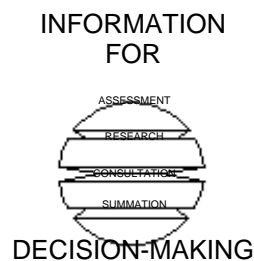


SCHOOL START-UP/ TRANSPORTATION SURVEY OF PARENTS

February 2007

MONITORING AND EVALUATION SERVICES



ALEXANDRIA CITY PUBLIC SCHOOLS

School Start-Up/Transportation Survey of Parents 2006

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CONTENTS

List of Tables	iii
List of Figures.....	iii
Executive Summary	v
Introduction.....	1
ACPS Transportation	1
Survey Methods	2
Question Development.....	2
Content of the Survey	3
Responding to the Survey	3
Results.....	4
Responses.....	4
Responses from Parents Whose Children Ride ACPS Buses.....	5
Frequency of Transportation Problems at Start of School	5
Parental Concerns for the Ride to School	6
Parental Concerns for the Ride from School	7
Addressing Parents’ Concerns	8
Parents’ Comments	9
Communication	10
Communication Via Superintendent’s Email	11
Communication with ACPS Offices Via Telephone	11
Responses from Parents Whose Children Are Not ACPS Bus Riders	12
Summary	13
Communication.....	13
Monitoring Issues	14
Courtesy	14
Appendix A: ACPS News Release for New Start Times: September 28, 2006	15
Appendix B: Scenarios Designed to Test Survey Data Collection Procedures	17
Appendix C: ACPS School Start-Up/Transportation Survey, 2006	21
Appendix D: ACPS Flyer Distributed to Parents	29

Appendix E: Verbatim Responses to Question 3: How Does Your Child Get to School?	31
Appendix F: Verbatim Responses to Question 41: Problems Experienced on Ride to School	33
Appendix G: Verbatim Responses to Question 42: Problems Experienced on the Ride from School	37
Appendix H: Verbatim Responses to Question 46: ACPS Office Contacted, 2006.....	41
Appendix I: Verbatim Responses to Question 50: Satisfaction With ACPS Telephone Response	43
Appendix J: Verbatim Responses to Question 51: Recent Problems With ACPS Bus Transport	47
Appendix K: Verbatim Responses to Question 52: Respondents' Comments About ACPS Bus Transport or Other Issues	51

List of Tables

Table 1 - Number of Students Eligible for ACPS Bus Transportation Services, 20062

Table 2 - Frequency of Transportation Problems at Start of School, 20065

Table 3 - Concerns Selected by Parents About Transportation
During the First Two Weeks of School, 20067

Table 4 - Concerns Reported by Parents About Afternoon Transportation, 2006.....8

Table 5 - Concerns from Parents After Transportation Schedule Was Adjusted.....9

Table 6 - ACPS Offices Contacted, 2006.....10

Table 7 - Satisfaction With ACPS Telephone Response, 200611

Table 8 - Number of Respondents Whose Children Are Not ACPS Bus Riders, 2006.....12

List of Figures

Figure 1 - Ridership on ACPS Buses As Reported by Parents, 20064

Figure 2 - Transport to School for Children Who Are Not ACPS Bus Riders, 200613

EXECUTIVE SUMMARY

For the 2006-07 school year, the School Board established common hours for most elementary schools. To accommodate changed opening times, bus schedules were also revised. When schools re-opened in September, ACPS offices received calls and messages from dissatisfied parents. As a result, ACPS bus schedules were adjusted October 2, 2006.

The School Board asked Superintendent Perry to collect information to determine parents' satisfaction with efforts to meet the transportation needs of ACPS students.

ACPS Transportation

ACPS Transportation Services operates 168 regular bus routes for 17 schools in the City of Alexandria. According to state-specified criteria, 5759 students representing 57 percent of September 30th enrollment were identified as eligible for bus service for fall of 2006. As well as travelling to and from schools, ACPS buses also provide transportation for student activities, in total making stops at some 4263 locations each day.

Method

Monitoring and Evaluation Services created an Internet survey that was available to parent respondents through a link on the ACPS web site. To inform parents of the opportunity to express their concerns, flyers were mailed or distributed via backpack. Parents who clicked onto the survey link were presented with series of questions that flowed from their response selections. For parents without computer access, telephone support for the survey was also available in both English and Spanish.

Results

When the survey closed at midnight on Nov. 17, 304 responses had been received, 241 from parents whose children are transported by ACPS buses. Responses represented approximately three percent of the population of ACPS students eligible for bus service (see Table 1). Schools with reported problems higher than the district ratio were: George Washington Middle School (5%); Lyles-Crouch Academy (6%); and Douglas MacArthur Elementary School (15%).

Scheduling issues (e.g., late, early) accounted for 64 percent of concerns selected by parents. Eight percent of responses revealed that parents were concerned about crowding on buses. Five percent of the responses reflected a concern that parents had not received sufficient notice of bus schedule changes.

By the time the data collection period ended, 65 percent had no problems to report. However, parents provided comments about continuing concerns. Findings provide guidance for monitoring bus services by the Transportation office and also suggest a need for division-wide staff development to ensure appropriate communication with the public.

SCHOOL START-UP/TRANSPORTATION SURVEY

INTRODUCTION

In April 2006, the School Board established common hours for elementary schools from 8:00 a.m. to 2:35 p.m. An exception was made for Douglas MacArthur, due to traffic concerns in that neighborhood. The start time for MacArthur and for T.C. Williams High School was set at 8:10 a.m. To accommodate revised opening times for Alexandria City Public Schools, ACPS bus schedules were also revised to deliver students to school at least 20 minutes before classes start. When schools re-opened in September and scheduling complaints were received, ACPS Executive Staff adjusted the secondary start schedule on October 2, 2006 with T.C. Williams High School opening ten minutes later at 8:20 a.m. (see Appendix A). Schedules for ten bus routes were adjusted accordingly.

The School Board requested Superintendent Perry to collect feedback from parents about these changes to determine whether revised schedules, and subsequent adjustments, were sufficient to meet the transportation needs of ACPS students.

ACPS Transportation

As part of their mandate, the Transportation office operates 168 regular bus routes school in the City of Alexandria. As well as travelling to and from schools, ACPS buses also provide transportation for student activities, in total making stops at some 4263 locations each day. The Transportation office manages equipment maintenance and licenses bus drivers; ACPS Transportation examiners are certified by the Virginia Department of Motor Vehicles to licence drivers for ACPS, and examiners also license drivers for other school divisions, such as Falls Church City Schools.

ACPS policy EEA-1 defines Student Transportation Services. Free transport is available to students in Grades K through 9 who live outside a radius of one mile from their respective schools; free transportation is available to students in grades 10 through 12 who live outside a radius of one and one half miles from their schools. Table 1 lists ACPS schools and the number of students eligible for bus service. More than 70 percent of students are eligible at five schools: Minnie Howard Secondary, Jefferson-Houston, Maury, Patrick Henry, and James Polk elementary schools. Each summer, ITS provides the Transportation office with information on students who meet transportation criteria. Notices regarding pick up and drop off times are mailed to those families three weeks before the start of school in the fall. Although the bus schedule changed for the 2006-07 school year, the routes did not. Locations for stops on each of the bus routes were posted on the ACPS web site.

The bus fleet is operated by 97 drivers. The week before school opens, drivers are trained on safety considerations, especially for transporting Special Education students. After licensing and formal classroom training, Thursday is the day when drivers take buses for a dry-run, giving them time to practice their assigned routes. Anticipating questions from the public, the Transportation office assigned six people to answer telephone calls during the first few weeks of the 2006-07 school year.

TABLE 1
Number of Students Eligible for Transportation Services, 2006

School	Students Enrolled ¹	Students Eligible for Bus Service	
		#	%
John Adams	514	259	50%
Charles Barrett	224	154	69%
Patrick Henry	388	285	73%
Jefferson-Houston Academy	281	258	92%
Cora Kelly	446	208	47%
Lyles-Crouch Academy	292	156	53%
MacArthur	546	170	31%
George Mason	357	125	35%
Maury	160	119	74%
Mount Vernon	475	175	37%
James K. Polk	409	288	70%
William Ramsay	564	223	40%
Samuel Tucker	585	394	67%
Francis C. Hammond	1136	517	46%
George Washington	997	666	67%
Minnie Howard	686	517	75%
T.C. Williams/S.T.E.P.	1997	1245	62%
Total	10057	5759	57%

¹ Enrolled Sept. 30, 2006

SURVEY METHODS

The main focus for survey data collection was to enumerate parents' concerns about bus transportation and to identify difficulties, so that problems could be corrected. Monitoring and Evaluation Services established procedures to develop questions that address this focus.

Question Development

The Superintendent's office provided Monitoring and Evaluation with copies of questions and concerns that had been reported through the Superintendent's email, Public Relations and the Transportation office. Those concerns and principals' comments informed the drafting of questions. Monitoring and Evaluation staff developed the final survey in English and Spanish, and then invited Executive Staff to test the logic of the survey to ensure the data received would answer the questions posed. Five scenarios for responses were designed to reflect specific parents' concerns. Those scenarios are included in Appendix B. Persons interested in testing the scenarios for themselves may access a demonstration version of the published ACPS survey by pasting the URL below into the address line of their web browser.

<http://research.zarca.com/clients/ACPSPublic/survey.aspx?from=R2N3F5N4&test=0/<=0&sid=13>

Content of the Survey

Each parent was asked to respond to questions about their child's experience with ACPS bus transportation during two periods: the first two weeks of school and the two weeks immediately preceding the survey (Oct. 23 through Nov. 3). Problems reported during the second period could indicate whether adjustments made to the bus schedules and school times had helped to resolve problems reported from the beginning of school. When data collection occurred, parents were also asked questions about communication experiences, and whether they received satisfactory responses to inquiries.

Responding to the Survey

An Internet based survey (see Appendix C) was made available from October 27 through November 17 via a link on the ACPS web site in both English and Spanish. To encourage participation, elementary school staff distributed flyers (see Appendix D) via student backpacks; secondary students' families received their flyers in the mail. Although the survey was web-based, the flyer informed parents that separate telephone lines had been established to provide staff support, in both English and Spanish, to respond to the survey.

The text of the Transportation survey included 52 items, but participants only responded to items relevant to their circumstances. While the reader will see phrases such as, "Go to Question No. 41," parents did not see such a phrase when they responded. Instead, depending on his or her response, the respondent was routed seamlessly to the next relevant question (none of which were numbered in the on-line presentation). With the advent of interactive electronic survey methods, ACPS has the capability to present respondents with the questions that are most relevant to them, thereby reducing demands on their time, and also increasing the reliability of results. For example, while some parents chose to communicate through this survey even though their children did not ride an ACPS bus to school, those parents were not presented with questions about the quality of bus service.

An initial question categorized respondents by asking, "How many of your children ride an Alexandria City Public School bus?" Parents who selected, "none" were routed to different questions, skipping over questions intended for parents of bus riders. As mentioned above, the logic for skipping questions has been explained in Appendix B, which details the flow of questions for respondents choosing five planned scenarios. Despite skipping some questions, all parents were invited to communicate with ACPS: "Please type in any comments you wish to make about transportation, or other issues about the start of school this fall." All comments from parents are presented in Appendix K.

Please note that comments appear as typed by the respondent. Grammar, spelling, and typographical errors were not corrected. However, the names of individuals cited in comments have been redacted.

RESULTS

The web-based survey on transportation closed at midnight on Nov. 17 with 304 responses, including 61 from parents whose children did not ride an ACPS bus. This report expands on a preliminary results overview that Monitoring and Evaluation Services delivered to Executive Staff and the Transportation office on November 30.

The Results chapter summarizes parental concerns about bus services and compares the frequency of concerns at the start of the school year with their frequency after ACPS bus schedules were revised (starting Oct. 2, 2006). A summary survey question asked parents, “Has your child experienced any problem with ACPS bus transport during the past two weeks?” (No. 51). Results are also reported for parents’ experiences communicating with ACPS offices.

Responses

Monitoring and Evaluation Services tracked the number of letters returned because of incorrect addressing; if home addresses were incorrect, then fewer parents would have been informed. Out of approximately 3000 letters mailed, only 166 were returned. Figure 1 shows that 304 responses were received; 32 of these responses were supplied by telephone and entered by ACPS staff. Among those who did respond, 80 percent $[(152+72+17)/304]$ had at least one child who rode an ACPS bus to school.

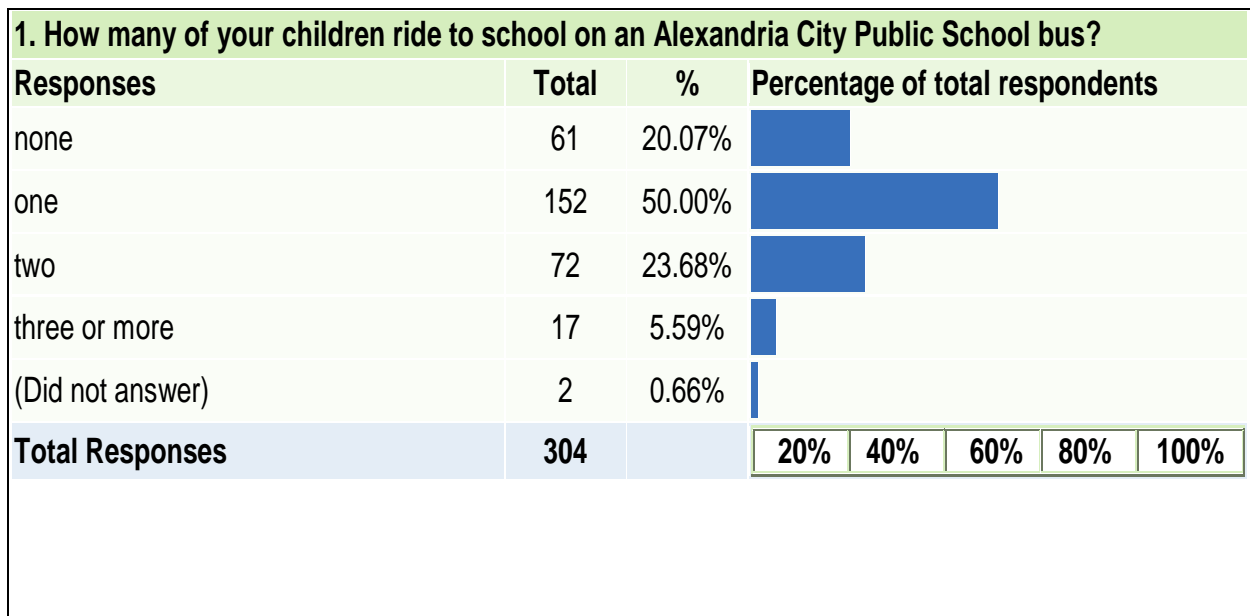


FIGURE 1
Ridership on ACPS Buses As Reported by Parents, 2006
Survey Question 1

Responses from Parents Whose Children Ride ACPS Buses

Of 241 parents who reported that their children ride ACPS buses, two did not reply to subsequent questions, yielding a total of 239 for analysis.

