



# Prince George's County Public Schools Department of Transportation

Keba Baldwin, Director of Transportation  
Alemnesh Allen, Transportation Coordinator - Special Education

**2024 - 2025 SECAC MEETING**

# WELCOME TO SY 2024-2025

## PGCPS School District Mission

*Provide a transformative educational experience anchored by excellence in equity – developing 21st century competencies and enabling each student's unique brilliance to flourish in order to build empowered communities and a more inclusive and just world.*

## Transportation Mission

*To deliver efficient transportation and fleet services that enable all students to arrive at their destination safely and on-time every day.*

# AGENDA

- ☐ **PGCPS Transportation Updates SY2025**
- ☐ **Transportation Who's Who & School-Based Contacts**
- ☐ **Communications, Operations**
- ☐ **Student Bus Information (Synergy, ParentVue, & StopFinder)**
- ☐ **Transportation as a Related Service, Curb-to-Curb, & Equipment**
- ☐ **Closures, Delays, & Inclement Weather**
- ☐ **Bus Staff Training**
- ☐ **Transportation Concerns**
  - ☐ **Transportation Resolution System - [trs.pgcps.org](https://trs.pgcps.org)**
  - ☐ **Transportation Phone Bank 301-952-6570**

# PRIORITIZED RECOMMENDATIONS FOR SY 24-25



## School Start & End Times are Shifting

Start and end times for all PGCPs schools are being streamlined.

### *Los horarios de llegada y de salida cambiarán*

Los horarios de inicio y finalización de las clases en todas las escuelas de PGCPs se optimizarán.



## Bus Stop Locations are Moving

Where students get on and off the bus will change for more efficient and timely routes.

### *Las ubicaciones de las paradas de autobús cambiarán*

El lugar donde los estudiantes toman y se bajan del autobús cambiará para hacer que las rutas sean más eficientes y puntuales.



## Are You in The Bus Zone?

Students within walking distance to school who have safe pedestrian routes will no longer receive a bus.

### *¿Está usted en una zona de autobús?*

Los estudiantes que viven a una distancia que permite caminar a la escuela y que cuentan con rutas seguras para los peatones ya no tendrán servicio de autobús.



## Don't Need a Bus? Tell Us.

Opt out of transportation if your child will be a car rider or student driver.

### *¿No necesita un autobús? Cuéntenos*

Elija no usar el servicio de transporte si su hijo viajará en automóvil o si conduce a la escuela.



## Track in the App

Download and use the Stop Finder App for improved and reliable GPS tracking.

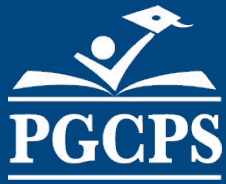
### *Haga seguimiento en la aplicación.*

Descargue y utilice la aplicación "Stop Finder" para hacer un seguimiento por GPS mejorado y confiable.

For more information, please visit  
[www.pgcps.org/bus](http://www.pgcps.org/bus)



Para más información, por favor visite  
[www.pgcps.org/bus](http://www.pgcps.org/bus)



# SY24-25 TRANSPORTATION UPDATES

- Prince George's County Public Schools continues to be greatly affected by the chronic, national school bus driver/attendant shortage.
- Bus Driver Job fairs continue to be held as often as bi-weekly (face-to-face/virtual) and offering competitive pay with benefits as well as PAID CDL training. There is a training process that takes time for new drivers without CDLs. We are also recruiting and hiring attendants.
- Parents are encouraged to carpool, when possible. PGCPS Middle/High school students may utilize **The Bus** operated by Prince George's County for free with a student ID.
- Bus routes may be adjusted with increased ride times and more students sharing bus routes, even on special education routes.
- Parents should utilize infoFinder for bus schedule updates and StopFinder for setting geo alerts to track the bus and get alerts. Schools may provide updated information regarding bus schedules from the internal ViewFinder system.





