

## **Student/Parent Transportation Survey October 2013**

### **Mickie Archer, Director Of Transportation**

One of my goals for the 2013-2014 school year was to analyze the level of service provided by the Transportation Department and look for areas we can improve. As part of this process, I created a survey in October 2013 using the SurveyMonkey online service, and asked questions of both students riding Licking Valley buses and also parents of our younger children to get their feedback. Below are the questions that were included in the survey, a chart showing categories of responses, and comments included by students and parents in their survey responses. Our Transportation staff is committed to the safety of our students, and we continue to work to provide the best possible service.

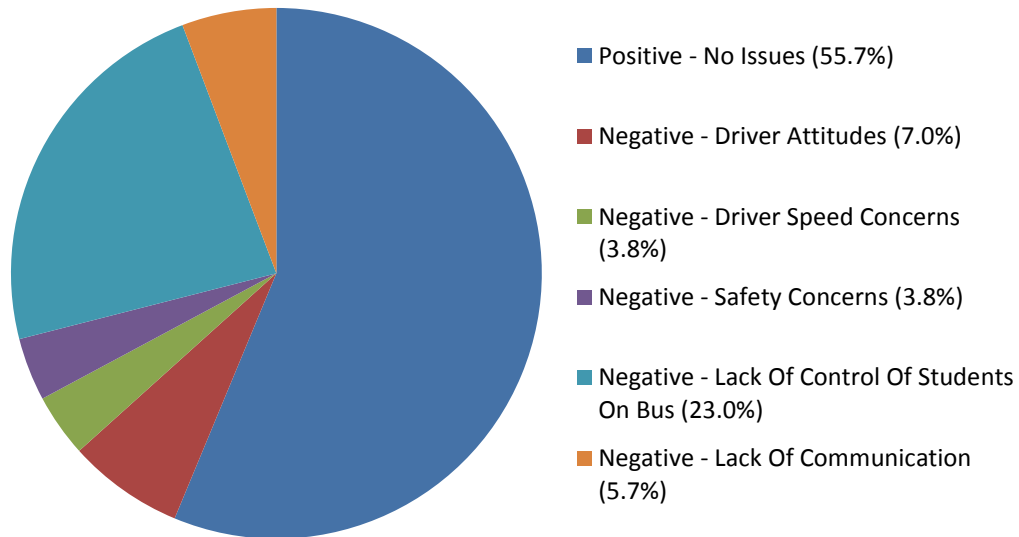
#### **Student Questions**

- 1) Does your bus driver present a positive attitude?
- 2) Is your bus driver fair when handling issues with students on your bus?
- 3) Does your bus driver maintain order on the bus, ensuring that all students are following bus rules?
- 4) Does your bus driver handle the bus in a safe manner?
- 5) Do you feel safe on your bus?
- 6) Do you enjoy riding the bus?
- 7) Are the students on your bus well-behaved?

#### **Parent Questions**

- 1) Does your child's bus driver maintain order on the bus and ensure that all students are following the bus rules?
- 2) Does your child's bus driver operate his/her bus in a safe manner?
- 3) Does your child's bus driver present a positive attitude?
- 4) Is your child's bus normally on time for pick-up and drop-off, based on the times provided to you by the Transportation Director?
- 5) If you have had transportation issues with your student have they been addressed by the driver?
- 6) If you have had an issue that the driver did not handle did the Transportation Director handle the issue for you?

## Total Responses To Survey - 52



### Comments From Surveys

I am very pleased with the bus driver.

Bus # X is great with the kids. She does a great job at making sure they are safe and following the rules. We truly appreciate her and think she does a great job!

Get more considerate bus drivers who are good with children. Every child has a right to school transportation. Mine are constantly denied or treated badly it's sad that they changed bus drivers around on the routes. Attitude towards parents when those issues are raised aren't any better. Some have gone as far as insinuating people are lying just because the bus drivers don't want to stop and see what's in front of them.

My child has never had an issue on the bus.

My daughter's bus driver is the best! She is friendly to the parents, and she really comes across as really caring for her students on her bus. I couldn't have asked for a better driver....and hope she never leaves!

We have great bus drivers for our children thank you

We have a new bus driver this year and I have not received anything from this new driver stating his name or anything. I cannot answer the survey appropriately because I know so little about our driver.

You all are doing a great job.

Doing a great job !

If the bus is running significantly late, it would be helpful to get a call from the garage (like we have in the past).

I have no concerns.

None. We have NEVER had any issues.

We have not had any issues at all. On time for pick up and drop off. I appreciate all that you do to get my son safely to and from school.

I understand that the drivers cannot see all things that occur on the bus but it seems as if a great deal is missed. I respect my son's decision for me not to call about things but it really irritates me that on more than one occasion he has been physically assaulted by a female passenger. I do not understand how this is over looked every time.

Safe, timely transportation is my main focus. My concerns have been addressed, however not they have not been resolved to my satisfaction. I feel safety has been compromised for convenience sake.

Bus needs to slow down!

It would be nice if there was an aide on the bus to help the driver because you have such a wide age range on each bus route and I don't need my younger middle school child hearing things that make my high school junior blush. On the elementary bus an aide would help in keeping active children in their seats.

None at this time :)

Have had no issues, all seems to be fine. Good Job

We love our driver and we're looking forward to the bus driver who services our new house. The Transportation Director is wonderful too providing prompt responses to inquiries.

My kids ride the bus and they love their driver!

We LOVE our driver! Thank you

Send out a leader alert when buses are running late (10 minutes or more) in the mornings.

We have never had any trouble. I am happy to say that we fully trust and appreciate our children's bus driver.

I'm disappointed by the fact that the driver rules her bus with an iron fist. Since she replaced the prior driver, I've not heard anything positive about her attitude towards the kids. These opinions do not just hold true to my kids but others on the bus. I wish she would improve her attitude or find a better job that she likes. I believe you can transport safely and not have such a negative attitude

I absolutely love our driver, and appreciate her. My kids love her too!

I have never had any issues.

Don't fix what isn't broken at least on our bus!

Very, very difficult job. Any issues that we had have always been resolved by either bus driver or Transportation Director. Pick up times can vary up to 15 minutes each day, non traffic, road or weather related.

Keep the 6th graders as far from the high school students as possible. Add bus monitors.

My child does not ride the bus. He has his own car now. When he did ride the bus, the driver did an excellent job taking care of my child and the students that rode it. Thank you...

Bus is 10 minutes earlier than stated on letter but works out fine.