

I've Taken On Transportation

Now What?!

Presented By
Northern Section
Transportation Professional Council



Your District's Billboard on Wheels!



The CBO Perspective



CBO Perspective

- You Have a Leadership Vacancy in Transportation...
 - Why
 - Retirement
 - Budget Cuts
 - Other
 - An opportunity in disguise
 - Re-organize
 - Change title
 - Update the Job description
 - Review Procedures



CBO Perspective

Selecting a New Leader

- Skills needed
 - Financial
 - Interpersonal
 - A Good Communicator
 - Management
- Knowledge of
 - Budget / General Fund Contributions
 - Student Transportation
- Qualifications
 - Experience
 - Bus Driver Certified



CBO Perspective

Supporting the New Leader

- Be involved with the new leader
 - Meet monthly the first year
 - Be visible to drivers
 - Discuss the budget
 - Is there a go-to person for the new leader?
- How do you know the new leader is doing a good job?
 - Complaints
 - Changes in the department



CBO Perspective

Transportation Has the Greatest Potential for Loss

- Mechanic
 - In house shop
 - Contract out
- Safety Training
 - Driver Safety instructor
 - Driver Safety
 - Student Safety
- Risks & Liabilities
 - Physical Injuries
 - Equipment Loss/Damage



CBO Perspective

- 5 Year Plan
 - What is ahead
 - Boundary Changes
 - Service decrease/increase
 - Is It Working?
 - Evaluation



*Remember This is Your District's
Billboard on Wheels!*



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*Information and Tips
From Someone Who Has Lived It*



Poster Child

- Who Am I?
 - Background
- How the @#%& did this happen?
 - Victim of my success
 - The budget
 - Be careful what you ask for
 - What you don't know CAN hurt you



Poster Child

- Immediate Challenges
 - Who are your Allies
 - What's in the Contract
 - The Language of Transportation
 - Existing Internal Procedures
 - History of why things are the way they are
- Develop a Plan



Poster Child

- Now What?
 - First day, week, 30, 60, 90 day plans
 - First days on the job
 - Building Good First Impressions
 - First weeks on the job
 - Who are the union stewards and leaders
 - What is the department like?
What do people think about it?
 - Patience is a Virtue



Poster Child

- The 30, 60, & 90 day plans
 - Build a Leadership Team
 - Transportation Handbook
 - Avoid making major changes
 - Opinions – yourself and others
 - Expectations of you by the District
- Patience is a Virtue



Poster Child

- Who's coming to see you?
 - Tip - Install a Revolving Door to your office
- What do you need to know?
 - Something is due every month
 - Now you know that you didn't know all these things you're supposed to know, and don't know all the things you're supposed to know, but don't.



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*What Does Someone Over Transportation
Need To Know, Where to Get Help*



Stuff to Know, Where to Get Help

- CDEDMVCHPDOTFCMATDTACIEPBSR-adocious
 - CDE – California Department of Education
 - DMV – Department of Motor Vehicles
 - CHP – California Highway Patrol
 - DOT – Department of Transportation
 - FCMAT – Fiscal Crisis and Management Assessment Team
 - DTAC – Driver Trainer Advisory Committee
 - IEP & BSR – Individual Education Plan & Bus Service Request



Stuff to Know, Where to Get Help

- Bus Requirements
 - Vendors
- Compliance Issues
 - Equipment and Drivers
 - Fuel, Air, Water
 - HazMat, Safety Plan
 - Radios
 - Safety Plan, Mandatory Training



Stuff to Know, Where to Get Help

- Reporting Issues
 - Trans Report
- Resources
 - Mentors, Consultants
 - Organizations
 - Online resources



Stuff to Know, Where to Get Help

- Money Saving Ideas
 - Parent Pay
 - Boundary changes
 - Bell Schedules
 - Walking Distances
 - Cooperative Purchasing
 - Field Trip Charges



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Now What?!

Tips & Gotchas – Operations



Operations

- Transportation is Different
 - Legal Requirements
 - Hours of Operation
 - Effect on Other Departments
 - Recruiting
 - Driver's Perspective
 - Excellent, Efficient Service to Customers is Key
 - Schools
 - Regular Ed students and parents
 - Special Ed students and parents
- The Only Constant is Change



Operations

- Be involved at the District Office
 - Facilities
 - Fiscal
 - Vehicle Replacement
 - Special Ed
- Ensure District is aware of Transportation's value
 - Bell Schedules
 - Ensure Transportation included in functions



Operations

- Learn and Know the Contract
 - Driver handbook
- Hold Driver Meetings
- Pace of Change
 - Acceptance of new, altered policies
 - History
 - Past Practice
 - Perceived value, rationale
- Know and understand staff's jobs
- Maintain and Build Standards



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Tips & Gotchas – People



People

- It's all about Trust
 - Bottom Line – Parental Trust
 - Empowerment – Driver Trust
- Recognition – Skills and Build Morale
 - Involvement
 - Recognition
 - Group Activities
- Communicate, Communicate, Communicate
 - Don't forget to communicate
 - Did you remember to communicate?



People

- Interpersonal Skills
 - Model what you want
 - Ability to Manage Individuals, each according to their needs
- Build a Good Relationship with HR
 - Keep them informed
 - Know the contract



People

- Difficult Personalities and Coping Strategies
 - The Sherman Tank
 - The Space Cadet
 - The Volcano
 - The Wet Blanket
 - The User
- Driver Attacks
 - Expect the unexpected
 - Documentation is essential
 - Did you remember to communicate?
 - Involve HR, Union, other management as needed



People

- About a year to be accepted
 - Be reasonably competent, model what you want
 - Have confidence in how well you're doing
- The 'Generations'
 - Traditionalists
 - Baby Boomers
 - Gen 'X' and Gen 'Y'



People

- Equipping Your Employees is Tough
 - C.A.R.E. is a requirement
 - Strengths and Weaknesses
 - Giving of yourself
 - Being a Resource
 - Clear Expectations
 - Eliminate the unneeded
 - Rewarding the Good



The Northern Section Transportation Professional Council Thanks you!

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