



BPS Transportation Bus Operator Contract Overview

- Known as Veolia at the time, Transdev began a 5-year contract with BPS on July 1, 2013
 - First Student (the incumbent) and 2 other bidders sought the contract through a competitive bidding process
 - Transdev's bid was \$2M+ less expensive per year than the next-closest qualified bidder
- The contract included five 1-year options for renewal, exercised at the City's discretion
 - We executed the 3rd option last year
 - The 4th of those options would be for July 1, 2021 to June 30, 2022
- The current contract value is ~\$95M

BPS Transportation Bus Operator Planning and Approval

- **BPS Transportation plans to go out to bid for the next Bus Operator contract early this winter and potentially switch vendors for SY22-23**
 - We believe this is a key opportunity to create positive long-term change for our students, especially given that the contract will likely last for 5-10 years
 - We're in the process of procuring an external vendor to support research into how to best structure and draft the contract for bid
 - We believe we may want to overhaul multiple portions of the current contract based on lessons learned over the last 7 years
- **In the interim, we are asking for approval to to extend the current contract with Transdev for 1 year for the coming school year**
 - Switching bus operators when the public health pandemic is just starting to resolve would not be in the best interest of our students and families
 - We want prioritize stability and reliability with our current contractor this summer and fall rather than create another change in an already unprecedented situation

In the meantime, we will continue to work closely with Transdev to ensure our students receive safe and reliable yellow bus operations under the existing contract

Our Transportation team has made significant strides this year in improving the day-to-day performance of our operations and customer service...

...while also focusing on long-term initiatives to work towards a best-in-class transportation system that meets the needs of all our students and families.

Month	Bus On-Time Performance	Hotline Wait Time
October	87%	3:45
November	94%	0:10
December	91%	0:51
January	94%	1:10
February	93%	2:37
March	96%	1:24
April	96%	2:05
May (to date)	96%	1:42
Target	95%	2:00

- Data-driven monthly performance reviews with our bus operator to identify improvement areas and develop and execute action plans
- Transportation Support Portal ticketing system to facilitate increased internal accountability and improve family communications and engagement
- Improving access and engagement through better family communications
 - New language queueing on our Transportation Hotline
 - New online chat feature with CS Reps