# SCHOOL TRANSPORTATION POINT-OF-CONTACTS

- Transportation Point-of-Contacts at schools assist with coordinating the AM arrival and PM dismissal schedules, have access to look up bus information, and maintain student lists to ensure students are boarding the correct bus.
- TPC's monitor and report student transportation issues to the designated administrator and may follow-up to resolve issues with the Dept. of Transportation.
- **Transportation Point-of-Contacts at schools should be made aware of any issues with transportation (including broken special equipment, late arrivals, bus concerns, etc.).**



# TRANSPORTATION SUPERVISORS

|  |  |
|--|--|
| DOUGLASS (X) & GREENBELT (G)                       | CARL SCHUETTLER  |
| FAIRMONT (R) & FRIENDLY (F)                        | RHONDA TUCK  |
| GODDARD (D) & CROSSLAND (C)                        | DAWN BYRD  |
| SURRATTSVILLE (T) & BLADENSBURG (B)                | BRENDA STEWART-ADAMS   |
| FORESTVILLE (V) & LAUREL (L)                       | DOMONIQUE HAYNES   |
| MULLIKIN (K) & HANSON (H)                          | GEORGE FLEMING   |
| OPERATIONS <a href="#">Supervisor introduction</a> | DAVID HILL<br>DOMONIQUE HAYNES   |
| SENIOR OPERATIONS                                  | TONY SPRUILL   |
| SPECIAL EDUCATION TRANSPORTATION COORDINATORS      | LAST NAMES A THROUGH L - ALEMNESH ALLEN<br>LAST NAMES M THROUGH Z - BRIAN MAKELL<br><a href="mailto:SPECIAL.TRANSREQUEST@PGCPS.ORG">SPECIAL.TRANSREQUEST@PGCPS.ORG</a> |

# Special Education Transportation Coordinator

- Works collaboratively with the Dept. of Special Education to ensure the provision of transportation services for students with disabilities within comprehensive and special school settings.
- Represents the Dept. of Transportation with Supervisors at IEP meetings.
- Handles the coordination of student safety vests and specialized equipment.
- Works with school and transportation operations staff to assist with placement of students on appropriate routes.
- Participates in the coordination of planning and implementation of professional development activities or special needs bus personnel and supervisory staff.





# COMMUNICATIONS

- Prince George's County Public Schools has approximately 1,200 school buses Transporting almost 85,000 students daily.
- **The Communications Center serves as the first line of Transportation Communication for parents, schools, and bus staff driving students.**
- We experience increased hold times during the beginning of the school year.
- Staff members are working to answer phones from 6 a.m. to 6 p.m. on a daily basis.
- The Communications Center is here to assist with ensuring students are transported safely to and from school. Currently hiring additional staff for the phone bank to assist with the volume inquiries.
- **Transportation Resolution System** [trs.pgcps.org](https://trs.pgcps.org) for resolutions (average response time 4-5 days).



# COMMUNICATION & REAL-TIME UPDATES

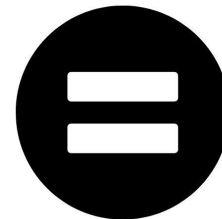
**Personnel  
stationed at  
bus lots**

**Technology:  
School  
Messenger,  
StopFinder App**



**Notifications  
via email, text,  
and phone**

**Daily updates  
on StopFinder  
for bus info**



**Our team has a 96% fill rate for bus substitution.**



# STUDENT BUS INFORMATION

## Student Trip Details for SY 2024-2025

- PGCPs School Transportation Contacts, Family Support Center and the NonPublic Office have access to ViewFinder Bus Information
- Notifications of times will come from the bus driver, the school, **infoFinder** website or the **StopFinder** app
- **Please note effective dates are not in StopFinder (LIVE DATA). Effective start dates fall on Mondays and Thursdays of each week. (Check EFFECTIVE DATES)**
- Parents must have an **EMAIL ADDRESS ON FILE IN SYNERGY** for StopFinder App
- Set GEOALERTS to get alerts when the bus is en route (See Help Center Tutorials)
- Questions about StopFinder: [transport.finder@pgcps.org](mailto:transport.finder@pgcps.org) or submit TRS ticket
- **ALL address changes must be made with the school/nonpublic office registrar.**  
Dept of. Transportation cannot accept address changes over the phone, email, or TRS.



**ParentVUE®**  
powered by Synergy®

Beginning with the 24-25 school year, Synergy will replace SchoolMax as the Student Information System for PGCPS. Families will now use ParentVue, in place of the Family Portal to access their students information. Families will also be able to update their phone number, and emergency contacts.

## ParentVUE Info for families

## Synergy ParentVue Guide

### As of the second week of school:

**101,000** Stop Finder invites were sent to families

**26,000** families created a transportation account

**6,000** created a geo alert for their student

## How can parents receive transportation updates for their students

Parents must create a ParentVUE account and provide a working email. Within 48 hours, the parent will receive an email invite to download the app (email on file in ParentVue), the subject will read: **“PLEASE READ: STOP FINDER INVITE FOR PGCPS FAMILIES”**



Once this email is received, families will be able to create Geo Alerts for their students. Geo Alerts will send push notifications to their phones alerting them the location of their student.



