



TWIN FALLS SCHOOL DISTRICT

2022-23 SCHOOL YEAR

TRANSPORTATION PLAN 2022-23

- New Midco leadership team
 - Full compliment of drivers
 - Safe reliable transportation
 - Fluid communication
 - True partnership
 - Customer survey
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MID-COLUMBIA LEADERSHIP TEAM

UPPER LEADERSHIP TEAM

❖ **Michelle Taber**

Regional Vice President

❖ **Brian Johnson**

Regional Director of Operations

LOCAL LEADERSHIP TEAM

❖ **Robert Gummere**

Location Manager

❖ **Laura Lopez**

Dispatcher

❖ **Johna Helmer**

Dispatcher

RECRUITING EFFORTS

- Grassroot recruiting
- Banners
- Social media
- Job fairs
- Indeed
- Craigslist
- Unemployment office (weekly)
- Radio ads
- Calling past employees
- Hiring texts via mass communication systems
- Job boards
- Referral bonuses

**OUR GOAL
IS TO OBTAIN
AND RETAIN
A FULL
COMPLIMENT
OF DRIVERS
AND ATTENDANTS**

DRIVER & ATTENDANT TEAMS

❖ **Afrah Ibrahim - Aladdin**

(7 years with Midco)

❖ **Reyna Garcia – Apollo**

(1 year with Midco)

❖ **Debbie Shine – Barney (SPED)**

(6 years with Midco)

Attendant: Makaydan Glandon

❖ **Chris Watkins – Big Bird (SPED)**

(1 year with Midco)

Attendant: Frankie Essmaker

❖ **Jeff Mills – Blaze**

(3 years with Midco)

❖ **Jim Garden – Casper**

(11 years with Midco)

❖ **Maria Phillips – Charlie**

(4 years with Midco)

❖ **Cally Melendez – Coyote**

(1 years with Midco)

❖ **Mary Geesey – Daisy (SPED)**

(2 years with Midco)

Attendant: Lily Olson

❖ **Angelique Khayatzadeh – ET**

(3 years with Midco)

❖ **Jonathan Davila – Freedom**

(2 years with Midco)

❖ **Shawna Gilmore – Garfield**

(7 years with Midco)

❖ **Shelly Studer – Gemini**

(4 years with Midco)

❖ **Jennifer Sanders – Gus Gus**

(2 years with Midco)

❖ **Chalet Plaster – Jafar**

(3 year with Midco)

❖ **Rosie James – Mickey (SPED)**

(5 years with Midco)

❖ **Dianne Fitzpatrick– Mater (SPED)**

(4 years with Midco)

❖ **Jenny Crockett– Eagle**

(1 year with Midco)

❖ **Jakinzee Bates – Einstein (Pre-K)**

(New Hire 2022/2023)

❖ **Amber Perez – Mushu**

(1 year with Midco)

❖ **Dane Siggaard – Saturn**

(1 years with Midco)

❖ **Tara Totten – Scooby**

(New Hire 2022/2023, Experienced)

❖ **Tawnya Pearson – Snoopy**

(13 years with Midco)

❖ **Jennifer Wright– Ursula**

(New Hire 2022/2023, Experienced)

❖ **Tim Brander – Yoda (SPED)**

(Rehire, 4 years with Midco)

Attendant: Olivia Nelson

❖ **Lerae Clark – Yogi (SPED)**

(Rehire, 4 years with Midco)

Attendant: Cammie Blake



**CUSTOMER
SERVICE**

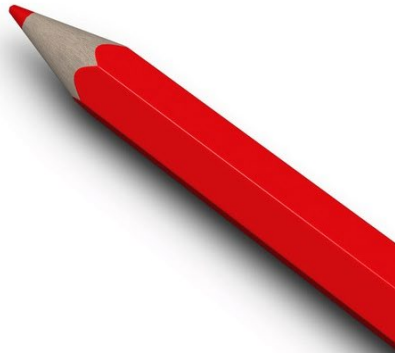
CUSTOMER SERVICE

- Robert established weekly meetings with Ryan Bowman
 - Brian and Michelle check in monthly to ensure satisfaction
 - Starting the year with a driver for every route
 - Proactive communication
 - Processes in place for proactive planning
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Please rate your experience

☒ *Outstanding*

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Average
- ☐ Poor



**CUSTOMER
SURVEY**

CUSTOMER SURVEY

- We want your feedback.
 - Surveys are sent out annually.
 - Scores are rated 1-10. 10 representing great service.
 - If you would rate our service lower than a 10 in any category, we need to create an action plan to improve.
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FOCUSED IMPROVEMENTS FOR 2022-23 BASED ON 2022 SURVEY RESULTS

Communication

- Established weekly meetings with Ryan Bowman
 - Added a dedicated school phone line for communication to the Mid-Columbia Office
 - Added additional lines for parents to reach the dispatch center
 - Added a Twin Falls District email for parents as an additional line of communication:
twinfalls@midcobus.com
 - Issues addressed within 24 hours
 - Mid-Columbia Recruiting team will be attending Parent Teacher conferences at selected schools to solicit parent feedback.
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FOCUSED IMPROVEMENTS FOR 2022-23 BASED ON 2022 SURVEY RESULTS CONT'D

Service

- Obtain adequate work force
 - Continuous recruiting efforts
 - Provide safe on-time service
 - Meet District's service needs
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DRIVER RECRUITMENT PROGRESS

Monthly Breakdown

- July 1 – Understaffed 18 Drivers
 - August 1 – Understaffed 10 Drivers
 - September 1 – Understaffed 9 Drivers
 - October 1 – Understaffed 6 Drivers
 - **October 6 Update – 8 Drivers in Training with all expected to test to obtain CDL by October 14, 2022**
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FOCUSED IMPROVEMENTS FOR 2022-23 BASED ON 2022 SURVEY RESULTS CONT'D

Safety

- Continuous driver/attendant training
 - Conducted 4-hour in-service on managing student behavior
 - Well maintained buses
 - Monthly safety meetings
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- All preventive maintenance and annual inspections are tracked, and inspection completion are documented in I-Bus through Idaho Department of Education.



- All inspection are current
- The Twin Falls maintenance team is piloting MTC Pro system which tracks maintenance inspections, maintenance request, work orders, parts inventory, etc.

FLEET MAINTENANCE

DRIVER TESTIMONIES

CHANGING OUR ENVIRONMENT



**THANK YOU
FOR YOUR PARTNERSHIP**