Frequency of Transportation Problems at Start of School

Of those 239 parents, 172 (72%) of parents responded ‘Yes’ to the question, “Did your child experience any problem with ACPS bus transport during the first two weeks of school?” (No. 36). Schools attended by students who experienced transportation problems are listed in Table 2.

TABLE 2
Frequency of Transportation Problems At Start of School, 2006
Survey Question 6

Q: "Did your child experience any problem with ACPS bus transport during the first two weeks of school?"					
Elementary	Did Not Answer	No	Yes		Total
	#	#	#	%	#
John Adams		7	6	46%	13
Charles Barrett		1	6	86%	7
Patrick Henry		2	2	50%	4
Jefferson-Houston Academy		3	7	70%	10
Cora Kelly		2	3	60%	5
Lyles-Crouch Academy		6	10	63%	16
Douglas MacArthur ¹	2	3	26	84%	31
George Mason		1	1	50%	2
Maury		2	4	67%	6
Mount Vernon Community		1	0	0%	1
James Polk		1	1	50%	2
William Ramsay		0	4	100%	4
Samuel W. Tucker		7	12	63%	19
Middle School					
Francis Hammond		10	15	60%	25
George Washington		6	30	83%	36
Secondary					
Minnie Howard		8	14	64%	22
T.C. Williams High/S.T.E.P.		5	30	86%	35
Interim Education Program		0	1	100%	1
Total Responses	2	65	172	72%	239

Ten or more parents at seven schools indicated a problem with bus transport. For two of the seven, George Washington and T.C. Williams, 30 problems were reported. Both schools serve large student populations. However, Macarthur which serves a smaller elementary population, also had almost thirty (26) complaints.

The ratio of problems reported as compared to the number of students eligible for transportation service provide a useful comparison (see Table 1). For the district, 172 problems represented about three percent of the 5759 students eligible (see Table 1). This district ratio provides a benchmark for determining which schools had a greater proportion of problems reported. Schools identified were: George Washington ($30/666 = 5\%$); Lyles-Crouch ($10/156 = 6\%$); and Douglas MacArthur ($26/170 = 15\%$).

Parental Concerns for the Ride to School

During survey development, ten potential concerns were identified that families may have experienced. Those concerns were listed as selection options for one survey question (No. 41) that asked parents to, “Please select one or more problems that your child experienced on the morning bus ride to school.” Those ten options captured the majority (86%) of parents’ concerns (see Table 3). An additional 48 comments were supplied. The content of those responses is included in Appendix F. Note that 172 parents supplied 344 responses.

Scheduling issues were clearly the most cause for concern when school opened. The four most frequently selected options, all regarding scheduling, accounted for more than half (191/344) of parents’ responses.

Scheduling concerns about scheduling were echoed in “Other” comments supplied to Question No. 41:

“Bus never came to pick up child”

“no notice of schedule change to even earlier time”

“Not any notice that the bus schedule was changed prior to it arriving much earlier on the first day - I had to call transportation to find out the correct time.

TABLE 3
Concerns Selected by Parents About Transportation
During the First Two Weeks of School
Survey Question 41

41. Please select one or more problems that your youngster experienced on the morning bus ride to school.		
Responses	#	%
Bus arrived at pickup point after the scheduled time	68	20%
Bus arrived at pickup point before the scheduled time	43	13%
Bus arrived after school started	42	12%
Bus pickup time was scheduled too early for my child	38	11%
Bus was crowded when it arrived	28	8%
Not enough notice of bus schedule change given	19	5%
Bus trip was too long	18	5%
Bus arrived too late for breakfast	15	4%
Bus arrived at school before school staff were present	13	4%
Bus driver's behavior was not appropriate	12	3%
Other (please specify)	48	14%
Total Responses¹	344	

¹ Parents could select more than one response, so total exceeds 172.

Parental Concerns Reported for the Ride from School

Survey question (No. 42) asked parents, “Did your child experience any problem with bus transport after school?” From the data in Table 4, it is apparent two thirds (67%) of parents responding had no difficulties to report about afternoon transportation. Appendix G provides verbatim responses from those respondents who specified problem details.

TABLE 4
Concerns Reported by Parents About Afternoon Transportation, 2006
Survey Question 42

42. Did your child experience any problem with ACPS bus transport after school?		
Responses	#	%
No	155	67%
Yes: Please specify	77	33%
Total Responses	232	

Note that Question 42 did not limit the response to the “first two weeks of school” as in Question 41. Problems by route were reported to the Transportation office in November.

- 27 parents noted concerns about late buses; e.g., “long delays in getting home”
- 10 parents were concerned about crowded buses
- 6 parents noted concerns about students’ behavior on buses.

One comment identified a problem and documented progress towards correcting it:

“- bus was almost one hour late to drop off point on first day of school. 30 minutes late on second day, and 10 minutes on 3rd.”

Another comment addressed the issue of communication:

“One day over one hour late. I tried to call the school and the no one answered the phone system. It was on voice mail. I finally had to call transportation and the bus had just picked up my child. Because it takes 30 minutes to drop her off we were very late to an appointment that had been scheduled.”

Addressing Parents’ Concerns

As previously mentioned, October 2nd marked the date when adjustments were made to improve bus transportation. The purpose of this survey, after four weeks’ experience with the new timetable, was to provide parents with the opportunity to comment on whether those adjustments had alleviated their concerns. Table 5 displays responses to a summary question, “Has your child experienced any problem with ACPS bus transport during the past two weeks?” (No. 51).

- A majority of parents reported no problem (152/235 = 65%).
- In 83 instances (35%) parents reported that they were still not satisfied.

TABLE 5
Concerns From Parents After Transportation Schedule was Adjusted
Survey Question 51

51. Has your child experienced any problem with ACPS bus transport during the past two weeks? (From Oct. 23 through Nov. 3)	
Responses	#
No	152
Yes: Please specify	83
Total Responses	235

Parents who reported problems tended to focus on scheduling issues:

- 18 parents noted late buses
- 14 parents noted early buses.

In addition to scheduling concerns:

- 5 parents noted that their children experience crowding on buses, and
- 7 parents were dissatisfied with students' behavior: e.g., "Because of disruptive incidents, the bus driver has returned the bus to the school, ... and school officials have threatened to make ALL students walk home."

Parents' Comments

The final survey question solicited comments: "Please type in any comments you wish to make about transportation, or other issues about the start of school this fall." A total of 236 respondents chose to reply, some at length, often about more than one issue. Appendix K includes the full text as typed by respondents.

Among the positive statements extracted:

- 4 parents made the effort to state that their children had experienced no problems
- 14 parents reported that transportation service is good
- 8 parents commented that service has become better
- 7 parents wrote "thank you"
- 11 parents commended particular drivers for their care, their attention to duty, or for being "helpful" to children and parents.

Among the negative comments extracted:

- 19 comments were supplied by parents whose children no longer ride an ACPS bus. Their negative comments stated they had become dissatisfied with ACPS bus service, and that was the reason that their children did not take the bus to school.

Communication

This ACPS survey tracked parents’ communication, if attempted, and their satisfaction with the responses they received. Question 43 asked parents, “ Did you report to ACPS a morning or afternoon bus problem?” and 124 reported that they had.

Question 44 followed up with, “How many times did you report the problem?” Of the 124, 51 reported the problem only once. However, 33 parents made two reports and 40 parents were sufficiently concerned that they reported the problem on three or more occasions.

Extending the inquiry, Question 45 asked parents, “To how many places did you report the problem?” and of the 123 who replied, 65 had reported their concern to one location, 43 contacted two ACPS offices and 15 contacted three or more offices.

Question 46 asked parents, “Where did you last report the problem?” The office that parents most frequently contacted about bus concerns was logically, the Transportation office (see Table 6). However, parents also were likely to call school offices, to report concerns or ask for information.

**TABLE 6
ACPS Offices Contacted, 2006
Survey Question 46**

46. Where did you last report the problem?	
Responses	#
Transportation office	74
School office	24
ACPS web site: Superintendent’s Email	4
Other (please specify)	21
Did not answer	1
Total Responses	124

Communication Via Superintendent’s Email. Questions 47 and 48 addressed those four individuals who used the Superintendent’s email address to communicate their concerns with bus transport. The Superintendent requires staff to respond quickly to public inquiries, so question 47 asked, “Did you receive a reply within 24 hours from when you sent it?” and three of four had received a quick reply.

Question 48 asked, “Did you receive a satisfactory response to your email?” and again, three of four agreed that they had received a satisfactory reply.

Communication With ACPS Offices Via Telephone. A total of 111 parents reported that they spoke to a person when calling an ACPS office. Most callers (95 of 111) responded “Yes” to question 49, “Was that person courteous to you?” However, 16 parents replied, “No” which points toward a need for further staff training on communication with the public.

Question 50 asked parents, “Did you receive a satisfactory response?” (see Table 7). More than half (52) of respondents felt that they received a satisfactory response. Reasons for the dissatisfaction reported by 44 parents may be explored by examining their comments. See Appendix I for a complete listing of comments as typed by respondents.

TABLE 7
Satisfaction with ACPS Telephone Response, 2006
Survey Question 50

50. Did you receive a satisfactory response?	
Responses	#
Yes	52
No: Please comment	44
Total Responses	96

Those comments reflected that progress was being made on addressing parents’ concerns:

“sometimes”

“Admitted they were having problems which they were trying to resolve...it took almost 2 weeks for the schedule to stabilize.”

“It took almost 3 wks before the problem was resolved.”

In some instances, parents were not satisfied with the response, because scheduled times for bus transport did not mesh with the time desired by the parent:

“As of the 3rd day of school, my children no longer ride the morning bus intended for them. The time the bus was scheduled for our stop is just ENTIRELY too early. 6:45 a.m. was scheduled pickup time.”

“Bus is still 1/2 hour too early.”

Responses from Parents Whose Children Are Not ACPS Bus Riders

Table 8 shows responses from 43 parents whose children do not ride ACPS buses. This number is fewer than the 61 parents who selected the response “none” to the first survey question which asked, “How many of your children ride to school on an Alexandria City Public School bus?” Eighteen did not respond to the second question, “What school does your youngster attend?”

TABLE 8
Number of Respondents by School
Whose Children Are Not ACPS Bus Riders, 2006
Survey Question 2

2. What school does your youngster attend?	
Responses	#
John Adams Elementary	1
Charles Barrett Elementary	2
Patrick Henry Elementary	3
Jefferson-Houston Academy	3
Cora Kelly Elementary	1
Lyles-Crouch Academy	1
Douglas MacArthur Elementary	1
George Mason Elementary	6
James Polk Elementary	4
William Ramsay Elementary	2
Francis Hammond Middle	5
George Washington Middle	4
Minnie Howard Secondary	2
T.C. Williams High/S.T.E.P. Program	8
Total Responses	43

Question 3 asked these parents, “How does your child get to school?” Their responses, shown in Figure 2, suggest that most students ride in a car or walk to school, if they do not ride an ACPS bus. Please note that percentages in Figure 2 exceed 100. Some parents selected more than one option, indicating that their children may walk to school on some days, while biking or traveling by car on other days.

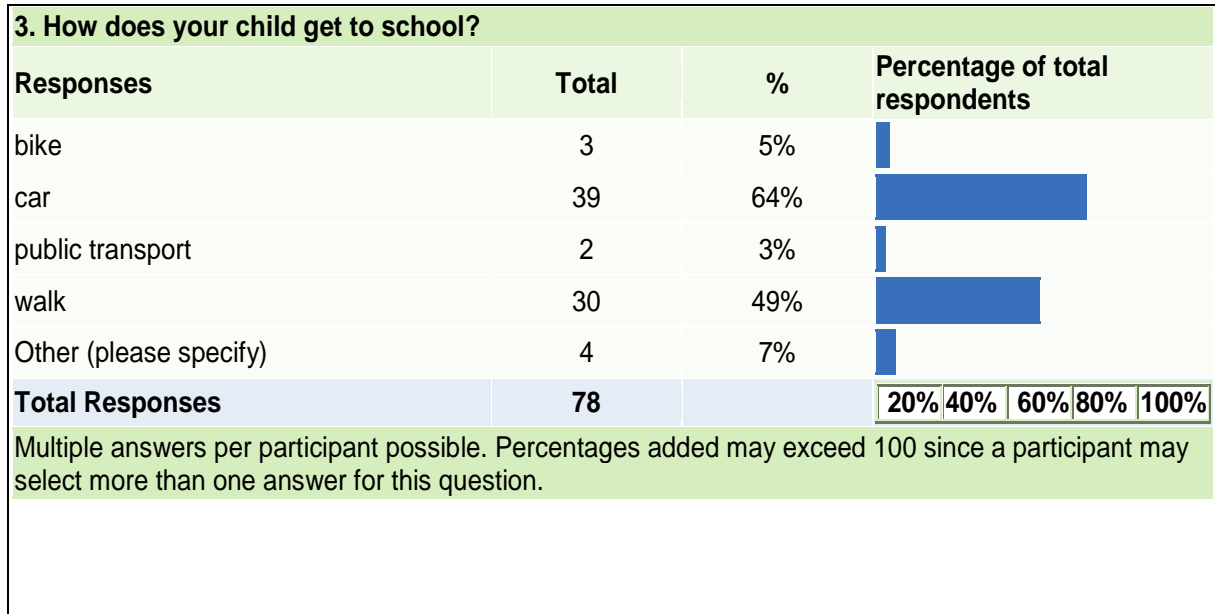


FIGURE 2
Transport to School for Children Who Are Not ACPS Bus Riders, 2006
Survey Question 3

SUMMARY

By the time the data collection period ended, 65 percent of the parents responding had no problems to report. However, when asked to comment, 236 parents supplied statements that included praise as well as concerns, and also some useful suggestions for addressing those concerns.