## How can parents receive transportation updates for their students?

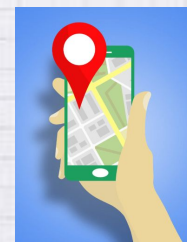


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***“PLEASE READ: STOP FINDER INVITE FOR PGCPS FAMILIES”***

## stopfinder Geo Alerts

Once the email invitation is received, families will be able to create geo alerts for their students. Geo alerts will send push notifications to their phones alerting them of the location of their student. If a geo alert is not created, parents will not receive location push notifications, they will however, be able to see a general map showing the travel path of the bus.

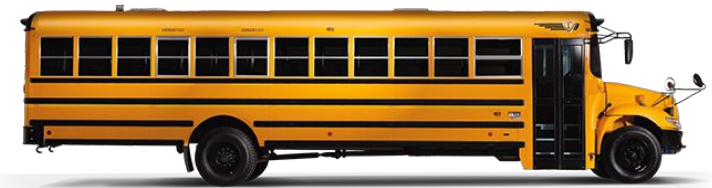


# Determination of Transportation as a Related Service

During an IEP meeting, qualified personnel review the data in order to determine if a child with a disability requires the related service of transportation.

Discussions may include:

- eligibility, policies and procedures
- behavioral/cognitive/medical/physical/mobility concerns
- pick-up and drop-off location;
- ***length of ride time to and from the school;*** (Out-of-Boundary considerations)
- additional personnel needed for transport
- Least Restrictive Environment
- specialized equipment needs and building accessibility
- travel training and other supports as needed for successful post-secondary transitioning



**A transportation representative as a part of the IEP Team can provide valuable information that is critical in the development, review, and revision of a student's IEP.**

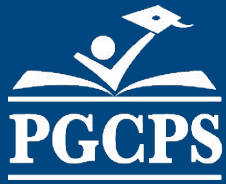




## **Do most students with disabilities and IEPs need special transportation?**

**No.** Most children with disabilities are able to use the same transportation system as their classmates who don't have disabilities. Sometimes just adding a closer stop, special equipment or aides to the school bus is all that is required of a student with a disability.

Students may require transportation to approved out-of-boundary LRE programs. Students who are granted a special transfer requests are not automatically entitled to transportation services. Approved sibling ride-alongs are granted when space is available.



# Pick Up and Drop off Determination - Curb to Curb

- Neither IDEA nor Section 504 of the Rehabilitation Act specifically addresses whether transportation should be from a designated bus stop or from the curbside in front of a child's home. This decision is left to the IEP team and based upon the individual needs of the child, on a case-by-case basis.
- It is not door to door service..... it is **curb to curb** service.
- There may be addresses that are not fully accessible or safe for the bus to travel. Stop location concerns will be addressed by the transportation supervisor with feedback from the driver trainer for each bus lot.

# SPECIALIZED EQUIPMENT

- ALL Equipment should be utilized in accordance with the manufacturer's instructions.
- Intentional damage/lost equipment may result in a fee/fine to replace.
- Equipment should be inspected and stored away for safe-keeping on a daily basis.
- Routine and preventative maintenance of specialized equipment is encouraged.
- Wheelchair trays should not be transported during transit, unless required as a postural device. If required, a foam tray should be utilized. Please contact Physical Therapist for more information.
- Batteries for all equipment should be fully charged.
- All equipment concerns should be reported to the school or appropriate health/related service provider.



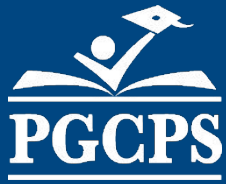
# Transportation and Inclement Weather

## INCLEMENT WEATHER ANNOUNCEMENTS

- Decisions are made between 5:00am-6:00am which must be authorized by the Superintendent or designee and announced by 6:30am
- Two-Hour Delays: NO Work-Study/ECC/Pre-K/Field Trips/ Half-day Special Education Programs
- Non-Public Schools: May follow their local jurisdiction protocols. The decision to extend reduced schedule days on a two-hour delay is at the discretion of the non-public school to communicate to PGCPS and parents. When PGCPS is closed due to district-wide inclement weather/emergencies, no transportation is provided.
- Parents are advised to check for additional information on the website under: [PGCPS Emergency Notifications, Closings, and Delays](#) and social media pages for updates as well as sign up for school district alerts. [CLICK HERE TO SIGN-UP FOR SCHOOL MESSENGER](#)

# Transportation and Scheduled Closures

- **Non-Public Transportation Services When PGCPS is Closed:**
  - PGCPS provides transportation services based on the current non-public school calendar.
  - When PGCPS is on spring break, we continue to transport for non-public schools that remain open. When non-public schools are on spring break, PGCPS does not provide transportation.



