

# **Prince George's County Public Schools Department of Transportation**

Keba Baldwin, Director

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## **2023 - 2024 PARENT MEETING**

# WELCOME TO SY 2023-2024

## PGCPS School District Mission

*Provide a transformative educational experience anchored by excellence in equity – developing 21st century competencies and enabling each student's unique brilliance to flourish in order to build empowered communities and a more inclusive and just world.*

## Transportation Mission

*To deliver efficient transportation and fleet services that enable all students to arrive at their destination safely and on-time every day.*

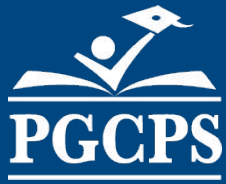
# AGENDA

- ❑ **PGCPS Transportation SY2024**
- ❑ **Transportation Who's Who**
- ❑ **Communications, Operations, and Student Bus Information**
- ❑ **Transportation as a Related Service**
- ❑ **Closures, Delays, & Inclement Weather**
- ❑ **Bus Staff Training**
- ❑ **Transportation Concerns**
  - ❑ **Transportation Resolution System - [trs.pgcps.org](https://trs.pgcps.org)**
  - ❑ **Transportation Phone Bank 301-952-6570**



# TRANSPORTATION SUPERVISORS

BUS LOT(S)	SUPERVISOR	EMAIL
DOUGLASS (X) & GODDARD (D)	CARL SCHUETTLER	<a href="mailto:CARL.SCHUETTLER@PGCPS.ORG">CARL.SCHUETTLER@PGCPS.ORG</a>
FAIRMONT (R) & FRIENDLY (F)	RHONDA TUCK	<a href="mailto:RHONDA.TUCK@PGCPS.ORG">RHONDA.TUCK@PGCPS.ORG</a>
GREENBELT (G) & CROSSLAND (C)	DAWN BYRD	<a href="mailto:DAWN.BYRD@PGCPS.ORG">DAWN.BYRD@PGCPS.ORG</a>
SURRATTSVILLE (T) & BLADENSBURG (B)	BRENDA STEWART-ADAMS	<a href="mailto:BRENDA.STEWARTADAMS@PGCPS.ORG">BRENDA.STEWARTADAMS@PGCPS.ORG</a>
FORESTVILLE (V) & LAUREL (L)	GEORGE FLEMING	<a href="mailto:GEORGE.FLEMING@PGCPS.ORG">GEORGE.FLEMING@PGCPS.ORG</a>
MULLIKIN (K) & HANSON (H)	DOMONIQUE HAYNES	<a href="mailto:DOMONIQUE.HAYNES@PGCPS.ORG">DOMONIQUE.HAYNES@PGCPS.ORG</a>
OPERATIONS	DAVID HILL TONY SPRUILL	<a href="mailto:DAVID3.HILL@PGCPS.ORG">DAVID3.HILL@PGCPS.ORG</a> <a href="mailto:TONY.SPRUILL@PGCPS.ORG">TONY.SPRUILL@PGCPS.ORG</a>
SPECIAL EDUCATION TRANSPORTATION COORDINATORS	LAST NAMES A THROUGH L ALEMNESH ALLEN <a href="mailto:ALEMNESH.ALLEN@PGCPS.ORG">ALEMNESH.ALLEN@PGCPS.ORG</a>	LAST NAMES M THROUGH Z HERBERT BRIDGES, SR. <a href="mailto:HBRIDGES@PGCPS.ORG">HBRIDGES@PGCPS.ORG</a>



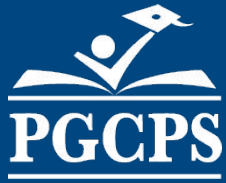
# TRANSPORTATION CHALLENGES

- Prince George's County Public Schools is greatly affected by the chronic, national school bus driver/attendant shortage
- Bus Driver Job fairs continue to be held as often as bi-weekly (face-to-face/virtual) and offering competitive pay with benefits as well as PAID CDL training. Advertisement in the community including hiring banners on school buses to support recruitment. There is a training process that takes time for new drivers without CDLs. We are also hiring attendants.
- Parents are encouraged to carpool, when possible. PGCPS Middle/High school students may utilize **The Bus** operated by Prince George's County for free with a student ID.
- Bus routes may be adjusted with increased ride times and more students sharing bus routes, even on special education routes.
- Parents should utilize infoFinder for bus schedule updates and StopFinder for setting geo alerts to track the bus and get alerts. Schools may provide updated information regarding bus schedules from the internal ViewFinder system.