Communication

Despite the fact that notices were mailed notices to parents, scheduling issues such as the times when students were to be picked up and dropped off, remained a concern. Mailing has not been a completely effective mean of distributing information. Therefore, it seems worthwhile to investigate ways to provide parents with multiple sources that give them the information they need about bus transportation.

Monitoring Issues

1. Bus Delay/Accident Notice. Related to communication, parents would appreciate prompt information when buses are delayed, especially because of a traffic accident. Procedures and mechanisms should be in place to accomplish this notification in a timely manner.
2. Policy Regarding Drivers' Use of Cell Phones. Parents have reported inappropriate cell phone use. The Transportation office can continue monitoring driver behavior.
3. Speeding/Smoking. Similarly, Transportation supervisors need to remain vigilant to ensure that drivers attend to all safety rules.
4. Music on Buses. That vigilance extends to music played or any other communication that is not appropriate for ACPS students.
5. Crowding. Parents perceive that crowding occurs on some routes. This concern can be investigated and quantified, to determine if capacity should be adjusted or increased.

Courtesy

When addressing communication issues, all ACPS offices need to ensure that members of the public are accorded the respect they deserve. Sixteen of 111 parents who talked to an ACPS staff member about their concerns were dissatisfied with their experience. Regardless of their reason for calling, these sixteen parents reported that the ACPS person was not courteous to them. Since parents called offices other than Transportation, the issue of telephone courtesy is a division-wide concern. ACPS should ensure that all employees have appropriate training to communicate to members of the public.

Appendix A

**ACPS News Release for New Start Times
September 28, 2006**

Alexandria City Public Schools: News Releases - September 28, 2006 - Netscape

File Edit View Go Bookmarks Tools Window Help

http://www.acps.k12.va.us/news2007/nr20060928a.php


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- » Newcomers
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- » School Board
- » Schools
- » SOLs



New Start Time for T.C. Williams

Beginning Monday, Oct. 2, T.C. Williams High School will start at 8:20 a.m. and there will be changes to some bus schedules. The end time for T.C. will not change. Parents and students were notified this week. The adjusted schedules appear below.

"The revised start time for T.C. will help alleviate the problems with late buses as well as some of the really early pick-up times," said Superintendent Rebecca Perry.

Beginning this school year, 20 minutes of additional instructional time was added to the school day for elementary students, and 15 minutes was added for secondary students. With the 8:20 a.m. start time, T.C. will lose ten minutes of the additional time, but students will still have five minutes more than last year.

"I am very sorry for any inconvenience that this year's transportation issues have caused to any of our students or families," said Mrs. Perry.

Bus Schedule Changes Effective Monday, Oct. 2		
Route #	School	Minute Delay*
108	T.C. Williams	10 Minutes
124	T.C. Williams	10 Minutes
146	T.C. Williams	10 Minutes
151	T.C. Williams	10 Minutes
146	Cora Kelly	10 Minutes
151	Cora Kelly	15 Minutes
123	John Adams	10 Minutes
134	Patrick Henry	15 Minutes
144	Jefferson-Houston	10 Minutes
113	Mount Vernon	25 Minutes

* For each stop, the bus will arrive this much later.

Appendix B

Five Parent Scenarios to Test Survey Data Collection Procedures

Five Parent Scenarios

Before final publication, the survey was subjected to several rounds of testing. ACPS staff members responded to preliminary versions. Each ACPS person was asked to respond using the following 5 scenarios. These were created to represent different responses from parents according to number of children, experiences with bus services, and communication with ACPS offices.

Although 52 questions were included in the survey, no parent responded to 52 questions. At most, parents would have replied to 14 questions (see Scenario 5). Parents may have responded to as few as 4 questions.

Scenario 1: This scenario was created to test responses for a parent who has NO children who are ACPS bus riders. Parent responds to a total of 4 questions: (1, 2, 3 and 52).

1. *How many of your children ride to school on an ACPS bus?*
 2. *What school does your child attend? (select one from list supplied)*
 3. *How does your child get to school?*
 - Ride in car (taxi, etc.)
 - Ride on public transportation
 - Walk
 - Bike
 - Other (please specify) _____
 52. *Please type in any comments you wish to make about transportation, or other issues about the start of school this fall.*
-

Scenario 2:

Parent who responds has 1 or more children who ride an ACPS bus to John Adams Elementary. Parent has No problem to report this fall
Parent responds to 7 questions: (1, 4, 5, 6, 42, 51, 52)

4. *What school does your child attend? John Adams Elementary*

5. *What ACPS school bus does your child ride to John Adams Elementary?*

6. *Did your child experience any problems with ACPS bus transport during the first two weeks of school?* No

42. *Did your child experience any problems with ACPS bus transport after school?*

51. *Has your child experienced any problems with ACPS bus transport during the past two weeks?*

Scenario 3:

Parent has 2 children who take the ACPS bus to Charles Barrett Elementary. Children experienced problems but:
Problem NOT Reported to ACPS
Parent responds to 10 questions: (1, 4, 7, 8, 41, 42, 43, 42, 51, 52)

7. *Did your child experience any problems with ACPS bus transport during the first two weeks of school?* Yes

8. *What ACPS school bus does your child ride to -- School?*

41. *Please select one or more problems that your youngster experienced.*

- Bus pickup time was scheduled too early for my child
- Bus arrived at pickup point before the scheduled time
- Bus arrived at pickup point after the scheduled time
- Bus was crowded when it arrived
- Bus trip was too long
- Bus arrived at school before school staff
- Bus arrived late - too late for breakfast
- Bus arrived late - after school started
- Bus driver's behavior was not appropriate
- Not enough notice of bus schedule change
- Other (please specify) _____.

43. *Did you report to ACPS the morning or afternoon bus problem?* No.

51. *Has your child experienced any problems with ACPS bus transport during the past two weeks?*

Scenario 4:

Parent has 1 child who takes the bus to Minnie Howard.
Teenager experienced problem this fall, AND
Parent Did Report Problem to ACPS But NOT BY EMAIL
14 questions: (1, 4, 35, 36, 41, 42, 43, 44, 45, 46, 49, 50, 51, 52).

43. *Did you report to ACPS the morning or afternoon bus problem?*

44. *How many times did you report the problem?*

45. *To how many places did you report the problem?*

46. *Where did you last report the ACPS bus problem?*

- School office
- Transportation office
- Public Relations office
- Other (please specify) _____.

49. *Was that person courteous to you?*

Scenario 5:

Teenager takes ACPS bus to T.C. Williams (or S.T.E.P.).
Student experienced problem this fall - Parent Did Report Problem to
ACPS. Same as Scenario 4 except Parent reports BY EMAIL
Total = 14 questions
(1, 4, 37, 38, 41, 42, 43, 44, 45, 46, 47, 48, 51, 52).

46. *Where did you last report the ACPS bus problem?*

- ACPS web site: Superintendent's Email

47. *Did you receive a reply to your email within 24 hours of when you sent it?*

48. *Did you receive a satisfactory response to your email?*

Appendix C

ACPS School Start-Up/Transportation Survey, 2006



English | Español (Spain)

Dear Parent:

Thank you for taking the time to respond to the following questions. Your comments will help us improve transportation services to students. The survey should take less than 10 minutes.

Please focus on only one child when you respond to the questions. If you have more than one child, you will have an opportunity to make additional comments at the end of the survey that pertain to each of your other children.

Thank you for your participation.

Sincerely,

Rebecca L. Perry, Superintendent

Instructions

NEXT: click this button to move to the next question.

SURVEY PROGRESS BAR: shows how much of the survey you have completed.

CLEAR ALL ANSWERS: you can erase your answers and start again.

1. How many of your children ride to school on an Alexandria City Public School bus? (Select one option)

- | | |
|-------------------------------------|---------------------|
| <input type="radio"/> none | Go to Question No.2 |
| <input type="radio"/> one | Go to Question No.4 |
| <input type="radio"/> two | Go to Question No.4 |
| <input type="radio"/> three or more | Go to Question No.4 |

If Did Not Answer Then Go to Question No.2

2. What school does your youngster attend? (Select one option)

- John Adams Elementary
- Charles Barrett Elementary
- Patrick Henry Elementary
- Jefferson-Houston Academy
- Cora Kelly Elementary
- Lyles-Crouch Academy
- Douglas MacArthur Elementary
- George Mason Elementary
- Maury Elementary
- Mount Vernon Community
- James Polk Elementary
- William Ramsay Elementary
- Samuel W. Tucker Elementary
- Francis Hammond Middle
- George Washington Middle
- Minnie Howard Secondary
- T.C. Williams High/S.T.E.P. Program
- Interim Education Program

3. How does your child get to school?

- bike
- car
- public transport
- walk
- Other (please specify) _____

Go to Question No.52

If Did Not Answer Then Go to Question No.52

4. What school does your youngster attend? (Select one option)

- John Adams Elementary Go to Question No.5
- Charles Barrett Elementary Go to Question No.7
- Patrick Henry Elementary Go to Question No.9
- Jefferson-Houston Academy Go to Question No.11
- Cora Kelly Elementary Go to Question No.13
- Lyles-Crouch Academy Go to Question No.15
- Douglas MacArthur Elementary Go to Question No.17
- George Mason Elementary Go to Question No.19
- Maury Elementary Go to Question No.21
- Mount Vernon Community Go to Question No.23
- James Polk Elementary Go to Question No.25
- William Ramsay Elementary Go to Question No.27
- Samuel W. Tucker Elementary Go to Question No.29
- Francis Hammond Middle Go to Question No.31
- George Washington Middle Go to Question No.33
- Minnie Howard Secondary Go to Question No.35
- T.C. Williams High/S.T.E.P. Program Go to Question No.37
- Interim Education Program Go to Question No.39

If Did Not Answer Then Go to Question No.41

5. What bus does your child ride to John Adams Elementary School? (Select one option)

- #115
- #116
- #117
- #118
- #119
- #120
- JA#121
- JA#122
- JA#123
- JA#124
- JA#146 Activity
- JA#150 Activity
- Don't know
- Other: Please specify ACPS bus ROUTE # _____

6. Did your child experience any problem with ACPS bus transport during the first two weeks of school? (Select one option)

- Yes Go to Question No.41
- No Go to Question No.42

If Did Not Answer Then Go to Question No.41

**Questions 7 through 40 are not shown.
In the electronic survey format,
Questions 5 and 6 were repeated for each
ACPS school site**

41. Please select one or more problems that your youngster experienced on the morning bus ride to school.

- Bus pickup time was scheduled too early for my child
- Bus arrived at pickup point before the scheduled time
- Bus arrived at pickup point after the scheduled time
- Bus was crowded when it arrived
- Bus trip was too long
- Bus arrived at school before school staff were present
- Bus arrived too late for breakfast
- Bus arrived after school started
- Bus driver's behavior was not appropriate
- Not enough notice of bus schedule change given
- Other (please specify) _____

42. Did your child experience any problem with ACPS bus transport after school?
(Select one option)

- No
- Yes: Please specify ACPS bus ROUTE# and problem _____

43. Did you report to ACPS a morning or afternoon bus problem? (Select one option)

- Yes Go to Question No.44
- No Go to Question No.51

If Did Not Answer Then Go to Question No.51

44. How many times did you report the problem? (Select one option)

- one
- two
- three or more

45. To how many places did you report the problem? (Select one option)

- one
- two
- three or more

46. Where did you last report the problem? (Select one option)

- School office Go to Question No.49
- Transportation office Go to Question No.49
- Public Relations office Go to Question No.49
- ACPS web site: Superintendent's Email Go to Question No.47
- ACPS web site: Feedback Email Go to Question No.47
- Other (please specify) _____ Go to Question No.49

If Did Not Answer Then Go to Question No.49

47. Did you receive a reply within 24 hours from when you sent it? (Select one option)

- Yes
- No

48. Did you receive a satisfactory response to your email? (Select one option)

- Yes Go to Question No.51
- No Go to Question No.51

If Did Not Answer Then Go to Question No.51

49. Was that person courteous to you? (Select one option)

- Yes
- No
- I did not talk to a person

Continue to next question

Continue to next question

Go to Question No.51

50. Did you receive a satisfactory response? (Select one option)

- Yes
- No: Comments _____

51. Has your child experienced any problem with ACPS bus transport during the past two weeks? (From Oct. 23 through Nov. 3) (Select one option)

- No
- Yes: Please specify ACPS bus ROUTE# and problem _____

52. Please type in any comments you wish to make about transportation, or other issues about the start of school this fall.

Appendix D

ACPS Flyer Distributed to Parents



PARENTS

Would you like to comment on school bus service or on school start-up this fall?



We have a survey for you.

On the Internet, please go to the ACPS

Web site <http://www.acps.k12.va.us>

You will find a link to the survey,
active until Nov. 17.

We value your comments!

You may also complete the survey by telephone.