# Training for Bus Drivers and Aides

- All transportation personnel receive initial and annual training at In-Service:
  - Hands-on and Virtual Training to support students with special health care needs and the use of specialized equipment-wheelchair/safety vest/integrated car seats
  - Behavior strategies and tips for student management
  - Nonviolent Crisis Intervention for de-escalation strategies
  - Seizure, Epi-Pen, and First Aid Training
  - Specific, individualized behavior for students may be requesting to be provided by the school-based personnel/related service providers who know the student best.
  - PGCPS Safe Schools Required Trainings





# How will bullying on my child's school bus be addressed?

- It is essential to immediately address any known bullying that occurs at school with students on the same bus or when incidents occur on a school bus in order to restore a safe transportation environment. Communication is KEY.
- Part of the bus driver's responsibility is to manage the behaviors of all of the students on the bus and report any concerns to the school administration.
- **All bullying/harassment incidents are to be documented by school bus staff and reported to school administrators for a thorough investigation and follow-up.**
- **All students PGCPS and Nonpublic PGCPS students are expected to follow the expectations of the [PGCPS Rights & Responsibilities Handbook \(see page 24-25 for Transportation\)](#).**
- **Safety concerns, acts or threats of violence may result in a temporary/permanent loss of transportation privileges based on PGCPS Administrative Procedures/Policies.**


# Resolving Transportation Complaints

- **How are complaints about a bus driver or aide best directed?**
  - The complaint should start at the school level with the **school-based transportation point-of-contact**, administrator, or IEP Case Manager/Nonpublic Specialist.
  - Contact the Transportation Department **(301) 952-6570** to report the concern.
    - **Phone Bank Hours 6am - 6pm Monday - Friday**
    - For concerns after regular office hours, **call School Security at 301-499-7000.**
  - A ticket may be submitted to the [Transportation Resolution System created at trs.pgcps.org](https://trs.pgcps.org) (PGCPS Transportation website) - Also for Positive Recognition

# Resolving Transportation Complaints

## What is the protocol for resolution?

- The concern is forwarded to the appropriate transportation supervisor who conducts a thorough investigation.
- The concern may involve collaborating with the school, bus lot, routing department, transportation coordinators, and/or the Office of Safety & Security Services.
- Upon completion of the investigation, the transportation supervisor will take the appropriate action.
- Beyond school grounds, PGCPS is committed to pedestrian safety. PGCPS Safe Passage Coordinators work with the PG County crossing guards unit and community partners (PGPD & Fire Dept.) to ensure students travel safely to and from school.

A screenshot of the Transportation Resolution System (TRS) website. The header is dark blue with the PGCPS logo and the text "TRANSPORTATION RESOLUTION SYSTEM". Below the header, a light gray box contains the text "Welcome to Transportation Resolution System". Inside this box, there is a section with the text "Click [Create Request] for New Requests or [Search] for status of Existing Requests". Below this text are two buttons: "Create Request" and "Search". At the bottom of the light gray box, there is a section with the text "All Prince George's County Public Schools Personnel Please Log In" and a "Log In >" button. Below the light gray box, there is a blue box with the text "The Transportation Resolution System (TRS) is for schools and parents to communicate their questions or concerns regarding Transportation." and a link "NEW Transportation Resolution System". At the bottom of the page, there is a gray footer with the text "PRINCE GEORGE'S COUNTY PUBLIC SCHOOLS • www.pgcps.org".

[trs.pgcps.org](https://trs.pgcps.org)

**PLEASE VISIT OUR  
TRANSPORTATION WEBSITE  
FOR MORE INFORMATION**

**<https://www.pgcps.org/transportation/>**



**QUICK  
FACTS  
PAGE**

# END OF SESSION EVALUATION



We value your feedback. Please complete our information session evaluation using the link below:

<https://bit.ly/DoTParentEvalSP>