# SCHOOL TRANSPORTATION POINT-OF-CONTACTS

- Transportation Point-of-Contacts at schools assist with coordinating the AM arrival and PM dismissal schedules, have access to look up bus information, and maintain student lists to ensure students are boarding the correct bus.
- TPC's monitor and report student transportation issues to the designated administrator and may follow-up to resolve issues with the Dept. of Transportation.
- **Transportation Point-of-Contacts at schools should be made aware of any issues with transportation (including broken special equipment, late arrivals, bus concerns, etc.).**



# COMMUNICATIONS

- Prince George's County Public Schools has approximately 1,200 school buses Transporting almost 85,000 students daily.
- **The Communications Center serves as the first line of Transportation Communication for parents, schools, and bus staff driving students.**
- We experience increased hold times during the beginning of the school year.
- Staff members are working to answer phones from 6 a.m. to 6 p.m. on a daily basis.
- The Communications Center is here to assist with ensuring students are transported safely to and from school. Currently hiring additional staff for the phone bank to assist with the volume inquiries.

# Special Education Transportation Coordinator

- Works collaboratively with the Dept. of Special Education to ensure the provision of transportation services for students with disabilities within comprehensive and special school settings.
- Represents the Dept. of Transportation at IEP meetings.
- Handles the coordination of student safety vests and specialized equipment.
- Works with school and transportation operations staff to assist with placement of students on appropriate routes.
- Participates in the coordination of planning and implementation of professional development activities or special needs bus personnel and supervisory staff.





# Determination of Transportation as a Related Service

During an IEP meeting, qualified personnel review the data in order to determine if a child with a disability requires the related service of transportation.

Discussions may include:

- cognitive/medical/physical/mobility reasons
- pick-up and drop-off location;
- length of ride time to and from the school;
- additional personnel needed for transport
- Least Restrictive Environment
- specialized equipment needs and building accessibility
- travel training and other supports as needed for successful post-secondary transitioning



**A transportation representative as a part of the IEP Team can provide valuable information that is critical in the development, review, and revision of a student's IEP.**



## **Do most students with disabilities and IEPs need special transportation?**

**No.** Most children with disabilities are able to use the same transportation system as their classmates who don't have disabilities. Sometimes just adding a closer stop, special equipment or aides to the school bus is all that is required of a student with a disability.

Students may require transportation to approved out-of-boundary LRE programs. Students who are granted a special transfer requests are not automatically entitled to transportation services. Approved sibling ride-alongs are granted when space is available.



# Pick Up and Drop off Determination Curb to Curb

- Neither IDEA nor Section 504 of the Rehabilitation Act specifically addresses whether transportation should be from a designated bus stop or from the curbside in front of a child's home. This decision is left to the IEP team and based upon the individual needs of the child.
- It is not door to door service..... it is **curb to curb** service.
- There may be addresses that are not fully accessible or safe for the bus to travel. Stop location concerns will be addressed by the transportation supervisor with feedback from the driver trainer for each bus lot.

# SPECIALIZED EQUIPMENT

- ALL Equipment should be utilized in accordance with the manufacturer's instructions.
- Intentional damage/lost equipment may result in a fee/fine to replace.
- Equipment should be inspected and stored away for safe-keeping on a daily basis.
- Routine and preventative maintenance of specialized equipment is encouraged.
- Trays should not be transported during transit, unless required as a postural device. If required, a foam tray should be utilized.
- Batteries should be fully charged.
- All equipment concerns should be reported to the school or appropriate health/related service provider.

## INCLEMENT WEATHER ANNOUNCEMENTS

- Decisions are made between 5:00am-6:00am which must be authorized by the CEO or designee and announced by 6:30am
- Two-Hour Delays: NO Work-Study/ECC/Pre-K/Field Trips/Special Education Programs
- Non-Public Schools: May follow their local jurisdiction protocols. The decision to extend reduced schedule days on a two-hour delay is at the discretion of the non-public school.

# Transportation and Scheduled Closures

- **Non-Public Transportation Services When PGCPS is Closed:**
  - PGCPS provides transportation services based on the current non-public school calendar.
  - When PGCPS is on spring break, we continue to transport for non-public schools that remain open. When non-public schools are on spring break, PGCPS does not provide transportation.



# STUDENT BUS INFORMATION

## Student Trip Details for SY 2023-2024

- PGCPs School Transportation Contacts, Family Support Center and the NonPublic Office have access to ViewFinder Bus Information
- Notifications of times will come from the bus driver, the school, **infoFinder** website or the **StopFinder app**
- Parents must have an **EMAIL ADDRESS ON FILE IN SCHOOLMAX** for StopFinder App
- Set GEOALERTS to get alerts when the bus is en route (See Help Center Tutorials)
- Questions about StopFinder: [transport.finder@pgcps.org](mailto:transport.finder@pgcps.org)
- Please note effective dates are not in StopFinder (LIVE DATA). **Effective start dates fall on Mondays and Thursdays of each week.**
- **ALL address changes must be made with the school/nonpublic office registrar.**  
Dept of. Transportation cannot accept address changes over the phone, email, or TRS.



# Training for Bus Drivers and Aides

- All transportation personnel receive initial and annual training at In-Service:
  - Hands-on and Virtual Training to support students with special health care needs and the use of specialized equipment-wheelchair/safety vest/integrated car seats
  - Behavior strategies and tips for student management
  - Nonviolent Crisis Intervention for de-escalation strategies
  - Seizure, Epi-Pen, and First Aid Training
  - Specific, individualized behavior for students may be requested to be provided by the school personnel who know the student best.