Please call 703-824-6638 or 703-824-6635
between the hours of 8:30 a.m. to 4:30 p.m.



PADRES

¿Querría usted comentar sobre el servicio de bus o sobre el comienzo este otoño de escuela?



Tenemos una encuesta para usted.

del 3 al 17 de noviembre

En el Internet, favor de ir al sitio de red de ACPS

<http://www.acps.k12.va.us>

Usted encontrará una conexión a la encuesta.

¡Nosotros apreciamos sus comentarios!

Usted también puede completar la encuesta por
teléfono.

Llame: 703-824-6638

Appendix E

**Verbatim Responses to Question
3: How Does Your Child Get to School?**

Survey Title: School Start Up: Multilingual [304 responses]	
Report Type: All Verbatim	Language: All
3. How does your child get to school?	
Submissions by Respondent Number	
10	I drive him
152	We drive her.
246	Dad tak her to school by car
291	parent drives because we don't qualify for a bus !!

Note: Text has not been edited for grammar, typographical errors, etc.

Appendix F

**Verbatim Responses to Question
41: Other Problems Experienced on the Ride to School**

Survey Title: School Start Up: Multilingual [304 responses]	
Report Type: All Verbatim	Language: All
41. Please select one or more problems that your youngster experienced on the morning	
Submissions by Respondent Number	
12	Children had to wait outside of the school for too long.
15	summer school bus picked them up rather than the assigned bus
19	DRIVER DROPS OFF ON WRONG SIDE OF DUKE ST TO CROSS 4 LANES OF TRAFFIC
22	unruly behavior of students on the bus
29	no notice of schedule change to even earlier time, 1.5 hours before school starts
44	driver missed my child's stop on the way home.
55	kindergartener put on wrong bus, bus driver got lost bringing her home (2 seperate incidents) - fortunately, she knows her address
57	Driver initially said that we were not present at the stop which was untrue.
58	Please explain why on the first day of school, my children were involed in an accident, arrived late, on a different numbered bus, and we were only alerted to this fact by a teacher
68	Bus did not arrive at all.
81	Bus did not show for evening pick up or was very late.
86	bus did not show the first day; subsequent days it was overcrowded with kids standing in the aisle; bus arrived late at the end of the day the to pick them up the first week - one time 30 minutes late; buses still too crowded
96	bus pick up time not on schedule and changes often
107	children arrive to early before school start
108	Bus picked up late without explanation
114	bus never arrived
117	Driver drop child off at a major intersection away from the designated stop.
131	Did not turn up, on time was really late for the first few days
132	arrived after the scheduled time
133	bus driver neglected to drop child off at appropriate location on time, she rode the bus until the end of the route. Bus driver "forgot" they were on the bus.
163	problem with afternoon pickup
166	Bus did not arrive to pick up students. The students either came home or found other transtportation to school.
168	ALSO BUS WAS NOT CLEARLY MARKED FOR DEPARTURE FROM SCHOOL IN THE AFTERNOON
173	Youngsters patrolling the school bus; one girl harasses my child and writes him up a lot. She told him "You've got to mind me in school too." Children don't want to listen to another child; adult supervision is needed. Child has gotten into three altercations since school started. I've always wanted to complain, How could they let a child watch other children. (son is 6 years old)
174	long wait after school before buss arrived to take students home, and too crowded to take all of the students at once
175	route dangerous!
177	inconsistent pick-up times;very late return from school
178	Not any notive that the bus schedule was changed prior to it arriving much earlier on the first day - I had to call transportation to find out the correct time. I asked the woman who answered the phone if they were going to notify parents about the significant time change and she responded that they might try to e-mail people. It was clear that there was no notification plan.
181	el asistente del bus de ninos especiales no estan pendientes de los ninos
188	confusion over where bus picked up on first day of school
192	Bus driver can not control behavior i.e. sexual activity, fights, bullying, sexual assaults,
218	Child not in entered into system

Note:

Text has not been edited
for grammar, typographical errors, etc.

Survey Title: School Start Up: Multilingual [304 responses]	
Report Type: All Verbatim	Language: All
41. Please select one or more problems that your youngster experienced on the morning	
223	Bus did not arrive
230	Erratic schedule
231	Within the first week the bus was unaware of picking up my child from the before care location. Then I think it was arriving earlier than we were told.
240	Bus never arrived at pick up point
250	no appropriate bus stop for my children
251	Bus never came to pick up child
255	The bus schedule sent out to me stated the bus would come at 7:45 and the drivers bus schedule said 7:25
257	no bus for 2 days
258	schedule arrived 2 days after school started and showed no times per stop
264	Bus driver did not know the route
270	Transportation dept. and bus driver had different times listed for pick-up times.
283	doesn't ride in the morning
284	Driver repeated part of the morning route
289	Problem was after school.
302	Sporatic arrival
303	mu kids do not take bus in the am because it is too early

Note:
Text has not been edited
for grammar, typographical errors, etc.

Appendix G

**Verbatim Responses to Question
42: Problems Experienced on the Ride to School**

Survey Title: School Start Up: Multilingual [304 respondents]	
Report Type: All Verbatim	Language: All
42. Did your child experience any problem with ACPS bus transport after school?	
Submissions by Respondent Number	
8	#145 there was a mix-up with the drop off location of my daughter. The pick up and drop off are different. The bus was extremely last (sometime 2 hours after the end of school). My child attends Pre-K and the 2 weeks prior to the regular start of school, everything was fine. As soon as Sept came. it was a total mess.
14	but just first few days
22	125 late
23	Activity Bus C
25	185, not there
27	144 - bus did not know where to drop him off - despite the fact that this information was given to the school system
29	144 - bus driver did not know where to drop off after school even though instructions were clear on transportation form and teacher and principal knew correct drop off location - as a result, child spent over 1 hour riding on bus and was then returned to school to find out correct drop off info
32	162; Always 1st in line and left before she could get to her locker and to the bus.
37	156 - bus was almost one hour late to drop off point on first day of school. 30 minutes late on second day, and 10 minutes on 3rd.
47	152 late
50	110 bus showed late. One day over one hour late. I tried to call the school and the no one answered the phone system. It was one voice mail. I finally had to call transportation and the bus had just picked up my child. Becasue it takes 30 minutes to drop her off we were very late to an appointment that had been scheduled. It takes 30 minutes to drop her off and we live 5 minutes for the school
51	156
52	#152 it was unclear where the exact dropoff point would be
53	156
55	126 -- driver got lost, put on wrong bus
56	125 Not always there at dismissal
58	On Friday, November 3rd, my children were on bus #156 which was (again) involved in a car accident. When the bus was late I called the school to inquire if it had left on time. I was informed the bus had been involved in a "fender bender" at Dewitt and Randolf Streets. I called my husband, who, called ACPS transportation, identifying himself as a parent. He was informed by an individual that she had "no information" regarding any incident in regard to #156. In the interium, I called LCTA, received exact directions to the accident site, informed the school that I would be removing my children from the bus. To date, again, I have yet to recieve an acknowledgement that the event occurred. Howerver, I did speak with the community police officer at the scence and recieved her card.
64	Bus dropped child off at wrong bus stop, child has to walk a mile to get home
68	103, Just last week the bus driver did not drive the route and left my child on the bus until the end (she's the first stop).
73	Minnie Howard Activity Bus
76	#144 not getting home till 4:15 an hour after school is over
78	bus late 25 minutes
86	first week the bus was late arriving to school to pick them up; one time it was 30 minutes!
90	155 bus was too crowded
95	#167; crowded and loud
97	110--its late getting to the school
104	there was no specific drop off time, always varied.
106	110. Bus was late getting to school

Note:

Text has not been edited
for grammar, typographical errors, etc.

Survey Title: School Start Up: Multilingual [304 respondents]	
Report Type: All Verbatim	Language: All
42. Did your child experience any problem with ACPS bus transport after school?	
Submissions by Respondent Number	
108	Bus picked up late without explanation
117	125
118	125: runs up to 1/2 hour late at least once a week; sometimes runs route differently. Consequently, children get home up to 25 minutes late some afternoons.
119	Driver does not consistently take the same route home. We live in Newport Village, which is the
120	171 Unorganized
126	#159 the bus was crowded
128	166 incorrect drop off location
131	bus late
132	144
133	as above the bus did not deliver my child home until after 4:00 PM
134	149 crowded and late
135	156, the bus was not arriving to pick them up from GW until 3:50. This left them sitting outside for 35 minutes each day.
136	152
137	bus was late
139	185 left early
141	The bus comes late to the stop
143	#144 the bus was often late arriving at the school, then it was extremely crowded. My son reported that there were times when 4 kids were on one seat.
151	Route #160; every monday bus drivers' ill behaved children ride the bus route. Children report the kids are very noisy and sometimes hit their mom while she is driving.
153	176 Bus driver has a nasty attitude every day and leaves children
164	arrived at away sporting events late
166	#152 Bus arrives at school 1/2 hr or more late to take students home. These students are often still waiting when teachers and staff are leaving the building.
168	BUS WAS NOT MARKED WITH ROUTE NUMBER SO MY CHILD DID NOT KNOW WHAT BUS TO GET ON AND HAD TO WALK HOME
173	Overcrowded; he's always getting written up. Some kids sitting two or three to a seat with backpacks. No good supervision when kids get off the bus. Kids are always pushing each other to get off, sometimes starting fights. It would be better if a grownup said, "everybody take their time...one child at a time." I appreciate the transportation, but I think it's kind of tacky to have a child watching other children. A child can't observe everything that's going on.
174	#155 long wait for bus, then too crowded to take all the students at once
176	110 late
177	156--long delays in getting home
188	confusion over where bus dropped off on first day of school
192	Hammond bus #107. Bus driver can not control behavior i.e. sexual activity, fights, bullying, sexual assaults, projectiles at bus driver, cursing and yelling out of windows at passersby, threats by driver to put ALL students off because of lack of control. Frightens those who are doing what they are supposed to and have no way to get home. Erratic driving outside of bus route as a disciplinary technique.
201	behavior on the bus, crowded
206	167
211	152
217	#149 - bus did not show up to take kids home
219	SWT 103B Activity
224	The Activity Bus does not come to our home.
228	#101 -- Bus becomes too crowded on some days and people have to stand up on the bus.

Note:

Text has not been edited

for grammar, typographical errors, etc.

Survey Title: School Start Up: Multilingual [304 respondents]	
Report Type: All Verbatim Language: All	
42. Did your child experience any problem with ACPS bus transport after school?	
Submissions by Respondent Number	
231	#47 The first day my child didn't know what stop to get off and rode the bus for the entire trip. I'm not sure if the driver was aware that he was still on the bus at first. We then ensured that he had a buddy to get him off at the right stop.
236	Don't know - bus left school late.
237	#170 students too roudy
247	Activities bus never drops off near my home it's always blocks away, and it is fall and it get's dark early.
261	Bus Driver arrived early and no one was there to greet kindergartener
264	NOT applicable
266	170 kids hits my tiny daughter, bus over rowded, needs a supervisor
275	123
283	145 - the bus was coming at different times in the evening (up to one hour different)
284	Route #139 had ride the #110 bus - too crowded
287	my child had to stand up on bus because a short bus was used to transport children instead of regular school bus
289	156 -- bus arrived very late to GW -- sometimes 45 mins. after end of school day
299	150
303	There are other kids pushing and picking fights. I have notifiel principal and it has happened for the last 3 years

Note:
Text has not been edited
for grammar, typographical errors, etc.

Appendix H

Verbatim Responses to Question 46: ACPS Offices Contacted, 2006

Survey Title: School Start Up: Multilingual [304 respondents]	
Report Type: All Verbatim	Language: All
46. Where did you last report the problem?	
Submissions by Respondent Number	
7	Mr. Porter
8	School Office AND Transportation Office
13	school board liaison
14	don't remember "last"
29	transportation director
51	John Porter
53	direct email to John Porter
58	school office and transportation services. Your question is flawed in that it does not acknowledge multiple responses for a given situation.
69	School Board
76	John Porter's Email
86	transportation office and school office
108	I'm not sure; my spouse reported the problem
128	Superintendent's office phone
135	John Porter
163	school board member
173	parent of another child
174	not for rout 155, but for the Minnie How bus my older child rides
178	Casually, to both the school's principal and my child's teacher. The principal called me later to discuss the issue - kudos to Debbie Thompson - clearly, it was not her fault.
256	my school board member
275	Superintendent
277	teacher

Note:

Text has not been edited for grammar, typographical errors, etc.

Appendix I

**Verbatim Responses to Question
50: Satisfaction With ACPS Telephone Response**

Survey Title: School Start Up: Multilingual [304 respondents]	
Report Type: All Verbatim	Language: All
50. Did you receive a satisfactory response?	
Submissions by Respondent Number	
7	no definite response
8	I received satisfactory responses, however, it seem as if the fingers were being pointed to each other (school & transportation)
12	I was directed to the transportation office where I could not reach anyone.
20	have continually had problems with transportation dept, have gotten used to it and figure due to union policies there is not much that can be or will be done
27	Transportation office blamed special education office
50	I did not say yes because my child arrived home 90 minutes after school was out. But, the person did at least give me an answer so that I knew that my child was at least safe
52	I solved the problem myself by dealing directly with the busdriver
53	The initial response wasn't much more than an acknowledgement of receiving my email complaint. But later communications were more informative and I think things finally improved for both the morning and afternoon bus runs.
105	answers were vague
107	I received innacurate answers. The person told me the pricipal was responsible for the early bus arrival.
117	The representative took down my name and number but never called back for followup. I had to call them back 3 different times to get ignored again.
118	Person was unfamiliar with problem and would pass it along. Have not received a response.
120	Will be sending a letter to the school board about my experience.
132	I was told the bus driver was responsible for the activity bus route, too. I explained that her first priority was to take the students home before going back for the activity route.
134	Bus is still crowded
165	sometimes
166	The problem still existed.
183	its still happening
187	They said that my child had to deal with it, like the rest.
188	transportation didn't know why the morning problems happened and couldn't help me with the afternoon problems
197	they did but the problem is still happening
198	Bus is still 1/2 hour too early. This does not serve the students well
211	Still late
212	I never got a call back as to the actual pickup time. The bus came an earlier time than
223	It took almost 3 wks before the problem was resolved.
235	Ms. Thompson reported that Transportation was working on adjusting the schedule.
236	They stated that they were trying to get the buses on schedule, and they should have had them on schedule before the kids started school.
247	Was told that due the kids on the bus the driver does not drop off at regular locations
251	No, in as much as the problem still exists
252	I was told it was the Principal's request for the buses to run so early, which was not the case.

