

# TEAM MEETING AGENDA

## FCPS BUS FACILITY PROJECT

MARCH 3, 2016

1. Welcome and recap
2. Discussion of draft communications plan
3. Discuss transportation department needs in more detail
4. Assign data collection responsibilities
5. Next Steps

# COMMUNICATIONS PLAN

## FCPS BUS FACILITY FEASIBILITY STUDY

UPDATED MARCH 1, 2016

The FCPS Bus Facility Feasibility Study was initiated in January 2017 to improve the operations of the Transportation Department by providing adequate and efficient facilities for bus parking, bus maintenance and driver training. The current parking, bus maintenance, training, and administration spaces are inadequate for the current and future volume of service that FCPS provides.

The study will be completed by an interdisciplinary team, guided by a steering committee, in three phases:

1. Project Scope Phase: The team will inventory existing conditions and define the project scope.
2. Feasibility Phase: The team will study the feasibility of existing and additional site resources to satisfy the project scope.
3. Recommendation Phase: The team will develop short and long term recommendations that optimize FCPS bus operations and utilize resources in a strategic and responsible manner.

In order to inform and engage the public and stakeholders, the Bus Facility Feasibility Study team has developed the following strategies (details are outlined below):

<b>Communication Methods</b>	<b>Audience</b>	<b>Timing</b>	<b>Responsibility</b>
Website project page	Public and All Stakeholders	ASAP and update regularly	Holly, Tiana, Lisa
Video of existing conditions	Public and All Stakeholders	Phase 1	Tiana, Michael
Emails	Transportation staff	All phases	Fred, Holly
Social Media	Public	All phases	Tiana, Brandon
Handouts and Brochures	Bus Drivers, Bus Aides	All phases (during bus inspections and online)	Holly, Tiana, Steve, Todd
Surveys	Bus Drivers, Bus Aides	Phases 1 and 2 (during bus inspections and online)	Holly, Tiana, Steve, Todd
Union publications	Bus Drivers, Bus Aides	All phases	Holly, Tiana
Interviews	Bus Mechanics, other Transportation Dept. staff	All phases	Holly, Mark, Tom, Amanda
Shop Meetings	Bus Mechanics	All phases	Holly, Mark
Inservice Meeting	Bus Drivers, Bus Aides	August (Phase 2)	Holly, Tiana, Fred, Tom, Mark, Amanda, Steve, Todd
Partner Meetings	County Staff, Businesses	Phases 2 and 3	Holly, Beth, Tiana
Community forum	Public, stakeholders	Phase 3	Holly, Tiana

## Website

- A simple web page where team members, stakeholders, and the public can access information about the feasibility study such as:
  - Meeting agendas and minutes
  - Reports
  - Contact information
  - Opportunities to participate (surveys, meetings, etc)
- Complete basic page by March 11
- Update on a weekly basis

## Video

- 1-3 minutes
- Explain the purpose of the study
- Focus on highlighting the needs identified by the team at the Feb 25 and March 3 meetings
- Goal is to complete by end of March 2016 (but schedule may be altered based on video crew's prior commitments) and post to project web page

## Emails

- Email updates to all Transportation Department staff about the project
- Provide links to project website and contact info
- Let staff know how to be involved
- Send as appropriate
  - First email to be sent when project website is completed

## Social Media

- Quick blasts to inform the public about the project
- Provide links to project website and contact info
- Let people know how to be involved
- Send as appropriate
  - First social media to be sent when project website is completed

## Handouts and Brochures

- Brief fact sheets that can be given to bus drivers and other staff to inform them about the project process
- Include information on
  - Project purpose
  - Timing
  - How to get involved
  - Major findings
- Handouts and/or brochures can be developed during each phase of the project
- Deliver at bus inspections and via email
- Phase 1 handouts to be completed by April 15

## Surveys

- Use surveys during Phase 1 to get input on bus drivers' needs and bus aides' needs
- Provide both paper and online format
- Brief in length
- Use incentives as appropriate to encourage participation
- Surveys may also be used in Phases 2 and 3 as the team sees fit
- Phase 1 survey to be completed by April 15

## Union Publications

- Contingent upon Unions agreeing to participate
- Provide brief blurb about the project and how to participate
- First announcement to be made after website is posted

## Interviews

- An opportunity for in-depth conversations with some of the key stakeholders such as bus mechanics
- Provide a questionnaire to guide the conversation
- Phase 1 interviews to be conducted the week of March 28

## Shop Meetings

- Provide updates on project progress to bus mechanics
- Attend as needed

## In-Service Meeting

- Update to all bus drivers and other transportation staff at their annual meeting
- Provide an opportunity for feedback from all staff
- August 2016

## Partner Meetings

- Set up meetings with other agencies and businesses as appropriate to inform them about the project and look for opportunities for partnerships
- Most appropriate during Phase 2 and 3 to see if any resources may be available
- An initial meeting with County staff will be conducted in spring 2016