# How will bullying on my child's school bus be addressed?

- It is essential to immediately address any known bullying that occurs on a school bus in order to restore a safe transportation environment.
- **All bullying/harassment incidents are to be documented by school bus staff and reported to school administrators for a thorough investigation.**
- **All students PGCPS and Nonpublic PGCPS students are expected to follow the expectations of the [PGCPS Rights & Responsibilities Handbook \(see page 24-25 for Transportation\)](#).**

# Resolving Transportation Complaints

- **How are complaints about a bus driver or aide best directed?**
  - The complaint should start at the school level with the school-based transportation point-of-contact, administrator, or IEP Case Manager/Nonpublic Specialist.
  - Contact the Transportation Department **(301) 952-6570** to report the concern.
    - **Phone Bank Hours 6am - 6pm Monday - Friday**
    - For concerns after regular office hours, **call School Security at 301-499-7000.**
  - A ticket may be submitted to the [Transportation Resolution System created at trs.pgcps.org](https://trs.pgcps.org) (PGCPS Transportation website)

# Resolving Transportation Complaints

## What is the protocol for resolution?

- The concern is forwarded to the appropriate transportation supervisor who conducts a thorough investigation.
- If the concern is regarding accommodations provided through transportation, the transportation coordinator for special education will be included.
- Upon completion of the investigation, the transportation supervisor will take the appropriate action.

A screenshot of the Transportation Resolution System (TRS) web interface. The header is dark blue with the PGCPS logo and the text "TRANSPORTATION RESOLUTION SYSTEM". The main content area is light gray and contains a welcome message, a navigation bar with "Create Request" and "Search" buttons, and a login section for PGCPS personnel. A blue box at the bottom explains the system's purpose and provides a link to the "NEW Transportation Resolution System". The footer is dark gray with the PGCPS name and website URL.

PGCPS TRANSPORTATION RESOLUTION SYSTEM

Welcome to Transportation Resolution System

Click [Create Request] for New Requests or [Search] for status of Existing Requests

Create Request Search

All Prince George's County Public Schools Personnel Please Log In Log In >

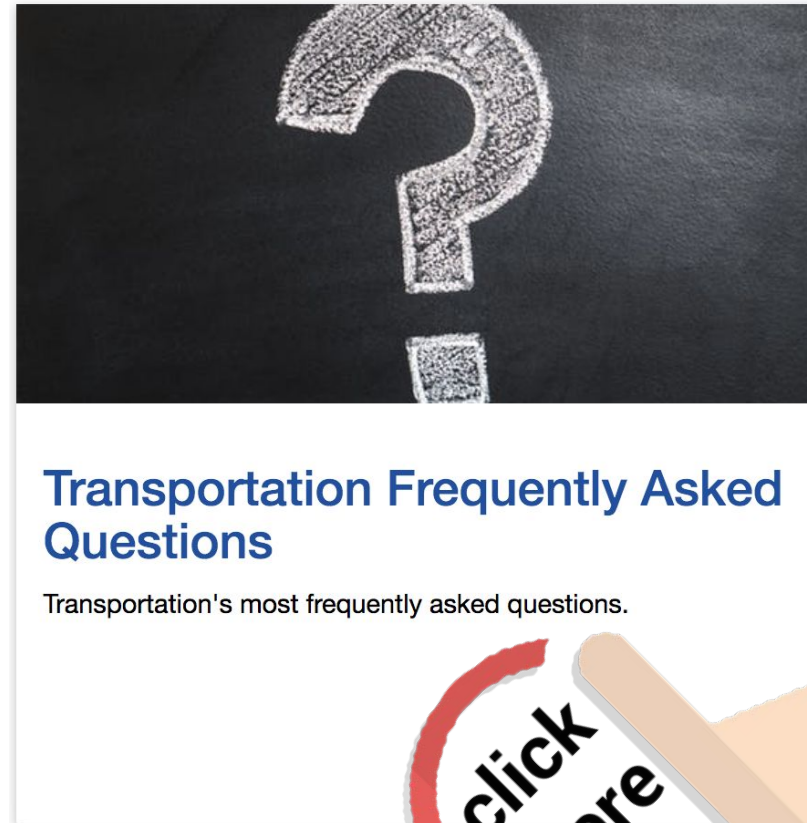
The Transportation Resolution System (TRS) is for schools and parents to communicate their questions or concerns regarding Transportation.  
[NEW Transportation Resolution System](#)

PRINCE GEORGE'S COUNTY PUBLIC SCHOOLS • www.pgcps.org

[trs.pgcps.org](https://trs.pgcps.org)

[PLEASE VISIT OUR  
TRANSPORTATION WEBSITE  
FOR MORE INFORMATION](https://www.pgcps.org/transportation/)

<https://www.pgcps.org/transportation/>



QUICK  
FACTS  
PAGE

# END OF SESSION EVALUATION

We value your feedback. Please  
complete our information session  
evaluation using the link below:

<https://bit.ly/DoTParentEvalSP>