Note:

Text has not been edited
for grammar, typographical errors, etc.

Survey Title: School Start Up: Multilingual [304 respondents]	
Report Type: All Verbatim Language: All	
50. Did you receive a satisfactory response?	
Submissions by Respondent Number	
255	The person really held her cool when I was irritated. But she could not answer why one schedule said one thing and another schedule said another. Nor could she understand the importance of the kids arriving too early to school.
261	1) They were rude; 2) all anyone at bus dispatch does is point fingers: they took no responsibility, nor did they appreciate the consequences of, screwing up transportation for a kindergartener at the beginning of the year. My child was traumatized and did not want to go to school.
266	denied me to speak to supervisor, think she spoke to bus driver, I noticed behavior change
275	I was told that she would get back to me. i never heard back. The same thing occurred with teh principal and the deputy superintendent and bus transportaion people
278	The problems still exist
279	As of the 3rd day of school, my children no longer ride the morning bus intended for them. The time the bus was scheduled for our stop is just ENTIRELY too early. 6:45 a.m. was scheduled pickup time.
295	did not receive a reply to my email
300	Admitted they were having problems which they were trying to resolve...it took almost 2 weeks for the schedule to stabalize.

Note:

Text has not been edited
for grammar, typographical errors, etc.

Appendix J

**Verbatim Responses to Question
51: Recent Problems With ACPS Bus Transport**

Survey Title: School Start Up: Multilingual [304 respondents]	
Report Type: All Verbatim	Language: All
51. Has your child experienced any problem with ACPS bus transport during the past two weeks? (From Oct. 23 through Nov. 3)	
Submissions by Respondent Number	
12	My child thought the driver spoke to the riders in an inappropriate manner
13	160 - morning bus too early
14	144--bus route was changed. Since I have to take my husband to the Metro, I now just drive
17	Bus coming late rte. 125
19	SAME PROBLEM
22	125 late for pm pick up
23	Activity Bus comes too early or too late; school does not seem to care
26	#161
32	162; The bus often leaves before she can get to her locker and then to the bus.
34	109 - still crowded in the morning
35	171 always running late picking up for school with no time for breakfast
37	156, this afternoon (11/3) on the way home between the stop for Carson ? and there was an accident. The parents only 5 children were left on the bus and the parents were not notified of the delay. Even though it took 20 minutes for the police to arrive and over 45 minutes for the replacement bus. I noticed the bus stopped from my window and walked over to it - after about 20 minutes, I went back out with my telephone so the kids could call their parents. There needs to be a better procedure in place for incidents like this - either the bus driver calls into the school with the names of the kids that are left and the school calls all the parents, or they need a cell phone on the bus that he can let the kids use.
43	101 came too early and we missed the bus
44	Again, bust 170 missed my child's stop on the way home.
48	bus arrives late
51	156
52	#152 my children have complained about the loud music that is played on the bus
53	156: late for pickup after school. I don't know about the morning pickup, because my daughter has taken to walking the 2 miles to school.
54	missed the bus one day, and ran to catch it the next day. Having the bus come reliably at the same time (or nearly the same time) every morning should be the goal here.
56	125 late in the afternoons
58	see above reagring bus accident
64	175, the bus comes early before the schedule time for pick up. On thurs (Nov 2) the bus check in at MHS at 0815 hrs, how could this be possible since the pick up at ford Rd/Park Center is not until 0800. The ACPS bus system did sent a bus to pick up my child. I thank you for that support. I do understand that thing happen. Again, overall the ACPS bus system is doing a super job!!!!!!!!!!!!!!!!!!!!!!
68	#103, My child was forgotten on the bus and the drive did not stop at our stop.
73	Russell Road stop
74	The bus doesn't get the children to school in enough time to eat breakfast.
76	#144 bus to GW is OVERCROWDED for these middle school kids; most must sit 3 to a seat and they do not have room to sit this many to a seat (the kids are too big); this is UNSAFE and NOT appropriate for these young teens
82	118 - pickup time changed again
84	125/at times some of the boys are a little too rambunctious.
86	he's only occasionally riding the bus; I drive him most of the time now; bus too unreliable
97	110--still late in the am and late after school

Note:

Text has not been edited
for grammar, typographical errors, etc.

Survey Title: School Start Up: Multilingual [304 respondents]	
Report Type: All Verbatim	Language: All
51. Has your child experienced any problem with ACPS bus transport during the past two weeks? (From Oct. 23 through Nov. 3)	
100	Driver listens to Hot 99 in the morning. The language on that radio station is not suitable for young children. Have asked her to not play it while kids are on the bus, but she continues to ignore me. before and after school bus to Cameron Park/Eisenhower Ave/Old Towne. Route # unknown..thought it was 63.
104	Drop off times are still varied, there should be more discipline on the buses, or adult supervision.
117	125
118	176-Driver left two girls at school; allegedly closed doors before monitor instructed driver to do so. Girls ran to bus late but reached the bus before it had departed.
119	118: Driver dropped children off at the corner of Ford and Hampton Roads (between 3001 park
122	bus route 118 pick up and drop out time is very unstable
125	#184, different pick up times/ drop off location changes, not sure what is going on, about to call
126	#159 the bus is still crowded
128	bus was late
130	125 Other kids arguing and threatening to fight when getting off the bus. This did not involve my son
132	144
133	#156 activity bus did not drop my child off at an appropriate corner and she had to cross the street with out the protection of the bus or an adult
136	152
137	late at dismissal
140	the buses are taking the students too late
143	#144, came earlier than expected, so he missed the bus.
145	#130 Bus is still too crowded in the morning
151	Route #160; bus drivers children continue to ride bus on Monday afternoons. Children report the kids yell at their mom while she is driving--major distraction and safety issue.
153	Bus driver has attitude and leaves children at school and at home
164	there have been no away sporting events
165	145 late pick up
166	Not sure.
170	Generally we make other arrangements to get her to school
174	it is still not there when the students are dismissed
176	131 - mean bus driver
177	156 same problems as before,inconsistent pickup and late return
183	151
184	Bus that goes down Taney Ave. still arrives too late for breakfast.
187	#130, #120 AFTER SCHOOL THEY LEAVE TOO EARLY, MY CHILD HAS TO RUSH AND DOESN'T GO TO LOCKER, BECAUSE BUS DOESN'T WAIT.
192	Hammond bus #107. Because of disruptive incidents, the bus driver has returned the bus to the school many times and school officials have threatened to make ALL students walk home.
198	160. Comes too early. Students must wait 1/2 hour for school to start. this is 10 extra wasted hours a month
201	behavior on the bus
207	bus was late
211	152 leaves school late
215	The pick up time for bus 160 is still much earlier than it should be.

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Survey Title: School Start Up: Multilingual [304 respondents]	
Report Type: All Verbatim	Language: All
51. Has your child experienced any problem with ACPS bus transport during the past two weeks? (From Oct. 23 through Nov. 3)	
216	Bus comes sometimes 7:33am or 7:40 or 7:45 am where my child doesn't have enough time to eat breakfast
217	#149 changed parking location at GW, driver, route - without adequate notification; my daughter missed bus home 2x because she couldn't find her bus.
219	SWT 103B Activity
224	Bus comes too early - 6:30a.m.
228	Route # 151 -- The bus is too crowded on many days. The kids are sitting practically on top of each other.
235	#160. In short, after a report of a serious incident on the bus in the first week of school, Ms. Thompson indicated to me that the bus driver was not allowed to have her children on the bus. She has continued to have her children ride the bus. This is a safety issue. In conversing with the driver about this, she made an inappropriate choices and comments. This is in addition to the children arriving to school 30 minutes before the start of the school day. This is 30-40 minutes of wasted time sitting on the gym floor. It is not necessary. Children should arrive about 10 minutes prior to the start of the school day.
237	#170 students too roudy
242	145 not coming to the stop
252	Route 159/Bus continues to arrive too early for my children. Bus typically comes between 7:20-7:25, getting them to school more than 1/2 hour before the 8:10 start time. The bus could come 1/2 hour later and they would still arrive well before the 8:10 start time.
255	Yes, there are children on the back of the bus who try to trip smaller children and who are yelling. they also get up and walk around before the bus arrives at school. #60
259	don't know; comes too early, earlier than my daughter's (who is in high school)
265	#160 I am taking my children to school in the am because pick up time is to early and would requires my children to sit in the multipurpose room for 20 minutes before being allowed to go to their classrooms.
266	170 my tiny daughter was beaten next to her eye twice in the past two weeks, bus is over crowded, needs a supervisor
274	bus was crowded
278	#101 - bus driver picks up 15 minutes before scheduled time and the bus starts moving before
286	158 - bus arrival time varies by as much as 15 minutes
287	my child had to stand up because a short school bus was used to transport kids instead of regular school bus
300	route 159...issue is more of a problem with the school than the bus. I have had my child put on the bus when I have specifically communicated to the school not to send the child home on the bus. The driver has taken the appropriate action and return the child to school

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Appendix K

**Verbatim Responses to Question
52: Respondents' Comments About ACPS Bus Transport
or Other Issues**

Survey Title: School Start Up: Multilingual [304 respondents]	
Report Type: All Verbatim Language: All	
52. Please type in any comments you wish to make about transportation, or other issues about the start of school this fall.	
Submission by Respondent Number	
2	My son does not take the bus because he is afraid to do so. Also, in the afternoon, the busses leave so soon after the final bell rings that he doesn't feel confident enough that he will get there before they leave. So we drive him to school and pick him up.
4	The bus schedule this year is too early for my seven-year-old. The bus comes by to take him to Patrick Henry at 7:30, so I drive him myself. The schedule last year was better. If the bus came later, my son would ride it.
7	Patrick Henry bus #130 comes too early - arrives too early at school. MH bus #130 picks up at erratic times - transportation office says 7:30, drive says 7:50, comes somewhere in between
8	My child will be attending kindergarten next year along with the sibling. I don't anticipate any problems as they will be attending the same school. Also this year, I noticed a change in time for Pre-K, this notice was not sent to the parents until the day before (If I'm remembering correctly) and many different notices went out, not only confusing the parents, the bus drivers as well.
9	One of the reasons that we didn't apply for the dual language program at Adams is that we estimated it would involve at least an hour on the bus each way.
10	Bus Drivers drive too fast when approaching the schools and leave their engines idling at the curb - I have seen this at Polk school too many time, I hope you can monitor that better
11	Although a bus goes from Polk to the Ramsay Recreation Center, we have been told our child cannot take this already existing bus because our home is too close to the school, making us "walkers". This means that in order to take advantage of the FREE after care provided by the city, I must leave work in the middle of the afternoon and take my child to the Rec and return to work. I have been told that my complaints are frivolous because after care is provided at Polk; however, the Campagna after care is very pricey while the licensed after care at the Ramsay Recreation Center is free. I could see there being an issue if our request called for an additional bus or even bus stop, but to be refused a spot on a bus that already stops at the requested location makes no sense whatsoever to me.
12	My child enjoys riding the bus to and from school; however, we have decided not to let him ride the bus in the morning because it gets him to school early. I believe it's difficult for the teachers to maintain control of all the children and unrealistic to think that they will stand in line and behave for 25+ minutes. It's just a bad way to start the day.
13	morning bus comes too early..elementary school kids should not be expected to be at school 30-40 minutes prior to school start..school bus logistics have been mis-handled for this school year.
14	It seems that so many schools start so close together that traffic (be it by bus or car) is much worse than previous years in the morning.
15	My 2nd child attends T.C. She was late for school in the mornings until the school hrs. were changed. There have been some issues since - none that the bus driver was responsible for however.
17	Concerned that my son is unable to eat breakfast when the bus get their too late and the cafeteria is closed. School office was very courteous but the bus office acted like it's a chance you take when riding the bus to school. After the last time the kids were still at the bus stop at 8:30 (school starts at 8:30), I started driving my son to school myself.
18	My other child would take a bus to TCW if we were offered one. We live 1.4 miles from school and it is a bit far to walk. It would help to cut down on parking problems and congestion if buses could be added to TCW for students that live more than 1.25 miles from school.
19	DRIVER SHOULD NOT LET OFF ON SOUTH SIDE OF DUKE WHEN NORTH SIDE IS ON THE ROUTE
21	There is no bus that comes on Yale and Quaker Hill Drive for T.C. Williams students. I feel that it's too far for kids to walk from this area to T.C. Williams. Students are responsible for taking public transportation. I cannot afford this everyday and give my child money for lunch. Is there anyway bus services can be provided?
22	my son and his friends report unruly behavior from the students on the bus which isn't addressed by the driver

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52. Please type in any comments you wish to make about transportation, or other issues about the start of school this fall.