## Community Forum

- An opportunity for public input on the solution scenarios developed by the team
- A chance for taxpayers to weigh in
- Publish notice of the meeting online, on FCPS TV, Find Out First, Frederick News Post, etc at least 2 weeks in advance
- Meeting will be held during Phase 3

# TRANSPORTATION DEPARTMENT FUNCTIONS



- Transportation Management
- Routing
- Dispatch
- Driving
- Bus Maintenance
- Parking
- Refueling
- Training
- Inventory
- Payroll
- Field Trips
- Video Surveillance

# BUS MAINTENANCE



Issue	Information Needed	Who Will Obtain
Lack of space to do one's job	Industry standard for bus maintenance bay size	
Pit is hazardous		
High noise level		
Limited access to restroom		
Mechanics have to push buses		
Can't use a lift (building height)		
Lack of ventilation/exhaust		
Break room distant from work area		
Break room is too small		
Some service must be outsourced due to lack of space	What types of work are outsourced? Cost of outsourcing vs in-house? Length of time for the work and distance sent? Accounting dept time for processing POs?	

# BUS MAINTENANCE



Issue	Information Needed	Who Will Obtain
Rusting parts because buses aren't washed		
Dirty engines are difficult to repair		
Pit guardrails are slow to use so that space is used inefficiently		
Mechanics have to wait for space or tools	Statistics on buses waiting past the 30 day limit?	
Buses have to be shuffled around when servicing		
Mobile service units take up a lot of mechanic time that could be more efficiently used in a shop	How could quick service be accomplished more efficiently? How much work could be done?	
Have to back buses out due to tool storage		

# BUS MAINTENANCE



Issue	Information Needed	Who Will Obtain
Lead mechanic doesn't have an office		
No space for private conversations		
No good space for a quick service lane		
No space for seat repairs		
Metal dumpster isn't covered		
Bus maintenance office area doesn't have visual access to the shop		
Time to get to break downs in some parts of the county is lengthy	Where are break downs occurring? How often are buses breaking down? How long does it take to service, on average? What are the delays in bus service?	

# INVENTORY



Issue	Information Needed	Who Will Obtain
Working in a confined space		
Can't buy parts in bulk to save on costs	Cost of ordering as needed vs storage of parts?	
Have to order parts frequently		
Storage of parts is separated from tasks		
Some parts have to be kept outside		
Padlocks aren't good form of security		
When shipments arrive, deliveries have to be temporarily stored in the admin office		

# INVENTORY



Issue	Information Needed	Who Will Obtain
Tires stacked vertically to save space are harmed a little		
Buses have to wait for parts (out of service longer than needed)	Number of buses out of service (daily average) due to waiting for parts? How many spares could be eliminated?	

# ROUTING AND DISPATCH



Issue	Information Needed	Who Will Obtain
Poor access to drivers		
Little privacy		
Noisy and confusing work environment		

# TRANSPORTATION MANAGEMENT



Issue	Information Needed	Who Will Obtain
When it's cold and bus drivers have to stop in for a short visit the exhaust from the running buses gets into the office building		
Existing facilities are old	Expected service life of the buildings?	
Facilities weren't designed to serve the current volume of buses	How many buses have been used over time?	
County is growing and more buses and staff will be needed in the future	Enrollment projections? Special Ed enrollment projections?	
Current location may not be central to the services we are providing	Where are the buses used? How does the location of services impact bus operations?	

# DRIVER TRAINING



Issue	Information Needed	Who Will Obtain
Training room is too small		

# VIDEO SURVEILLANCE



Issue	Information Needed	Who Will Obtain
Time consuming to fetch hard drive, review footage, and return drive		

# PAYROLL



Frederick County Public Schools  
*Reach. Challenge. Prepare.*

Issue	Information Needed	Who Will Obtain

# FIELD TRIPS



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*Reach. Challenge. Prepare.*

Issue	Information Needed	Who Will Obtain

# DRIVING



Issue	Information Needed	Who Will Obtain
Pathway to gravel lot gets flooded		
Break room is too small		
Citizen complaints about dirty buses		
Traffic congestion is increasing		

# REFUELING



Issue	Information Needed	Who Will Obtain
Pumps are congested		
Storage tanks can only hold 3-4 days worth of fuel (frequent reordering)	Would we have additional regulations with a larger tank?	

# PARKING



Issue	Information Needed	Who Will Obtain
Buses can be vandalized in unsecured parking areas	Number and frequency of vandalisms? Location of vandalisms? Cost to FCPS and to insurance company? Impact on FCPS insurance costs?	
Newer employees are less likely to have parking at home		
We don't own some of the parking areas we use		
Nothing prevents people from tampering with a bus because they aren't kept locked		

# UPCOMING MEETINGS



- March 17, 10:00 AM - 12:00 PM
  - Start review of data
  - Preparation for stakeholder outreach
  - Discuss other facilities to visit
- Weeks of March 21 and March 28
  - Interview mechanics
  - Interview other transportation department staff as needed
- March 31, 10 AM – 12:00 PM
  - Continue data review and analysis
  - Prepare for bus driver outreach