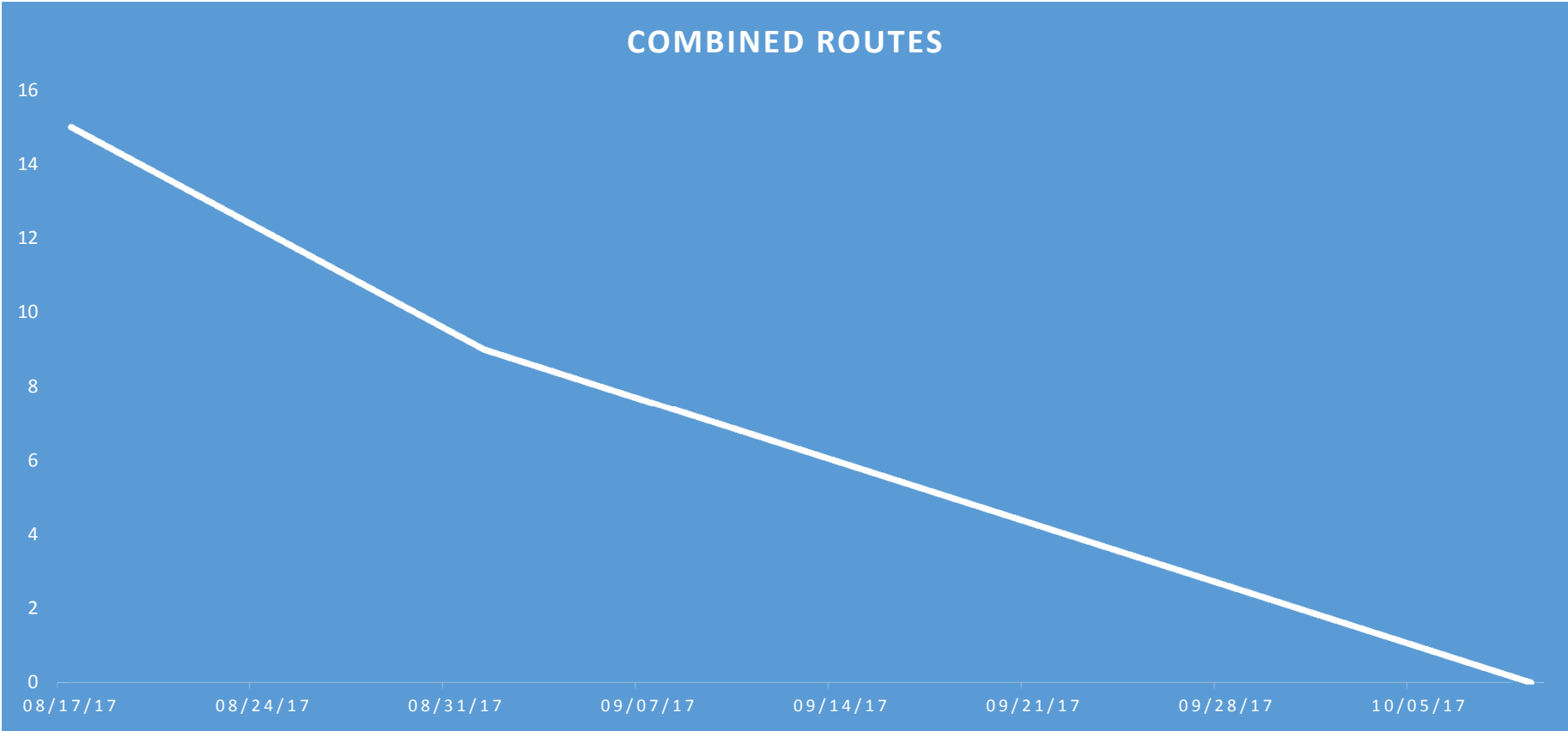
DRIVER COUNT



ON-TIME PERFORMANCE



COMBINED ROUTES



WHAT IS DRIVING IMPROVEMENT?

Staffing

- Have added Drivers, Attendants, Crossing Guards
- Hired a new Location Safety manager
- Added two new Dispatchers
- Added Dispatch support
- Have brought in subject matter experts in Technology, Operations, and Safety/Training to augment processes and staff skills

WHAT IS DRIVING IMPROVEMENT? (cont.)

Communication

- Have established daily operational calls to troubleshoot issues in a timely manner.
- Provide weekly written updates on progress against the Action Plan.
- Increased the capacity of the phone system to handle incoming call volume.

WHAT WILL CONTINUE TO DRIVE IMPROVEMENT?

- Hiring a full time, dedicated Field Recruiter is in process.
- Recruiting for a new Location Manager.
- Installing navigational aides in the buses for new drivers.
- Continuing to provide additional training to staff to make best use of the district routing resources.
- Working to further enhance connectivity between the district routing system and First Student dispatch system.

PERFORMANCE ASSURANCE

- Location is compared to company performance standards on a daily basis and receives feedback via the company's proprietary "Daily Dispatch" document.
- Weekly scheduled meetings with the Performance Assurance Team to track progress against company performance standards.