23	When my child was assigned to an after school remedial academic activity, we were informed in writing that bus transportation was provided but were never given a bus number or schedule. The letter said the activity would be dismissed at 3:45pm and the bus would leave the school at 3:50pm. The bus arrival times at our stop vary inexcusably at it comes anytime between 3:55-4:30pm. When it does not arrive by 4:15pm and I call the school, they do not apologize or provide reassurance about my 8-year-old child's safety.
23 cont	When I have asked how the bus can come so late when the memo said it would leave the school at 3:50pm, I have been told that the activity is dismissed at 3:50pm and the bus does not leave until "later". One day, after I was told I had been going to the stop too early, I waited until 4pm to go outside. Much to my shock, a neighborhood business called my cell phone while I was sitting at the bus stop to say my daughter was there. She had been dropped off at her stop early and left alone even though there was no other child with her or adult to meet her. She walked alone the three blocks to the business and asked them to call me.
23 cont	I was appalled but did not call to complain because I feel the school is always very unresponsive to my complaints. I am only comfortable making this complaint because it is anonymous. I was so upset yesterday when the bus did not come until 4:30pm and the school did not apologize when I called that I almost took her out of the after school program. We have never had a problem with the regular bus (#106) but I do not feel safe with her riding this activity bus and will probably opt to hire a private tutor next quarter to meet this academic need instead of putting up with such safety risks
26	My child ride bus #161. The bus is either early or late. When I asked the drive she said to have your child here 10mins before the scheduled pick-up time which is 7:40 on 2 occasions when we got there at 7:30 the bus was pulling off. The driver does not seem to be friendly. One day the bus did not come until 8:55, 15 mins after the pick-up time. I tried to call the bus barn to find out of there was a problem but there was no answer. I then called the school and they informed me that they were aware of the delay.
27	This is a comment about summer school. My son was dropped off at the wrong school and was who knows where school until someone found him and Dr. Grymes took him to the right school. For children with disabilities this is an issue and more important, no-one was willing to take responsibility for the error. In fact, one person said we put him on the wrong bus - even though the bus came to our door and I put him on the bus and asked if this was the right bus. Overall, the issue is no one takes ownership of the situation and parents get frustrated that there is no single point of contact for parents to resolve the situation. This survey is a good first step.
29	As a result of repeated transportation problems, I am concerned for my child's safety while riding ACPS buses. I have reported these problems to the director of transportation and to the superintendent - typically, I receive no response to my reports of repeated problems and safety concerns.
30	Please keep the driver you have on bus #152 she is the best one you've had. She is ALWAYS on time in the morning and evening. Thanks
33	I really feel that the transportation service is very inconsiderate to the children in Summers Grove on Metro Rd. They have to be on the bus by 6:30 to catch the school bus with the special ed students and the students in Summers Grove are not even special ed. It is an inconvenience because they have to be on the bus at 6:30am and school does not even start until 8:20am. Why do these students have to be bused with the special ed? Why cant ACPS just put them on a regular bus schedule?
34	to/from school; yet students with multiple bags of sports equipment (including lacrosse sticks!) have been allowed on with 'no questions.' If it's OK to ride the bus with sports equipment, it should be OK to ride the bus with a musical instrument.
35	If the bus is given a time schedule for picking up before school, they should adhere to it as close as possible. Somedays the bus comes before the scheduled time and other days, the bus doesn't come until after 810 which doesn't give the children time to settle in at school before the bell rings

52. Please type in any comments you wish to make about transportation, or other issues about the start of school this fall.

37	I can understand that the first few days of school the bus route is delayed, and that they are still working out the kinks. But - I also think that there should be a few practice runs on the bus before school starts so that they can figure out the best way to handle the route. For instance, the bus was dropping my son off on Mt. Vernon Avenue, then turning down our street, passing our house on the way to the next stop. It took me a week of phone calls to get the bus stop moved to DeWitt. Things like this should be common sense, if only one child is exiting at a particular stop, and you route the bus past that child's house, let them off in front of the house!
37 cont	Secondly, there doesn't seem to be a procedure in place to advise parents of traffic accidents involving the buses. I just this afternoon found out about an accident on our route during the first day of school! This is outrageous - we are entitled to know if the bus our children ride is safe/in an accident/under repair. Perhaps you could start an e-news letter to let us know of any incidents involving buses. It would not have to be sent out unless there is information to distribute. In addition, there needs to be some type of phone tree set up to notify parents of children on the bus when an accident occurs. Perhaps when the bus driver radios the dispatcher to tell her the situation, the dispatcher can then call the school and advise them of the situation - once they are notified they can begin to call parents of the children. This way parents are able to make the decision to await the replacement bus, or go pick their children up from the affected bus. To rely on a parent to initiate these contacts is ridiculous, and uncertain.
38	I am extremely pleased with the George Mason Elementary school start time at 8:00 AM. I hope that does not change.
39	We live just about one mile from the school, on Quaker Lane. The bus goes by our house. But the bus stop is past Duke street, and too difficult to walk to. It would be good to have a school bus stop on Quaker Lane near Coventry, as there are about a dozen elementary school kids within a block of that stop.
40	I did not feel comfortable having my Kindergartener ride with older kids on the bus so we drive him/walk him to the school. We live about a 10 minute walk from the school.
41	My children rode all-city buses for 4 school years. beginning in 2002, the first 2 years were great. Buses on schedule and great bus drivers and attendents. The second 2 years were HORRIBLE!!!! I finally pulled my child off the all city bus in 2005 and said never again. the bus never came; was never consistent and many times we missed the bus and didn't know why. The driver always used the excuse of "a previous route." The driver and attendant were mean to the children. I tried to get resolution at the trans. office, but no one would respond to my complaints. I finally gave up because it was too much stress worrying about whether the bus was coming or not. No one realizes how much stress this can cause a family. I gave up on the the all city bus after 2 years because the service was so BAD! The 2 previous school years were wonderful. So I ask what went wrong?????? BTW, the first 2 weeks of school are known for bus route failures and poor service.
42	No problem! Thanks!
43	The same bus picks up my other child #101 and during the first week of school for TC Williams the bus was late everyday. During these last two weeks again he came too early and my child along with some other students missed the bus.
44	Our only issue this year appears to be that the driver expects the children to stand up when their stop is approached (while the bus is still in motion) in order to indicate that they need to get off. I think the bus driver should not be asking children to stand while the bus is moving. I also think the driver should stop at all the stops and if no one gets off, should call out to the kids. Sometimes kids get lost in a dreamworld -- but that's why we don't put them on the public city bus when they are in elementary school.

52. Please type in any comments you wish to make about transportation, or other issues about the start of school this fall.

45	My children no longer take the bus in the morning because the schedule would have them being picked up at 7 am for a school start time of 8:10. They have always been the first pickup and the time on the bus for the first pickup on that route is excessive. Last year they got picked up at 7:33 for an 8:30 start, and we did take the bus last year because we didn't have a choice although 50 minutes on the bus for a trip that would be less than one mile door to door seems ridiculous. This year because of the earlier start time and a change in our schedules, we have been driving in the morning and they take the bus home in the afternoon. We (and the 13 other children who also used to take the bus with us in the morning) would prefer to use the bus again next year, but we won't with the current schedule.
46	The bus leaves our stop too early for it to be a viable alternative for our transportation needs.
49	School bus transportation should be provided to more students at TC. The requirement that students must live more than 1.5 miles away in order to receive bus transportation is arbitrary and short sighted. We live too far away for my child to walk to school carrying a laptop and heavy books. Block scheduling did nothing to lighten the load of book bags. If more transportation were provided, less student parking would be needed, and it would be more fair for those students who do not have the luxury of owning their own car. We have relied on school bus transportation since Kindergarten, and once in TC, it is not longer available. I say put more money into meeting the basic needs such as transportation and less into untested programs such as the laptop.
51	Afternoon bus on Monday10/30 was 30 min. late picking up students. Also MacArthur route 158 comes too early, gets to school too early (school had to open earlier to accomodate bus schedule) and this has been a constant problem all year, as this is how it is scheduled. Students now arrive at about 7:45 for an 8:10 am start. This means students are boarding the bus up to an hour before school starts -- too early!
52	No one at the transportation office or the school was able to clearly tell me when or where my children would be picked up or dropped off prior to school started. This caused a great deal of stress. There is no excuse for this level of disorganization. My children ride the bus for an average of 45 minutes each way to school. They arrive at school early and are made to sit in the cafeteria for 15-20 minutes prior to the start of their school day. They should be allowed to go to their classroom and get settled in OR the bus should pick them up later in the morning. I am also not satisfied with the atmosphere created on the bus due to the adult/hip-hop music being played very loudly on the bus. I feel that no music or age appropriate music would be more appropriate. The children on this bus are very young, impressionable, and need a good positive start to their day. Subjecting them to 45 minutes of loud adult themed music does not seem to be in line with "Learning to Live, Loving to Learn" as is the motto of ACPS.
53	I am amazed that transportation was as messed up as it seemed to be. ACPS knew all summer long that the times had changed for school starting, and, while they may not have known exactly how many kids were riding each bus, they should have had a good enough idea for planning purposes and could have worked out the route timing better. Also having a bus where middle schoolers, complete with giant backpacks stuffed with books and band instruments and other paraphenalia, have to sit three to a seat, with some standing, is intolerable. It's just not safe and not acceptable. Things seem to have generally settled down now, but I can see no excuse for the snafus at the beginning of the year. Especially things like the bus not being at the school on time for afternoon pickup.
54	The bus pickup time for 158 for MacArthur is still too early. The bus routinely gets to school by 7:35 and the school doors don't even open until 7:50. And recently, the route has been changed so that the bus doesn't approach the school by traveling west on Janney's lane (from King Street). Rather, it travels east on Janney's lane (from Quaker Lane) and has to use that little side street to basically make a U-turn on Janney's lane to get into the bus bay. I sat there last Wednesday and watched this, the bus can't make the turn from the little side street west on Janney's, so it backs up in the midst of all the before school Janney's traffic to get onto Janney's and get into the bus bay. My kids have been riding the bus for six years and it has always come from the King/Janney's intersection with an easy approach to the bus bay. Why has the bus driver decided to take this longer way around?

52. Please type in any comments you wish to make about transportation, or other issues about the start of school this fall.

54	Also, the driver, for reasons unknown, won't allow any of the children to sit in the back of the bus. At some point, the driver even had assigned seating. This seems to me to be an overly disciplined approach to bus driving. Kids need to be safe, but assigning them seats, so they can't sit with their friends, and may be stuck starting the day by sitting next to someone they really don't like at all seems pointless. Seems more like the bus driver is on some sort of power trip. Given how early the bus still arrives at school, seems like this route could start 10 more minutes later (I think it has already shifted from its original start time by about 10 minutes, although that varies), and still get the kids to school in plenty of time. I can't say anything about the bus coming home because my child stays at Campagna after school and doe
55	Students from Mt. Vernon who take "admin" transfers (as opposed to opt out, which was originally promised) should be entitled to bus service
56	Although there have been issues with pickup and drop off times, my child has liked this bus driver better than last year's.
57	I'm aware that initially, routes and times will require adjusting. What made our experience the most frustrating was that the bus driver initially tried to say that we were not at the bus stop. This was my daughter's first day of school and I was at the stop with her and a classmate. we were there well before the posted time and we waited well after. Eventually, I drove them to school and placed a call to see if the route/stop/time had been changed. If it had, we simply would have made the necessary adjustments. However, for the transportation officer to get the bus driver on the phone and have the bus driver essentially say that we were not being truthful, that was extremely frustrating. Ultimately, the bus did indeed alter it's route and we have had no problems since that day.
59	Children within 1 mile of the school should have the option of bus transportation. Many households have working parents that cannot drop off or pick up due to conflicting work schedules. Since young children cannot be expected to walk to school unattended, it seems absurd that costly extended before and after school care is the only other option available. Neighborhood schools? Neighborhood busing.
60	I'm happy with the early start of school this fall.
64	This is not a easy job, keep up the good work. Just don't hav the bus coming too early since the weather is getting cold. Again, thank you for the job that your teams performance everyday.
66	My daughter rides the Special Ed bus to after care in the afternoon only. her bus monitor for several years was awesome. It was his demeanor and concern for my child and the other children on the bus that made elementary school successful for her. Especially his willingness to work with the teachers and the parents. If all monitors were like him, it would be great! My older learning disabled child will be riding the bus to Minnie Howard next school year. I do not intend for him to ride on the special needs bus. It is my hope that he will be able to ride on the regular bus because the bus monitor will make it a friendly and "safe" environment for all the kids. Thanks.
67	My only concerns are the accruacy of the arrival times in the A.m. My daughter is schedueld to be oat the stop at 7a.m. but now has to be outside by 6:56 becuase we do not want the bus to leave her. I suggest that even though the bus drivers do have schedules to adhere to they need to give a minute or two for the children to get to there stop. My daughter is at school everyday, unless she is deathly ill so she will 9 times out of ten be on that bus. So to summ it all up -----> just a little patience. Please excuse any typos.
68	In general once Labor Day was over the bus driver has been on time and good with the kids. I wonder why the kids get pickd up inside Cameron Station and then drive out to South Port and back to the school when there is another route that drives through the development.
70	I responded "no", we did not have "problems", because the bus was considerably late only once. My daughter called from her cell phone after school, so I called the Transportation Office and was told a driver was on their way, but that was all the information given. By considerably late, I mean 45 minutes. 10-15 minutes late is not a big deal, but 30 minutes, 45 minutes is late. My daughter has taken an alternative bus home with a note from me and the bus driver was apparently not friendly at all. I did not know the procedure so thought a note from me would suffice. I don't recall seeing any information to the alternative. The bus driver could have been a little kinder.

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70 cont	As for music on the buses, is this really necessary? Is the point of the loud music to drown out the noise of the riders? Or is it to keep the noise level down? By turning on the music, the kids won't talk? they'll sing? As if the kids don't get enough commercial advertisements. Why does the music have to be hip hop? why not something more relaxing? Especially in the morning. I walk by the buses every now and then and I hear the music loud and clear. What kind of message is this sending to the kids? This is the first time my daughter has taken a school bus (she's in 6th grade), and it's been a positive experience for her. She actually enjoys riding the bus.
72	My complaint about the buses stems from the problems the cross country team had getting buses on time for weekday meets. Several parents complained after the last regular season meet. I hope the
73	The bus route is too long; My daughter is at the beginning of the route. It takes her about 30-35 minutes to ride to school in the morning and afternoon. The afternoon activity bus takes about an hour. By car it is a 10 minute ride. The times have been unreliable. At the beginning of the school year the bus was late, now it seems to be arriving early.
74	The transportation department is disorganized. Nobody evers knows the answers to questions when you call. The buses are continuously late arriving which makes the children late to class. The bus drivers are always rude to the children and to the parents. The children are always out of control on the bus. There are way toom many bus incidents. I don't feel that my child is safe on the bus.
75	Bus drivers should NOT be allowed to talk unnecessarily on their cell phones. They should stay the speed limit. They should come to a COMPLETE stop at ALL stop signs. I have seen soooo many times a school but glide through stop signs. They should NOT speed up to make a stop light.
76	This issue was brought to the ACPS administration and transportation the first week of school and still has not been resolved (even though it is now November). If a larger bus will not work, then other creative solutions need to be identified and implemented to solve the overcrowding problem.
77	My child is an occasional bus rider, but qualifies as a lottery student. Being a non-regular rider can lead to problems such as we experienced in previous years (our child is forgotton and the driver misses her stop; our child is not "allowed" on to the bus) A LEADING reason we opt not to use the bus regularly is the length of the route. It adds too much time onto a long school day. The pick up time is earlier than she can manage and the route home was taking 1 hr during the first 2 weeks of this school year. As we live less than 1 mile from the school adding approximately 2 hrs onto her school day in a "commute" is unreasonable and undesirable.
78	Needs to have a safety person at the bus stop, some of the children are out of control. 200 block of S. Reynolds St.
79	Its been wonderful to see the change with having both a bus driver and an assistant on the bus. Omar Rasuli and Delores Kemp are wonderful - during the first week they even follow up w/ me to understand why they didn't see my boys in the afternoon. When the boys did take the bus home one week in Sept they were guided by Delores and Omar on the procedures as they've never taken the bus home in the four years they've been taking bus transportation system. We do miss Mr. Simmons from the prior 3 years but the transition to this new process has been wonderful and I am left feeling my children continue to be in very capable hands on a safe transport program. Thank you for taking the time to watch our young ones.
80	My son walks 1 1/2 miles to school.
81	Perhaps have the drivers to a dry run the week before school is to start.
82	I never know what time the bus is supposed to be at our apartment complex. I assume the route times are changing and I'm just not being notified, but it could just be that it changes
83	I have found the system to be very accommodating to my child's needs, with special transportation arranged when her IEP called for an alteration to the length of the school day.
86	I had so many problems with the service the first couple of weeks, I now drive him to school. He occasionally takes the bus home. I have also experienced problems over the summer with the Super Summer program. This past summer, the driver forgot my son 3 days in a row. Unacceptable. Also this year, the bus driver on the S. French route had her kids on the bus in the afternoon one day. Also unacceptable for a route that is already overcrowded.

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88	the scheduled morning pickup time for our route is 6:40am. Since we live only 5 miles from the school, this seemed a bit absurd. Currently I take her to school. The afternoon schedule has worked out fine as long as her afternoon activity (drama) ends on time.
89	I live at 1285 quaker hill drive and in the morning it seems to be the worst of them all. Because the bus he rides may be on time 1 day out of a week but they are late to school every day that they misses breakfast. They are some kids who also ride the bus have begun to walk to school or have resulting to riding bikes just to get to school for a decent breakfast in the morning because alot of famlies in the neighborhood are on a fixed income so to miss a meal such as breakfast for them is alot. It is too cold for them to have to walk that long of a distance which takes 45 mintues or ride their bikes in bad weather just to get a decent meal and to get to school on time. I say either add more buses because other thant the bus being late it is always crowded and you have too many students sitting on a row which is dangerous situation to put them in because the bus is over crowded
90	my other child rides the bus to Minnie Howard. No problems at all.
91	the first day of school was awful, 25 minutes late, heavy rain (no cover for chidren) but as the year has gone on it has gotten a lot better.
92	i THINK THE TRASPORTATION DEPARTMENT IS DOING EVERYTHING THEY CAN TO ACOMODATE ALL THE STUDENTS, SPIKE THE TRAFFIC, CONSTRUCTION, AND OTHER THINGS THAT HAPPEN WHILE DRIVING. I THINK ALL THE PARENTS SHOULD BE THANKFULL THAT TRANSPORTATION IS PROVIDED TO OUR CHILDREN EVENTHOUGH IS NOT REQUIRED BY THE STATE LAW, AND LIKE IT STATES ON THE "BUS REGULATION " IS A PRIVELLAGE... SO I DO THANK TRANSPORTATION FOR THEIR EXELLENT WORK.
93	Initially, I chose to drive my son because he is in Kindergarten and the published schedule showed that he was the first to be picked up and the last to be dropped off. I felt that 1 hour and 15 minutes was too much unsupervised time for a child on the bus with older children. Then my husband witnessed an ACPS bus driver in uniform purchasing beer at 6 AM. For these reasons my son will never ride the bus.
94	the driver on this route is very pleasant and courteous. I have only had one experience on this route because of a change with the drivers.
95	My child has no more problems because I allow her to ride the dash bus.
96	It is hard to know when the bus is going to pick up the youths. It is getting cold and we need a more stable schedule.
99	The bus has never been late since the start time for T.C. Williams was moved to 8:20. . . The bus driver on that route has been courteous and capable.
100	But driver is great with timing... only problem is the radio station. Listen to Hot 99 in the morning to see what subjects are talked about and the language in the music. School bus compared to classroom - there shouldn't be a difference.
102	I believe that the buses are way too crowded. My child has to share a seat with two other students, which is completely outrageous. I think ACPS needed to make more bus routes so there wouldn't be so many students to one seat. Thank you
104	Many times my son has complained that there are older kids that pick on him and at times hit him. He is in Kg. and I have spoken to his principal already. But this continues anyways. There needs to be better adult supervision or the students that are bus monitors need to be more well prepared to fulfill their job.
105	The bus was extremely late on a couple of occasions which results in my late arrival at the office. I was forced to use annual leave to make up for the delay. The explanation I was given by Transportation was that several people did not show up for work. Another mother finally drove all of the children at my child's stop to school, because the bus driver was unfamiliar with the stop location and never bothered to pick up the children.

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107	Our children no longer ride the bus in the morning. They arrive at school too early for the onset of class. They arrive at 7:45 for an 8:10 start. We are the last stop before drop-off., literally 5 minutes from school. There is no meaningful activity for the children to participate in. They are put in a holding area (the multi-purpose room) until the bell rings. We feel the decision to change the bus schedule for the greater percent of the population, so a smaller percent of the school population can have breakfast is unfair. Our children are penalized for practicing healthy habits : enough rest, and breakfast with their families as a way to start their day. We will not be using the bus at Mac Arthur.
108	It's inappropriate for the busses to play the radio, particularly as loud as they do. Busses are part of the learning environment, and should reflect that. We're not encouraging kids to read if there's music playing on the bus. The busses should reflect an environment that's media-content neutral.
109	n/a
110	The transportation department did eventually solve most of the bus problems within the first few weeks of school. The initial bus schedule letters should have been accurate. The ACPS website should have been updated frequently with the progress of each route which could have saved families, staff and students trouble.
111	My son does not ride the bus to TC because 'the bus smells like cigarette smoke', says my son. Last year, he was shown what he described to me as being marijuana. The bus drivers drive entirely too fast! There is no reason they should drive 40mph on Cameron Mills or Valley Drive. Cars are parked on both sides of the street often and passenger cars routinely have to stop and pull along side a parked car because the bus driver is going so fast, then cannot stay in the space allotted. Both the front and rear tires are over the yellow line! ALL school buses are driven like this along these two roads--I know--I ferry children along these roads and have done so for 9 years. Do your drivers KNOW that there is a speed limit? Do they realize that buses can be given tickets! They are in a hurry and when someone is killed or a car is rammed, then there will be fingers pointing. But it will be too late then. Why not make them slow down? You have already pushed back the starting time of TC because of poor planning--so why are they still rushing--because speeding is a habit of bus drivers in Alexandria.
116	Driver on this route this year is very competent and professional. Enormous improvement from last year!
117	The substitute driver dropped my 7 year old child off in the middle of a major intersection and caused her to have to cross the intersection to get to the correct side of the street to her house. I complained and did not get a response from the school or transportation office, instead I got the run around. This is not the first time I have reported incidents on this bus route. I also asked that an aid be put on the bus to calm down the loud, bully, older children on the bus. But this request was ignored!
118	The bus arrives at 8 am relatively consistently. With few exceptions, the students have arrived on time for school. However, I am concerned the bus may be departing a bit early from its first pickup at Seminary Road and Echols Avenue at 7:50 a.m. because it seems unlikely that it can negotiate the next 9 stops to arrive at Beauregard and Braddock Roads in 10 minutes.
119	On one occasion, the driver of Activity bus 118 missed the Newport Village stop and dropped children off in front of Five Guys near the Larchmont Village stop at the corner of Beauregard and King Street. She told them that she missed their stop and that they would have to walk back to Newport Village from Five Guys. What is the policy when drivers miss a stop or fail to make a stop at a designated/approved bus stops?
121	My son only rides in the afternoon. Everything seems to be fine.
122	I wish that pick up and drop out time was fixed at least within a couple of minutes.
124	The early start time was of concern for me due to the fact that I have a preschooler over at John Adams and my other children at Polk. The 8 am start time was difficult to get everyone to school on time.

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125	At the beginning of the school year, we often waited 20+ minutes for the bus to arrive. Bus time was supposed to be 7:10. Like most, began showing up later. Bus has now been coming earlier, as early as 7:05. Thus far, my daughter has missed the bus once and almost missed it one day last week. Several students were running for the bus--again, arrival was at about 7:05. The bus monitor then yelled at several students, "GET HERE ON TIME." It seemed so harsh and my heart broke for those children! Additionally, we are now not clear where drop off is--is it at the top or the bottom of Cook St? Some days it is top, some days bottom. Too many changes to keep up on! Thus far, I don't feel that the bus system (for us, anyway) is reliable.
126	The students who get on the bus at the last stop must stand for the duration of the bus ride, because there are not enough seats.
129	The 8:00 start time makes for a LONG day for kids of working parents. Even a 15 minute delay would give them 15 more minutes of sleep. Tired children don't concentrate as well.... Thanks for the opportunity to comment.
130	my other son rides the bus to Minnie Howard (bus 175, I think). He has not complained of any problems
131	Last year I had problems with the bus service, I had explained this to the bus administration. They were very rude and extremely unhelpful. I understand this may be the normal, but all I can say is thank goodness this will be the last year that my daughter is riding ACPS school buses. The last three years have been awful and it seems that know one wants to take any ownership of the problems.
133	I am concerned about the drivers ability to safely drive these kids. He has had two accidents , and does not watch for children crossing as the bus approaches.
135	I am still not clear on why this problem was not anticipated and dealt with before school started. It went on for over a month. Mr. Porter was extremely helpful. I appreciate his working on this.
136	Dictated to Brian Reid 3:15 Nov. 8. Schedule is still late. Transportation office told parent told that original problem was caused by having 2 buses labeled #152. Label is now correct, but bus is still coming late. Student and parent report that bus monitors are not always present to ensure that buses are on time; when parent reports that information transportation office is not very helpful, they insist that all routes are on time, and they are not aware of any problems. At the school, the principal has been helpful. Parent suggests that a possible source of confusion is the bus codes (they are all in the 100 range). She would prefer codes like 100, 200, 300 for elementary, middle, secondary.
137	Buses are unsafe.
140	The buses should take the students earlier. My daughter doesn't have time to eat breakfast at school because there is no time. I would like you to fix that.
142	It was a frustrating start to the school year. I couldn't count on the bus coming to pick up my child, I was late for work because the bus didn't come on time several days. One day, the bus simply drove right by 4 kids and 3 adults as they stood at the stop. It was a chaotic start to the school year. I hope that next fall is much smoother.
143	It was a terrible start. The bus was very late picking up my son, he had to rely on a neighbor to take him to school many times because I was already gone to my job (I am a teacher). In the afternoon there were days when it arrived very late and then it was crowded, often to a level that was unsafe, so he would not get on it. The schedule changed often and he was often unsure of when the driver would be picking him up.
145	In the morning, bus #130 should have two buses in the morning because my children tell me they have to sit three to a seat everyday.
146	Dictated: 6:45 Nov. 8. If there is a delay, or a bus malfunctions, can ACPS figure out some way to inform parents? Currently, they are out of the loop. A bus broke down yesterday, and the parent did not know.
148	should offer buses for tc students within 2 miles

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150	WAY TOO EARLY. SCHOOL SHOULD BEGIN AFTER LABOR DAY AND RELEASE BY MEMORIAL DAY. So much time is wasted. After AP's and SOL's are administered, there is a lot of time spent on watching movies and doing busy work. Give us back our summers. Kids get more from camp, volunteer work, summer scholastic programs, etc. or having paying jobs than they do from sitting in a classroom watching endless movies.
151	My husband and I spoke with the principal regarding the arrival time of bus and the lag time between the kids arrival at MacArthur and the start of school. She was extremely responsive and talked with Transportation. She provided updates via phone and e-mail and the bus schedule was adjusted in short order. In addition to the discussion regarding the schedule, we also informed the principal that our driver has children who ride the bus on Monday afternoons. There have been reports that her children are extremely undisciplined, loud and are even physically abusive to her while she is driving (my child has told me her son hits her with a stick, pulls on her seat belt and yells at her).
151 cont	The principal talked to transportation and she was told the driver was spoken to and this would not happen again. Recently (within the last 4 weeks) reports have surfaced again from the children, that her children are on the bus again. This is of great concern to me--only because of the behavior of her children. I empathize with her childcare issues, however her children do not sit quietly and ride the bus. Their behavior has got to be a significant distraction on the days they ride the bus. Although she appears to be a good, kind person, her decision to have her kids on the bus is a bad one.
152	My bus stop is about 2 blocks from our house. It's a pain in the butt to drag my two year old out in the rain to pick up his five year old sister every day when the bus drives right past our house and doesn't stop. I think K-3 students ought to be dropped off at their house rather than at a bus stop.
153	176 Bus driver needs to send out a notice that she will be late every day. She claims that she has to schools to go in morning. Also she needs to try to lose her attitude.
154	thank you for correcting the problem with the buses. The start of school created no problem for our family.
157	the alex city govt and the school board ought to be ashamed of themselves for their shameless negligence in getting all of the students to school-- their policy says no bus service for kids who live in a 1 mile radius, YET, when I pointed out to EACH AND EVERY school board member that we lived beyond that radius, we were told that no transportation would be provided for our kids. I PERSONALLY invited EACH AND EVERY school board member to walk from TC to my house and vice versa and then decide if a bus should be provided- actually, only requesting an afternoon bus when the winter weather moved in- - NOT ONE school board member responded EXCEPT for the chairwoman (though she didnt walk the walk) who told me that the city planning board insisted on \$1 Million dollars of plants, shrubs and landscaping at the behest of the planning council in order for the school plan design to be approved and there was no extra money for bus transportation to TC--
157 cont	I am born & raised in Alex--the exact same neighborhood which I now live and I had a morning and afternoon bus EVERDAY-- We live at moncure, east taylor/& west taylor run and now I have to buy a monthly city bus pass so my son can attend school and get home in as timely manner as possible. I pointed out to the trans dept / school board that almost EVERY school bus passes down duke to headed to the bus barm and yet not ONE school bus could drop our kids off-- I even went to the mayor and he offered to stand up with me but he couldn't be sure that we would have an impact. This situation is SHAMEFUL and it is one of the reasons that we are relocating out of this city. You provide transportation to communities that statistically are not home owners, therefore, not paying into the
158	The bus brings our child to school way too early. The teachers are not even at the school when our bus arrives.
159	Our bus driver is very timely, and nice.
160	It certainly did not seem thoroughly thought out.
161	I appreciate that the School System made immediate changes to ensure that all students arrived to school in a timely fashion. I hope that the prompt arrival of the bus continues as we are phasing into winter with the students having to stand and await the arrival of the bus.

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162	The first two weeks they were some issues with what time they would be here but since then they switch drivers and he is here every day at between 7:33 and 7:35. The driver even gave me a number to contact him in case there was an issue. Even though the first two weeks we has issues with the time it was better than last year. Last year that forgot to even make a schedule for the opt out bus.
165	I think that children in middle school should start time should be before elementary
166	45rrrrrrref
167	Well done! They're doing great.
169	I wish that the after school bus would let my child off close to home and not so far away. That's why he does not participate in after school activites
170	Because of the snafu in the mornings we made other transportation arrangements. The activity bus afterschool seems fine. Her bus drivers have been quite pleasant. It would be really nice if there was a way to arrange for a bus to transport students who wish to support TC Williams teams at away events. Just a suggestion even if there was a nominal charge. I think the staggered school times in the past has helped the transportation issues. Overall I think the transportation system does a great job.
171	TC Williams busses come to late
173	I hope they have an adult to supervise the children this year. My son will be walking by himself to the bus next year, and I certainly would appreciate if there's an adult to supervise the children.
174	My problems were minor compared to MANY others I heard of. When learning last spring that all the schools had similar starts times, I told Ms. Perry I thought there would be problems, and was assured that it was being worked out. My daughter's experience has been worse then my son's. The pick up time keeps changing and the bus NEVER came once. The driver is rude and cusses out the window at other drivers.
175	Route #159 initailly crossed Duke St, 4 lanes of heavy traffic until I complained repeatedly. Then driver was crossing 4 lanes of heavy traffic across Quaker! These routes need to be driven by whomever is planning them! We don't want a tragedy like in Arlington 2 yrs ago! It's not the driver's fault, it's transportations fault! All our children need to be protected. Also, safety belts need to be installed.
176	My daughter complains about the demeaning behavior of the bus driver on #131
177	Service is so bad I now take him to school in the morning
178	ACPS Transportation did an unsatisfactory job of communicating bus schedule changes to parents of children on bus route 160 at the beginning of the year. The bus driver showed us a printed schedule during the first week of school that was completely different from the one that we were mailed. In fact, I verified the times of the schedule with a transportation official telephonically on the Friday prior to school starting - no mention of any changes just four days in the future from that point. No blame to the bus driver - she was just trying to do her job and get students to two different schools on time. She was put in a difficult position. Parents were upset with her (misplaced anger) as their kids were missing the bus. My child arrived for her first week of Kindergarten and had to stand outside for a half hour, then sit inside the gym for 20 minutes and then start school.
178 cont	It's a little better now as we received a start time 10 minutes later, but most children in my neighborhood do not take the bus in the morning as we do. Parents prefer to drive, causing congestion on Janney's Lane. ACPS transportation must do better next fall - at the very least, parents should expect accurate, timely information. After all, we are entrusting our children to you and your bus drivers.
181	Tengo un comentario por lo que he visto en los buses, los asistentes no estan pendientes de los ninos especiales, en los dos de los tres buses he podido observar que solo los sientan y luego no les importa si estan bien mi hija muchas veces a venido con marcas muy feas en el cuello por el cinturon, ojala pudieran hacer algo y seleccionen a la gente apropiada sobretodo para estos ninos que no tienen manera de ver por ellos mismos muchas gracias
182	That the bues should come at the same time in the morning and the afternoon
183	please do somethin about it
184	My daughter says the bus currently gets her to TC as the first bell is ringing, giving her about 5 min. to get off the bus and get to class. We live in Brookville (Taney Ave. & Van Dorn St.). Thanks.
185	todo bien por ahora

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187	BUS #130 IS OVERCROWDED IN THE MORNING AND IN THE AFTERNOON. MY CHILD SITS THREE TO A SEAT. THAT IS JUST UNACCEPTABLE!
188	Our bus driver, Mr. Wooten, on bus route #182 is wonderful. He takes such good care of our son and he's always on time, cheerful and smiling. Our first day was awful, but since then Mr. Wooten has made the bus experience fantastic.
189	This is not really a big problem, I think having to get on a bus at 7:00 is too early.
191	I would love a bus option for more of the George Mason students. It seems like other schools' students live an equal distance from their schools as I do from mine and they take the bus (not an option for me). Has this ever been closely measured in all schools? Many, many students drive to school at George Mason because it is too far to walk even though we are "walkers."
192	My main concern is the bus #107 Hammond that my child rides. This year the perception is that the driver is not respected by the kids and as such, they are running amok. This was not the case last year. One day she came home 30 mins later because the driver was "punishing" them by driving them all over the west end while the kids just continued to jump around and ignore the so-called "punishment." I have not reported anything because my child thinks the punishment will be on all children including those who behave. Example being the threats to make them all walk home. My child is in TAG and carries easily 40lbs of books and lives a significant distance. In addition, I never let her walk un-chaperoned. So walking from Hammond to Cameron Station is unacceptable. Today 11/9/06 there was a new driver that the kids respected. I hope he is permanent. thank you.
194	I believe the start of school is too early. The 8:00 start is too early for young children and the start of the day should be pushed back to 8:25 like last year. I walk my child to school and the number of families that either barely make it by 8 or just after it is astonishing. I know my child is constantly tired and would do much better with an extra half hour of sleep in the morning. Opening at 8 is just a poor idea by the school board!!!
197	the children get off the bus without the driver's supervision and some of them have to stay alone in the bus stop until their parents pick them up instead of being returned to the school. some of the other parents have to stay with them .
198	We have had kids riding this bus for over ten years with no problems. This year the bus comes too early. The students are dropped off to wait 1/2 hour for school to start....apparently so some kids can eat "breakfast".
200	After changes to T.C. Williams' starting bell, the bus for my child has been very convenient. However, the bus for my child does get very crowded. This is not a problem for my child specifically as she is one of the earlier stops, but she has mentioned that some students have had to stand while riding on the bus because all seats were occupied by two passengers.
201	Please ask bus drivers not to listen to inappropriate music on the bus! My daughter attends MacArthur (I don't know the route #, but it goes to S French Street) and hears music with lyrics I don't allow at home. This survey did not allow me to answer the questions for two different schools, different routes.
202	I love the new start time of 8am.
203	good job
204	My daughter is an 8th grade student at GWMS. She has been in ACPS since kindergarten at Cora Kelly. For the first time in our school experience, this academic year has gotten off to a choppy start. I am a big supporter of public schools, and I tip my hat to all of you. I know you have to be many things to many people. There has been too little communication from the school offices to the parents. We did not receive notice of many changes that were implemented this year, such as the change from AR to Study Skills, the new schedule format (and more importantly, the reason behind the change), the mock SOLs administered during the first weeks of school, and drastic changes in the lunch hour on some test days (according to my daughter, once a 2 hour delay) to accommodate testing schedules. This lack of notification, plus all the bus problems during the first weeks of school, and neglect to address details such as updating the outgoing phone message to reflect the new school times, give the impression of a school that is scrambling to keep up.

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204 cont	This is worrisome to me, and it has been unsettling to my daughter. I understand that the PTA had sent out information last Spring concerning the proposed changes to schedule format. But we understood that to be a proposal. There was never an announcement of the decision to change, and again, the reason behind the change. My daughter always enjoyed the independent reading time afforded by AR. I learned at Back-to-School Night that she was definitely in the minority, even among TAG students. I did not know that students were squandering their time and selecting books below their reading level. I learned a lot that night from Mrs. Given, and she explained the Study Skills pr
206	Dictated to Brian Reid Nov. 10 10:15 am Problem has been solved. When drivers "doubled-up" on routes, they did not always stop at every designated stop on both routes. This lady's grand-daughter should have been dropped off at Buchanan and Boyle, but she was dropped off at the 900 block of Madison St. Parent called Transportation Supervisor who was helpful, and resolved the concern. King & Howard.
207	none
210	Th service has been wonderful and I feel that my child is in safe hands.
212	I hope that the drivers are extra careful because of the winter weather. In inclement weather, safety and not on time arrival/departure should be the focus.
213	Todo bien.
214	I am very concerned about the speed of all buses as they travel down the hill from Hammond on N. Pegram Street towards Taney Avenue. N Pegram curves, the sidewalks on which the Hammond students walk are narrow and the brush along the sidewalks is thick and overgrown, causing some students to walk close to the curb, or even in the street. The buses go WAY TOO FAST on this road (well above the speed limit) and I worry that a child will be hit. I have reported this situation several times during the past 5 years, but I have not seen any changes. Something needs to be done about the speediiing buses, and about clearing the brush along the sidewalk. IT IS DANGEROUS.
215	Bus 160 is still picking children up much earlier than it should be. The response we received was that was scheduled for this time, but the children are getting to school over a half of an hour before classes start. The previous two years this was NEVER an issue and our daughter loved riding the bus in the morning. This year, rather than having her sitting in the gym for over half an hour we are driving her to school every day. This seems to be the case for many because the traffic congestion in front of the school is the worst it has ever been. Since we have NO hope that this situation will ever be corrected this year, we can only hope the scheduling of next year's transportation will be as it was before. Thus, our daughter will ride the bus to and from school again.
215 cont	The reason we did not file more reports about this situation is that many on our bus route did and nothing changed. We saw no point in complaining to someone who could only listen and make no changes, or complying to someone who never intended to make any real changes. Ridership on bus 160 is dramatically greater in the afternoon than in the morning. This reflects the poor scheduling that is in place.
216	That they should try to stick to their schedule. I understand if they come 2 or 3 min late but not 10 or 15 min late. For example, i have to go to my college by 8 and when the bus comes late i am late for my class.
217	Kind of a rocky start; would hope for smoother startup next year. Also, on one after hours bus, driver had great difficulty finding my home to drop off my daughter, despite her having given the driver a map, with both GW and my home highlighted, and my exact address at the top. I only live 1.5 miles from the school - this isn't hard. Can't the drivers read a map? (My daughter is a foster daughter who is ESL, so it's hard for her to give directions.)
218	This is my first year in Alexandria, so I don't know what proper procedure is. Are letters sent out to students/parents regarding the bus schedules and pick-up locations? How much is done to inform the surrounding living communities about the bus routes so that there isn't a repeat of the first day of school in 2006?
219	I addressed (4) instances of bus related problems with transportation since to start of the school year. Corrective action was taken.

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220	My child has stopped riding the ACPS school bus because of the unsafe behavior of students waiting for the bus. There is no adult supervision at the bus stop and although the police stopped several times after neighbors called to complain, the profanity, pushing, shoving, and playing football in the street continued. There frequently was pushing and shoving when boarding the bus. The bus also did not always stop at the same location.
221	The starting time and the unjustified increase of the school day make children and parents tired by the end of the week. It cut down drastically on the amount of walking. It is too early, children are sleepy and it takes time for them to start learning. Bad decision, no logical explanation was given. It was only done to justify teachers' salary increases.
222	Student parking at TC Williams needs to be improved.
225	Bus for afternoon preschool arrives at 11:35 or later for 11:35 start. Seems late every day. I drive my daughter because scheduled pickup would involve excessive time (45 minutes) for 10 minute drive. Start time of 11:35 makes attendance at regular private preschool very difficult or impossible. (Regular schools end at 12 or 12:30.) Pickup of special ed preschool students at Jefferson Houston chaotic. Limited parking in front & back of school. Students exiting out back must cross paths of buses.
227	Parking is terrible, there is no enforcement for the parents/nannies that are picking up children and parking illegally. They double park or park in the bus zone. The buses also do not have enough room to park therefore the buses and the cars are double parking causing a very dangerous situation for the children. Something needs to be done, some of us that drive occasionally and park legally are very frustrated with the situtaion. There needs to be enforcement at the schools in the AM and PM.
228	The Minnie Howard and Hammond buses also do not come on time. They come so late that the children do not arrive at school on time. Hammond route # 116 is also very crowded with children sitting three to a seat most of the time.
229	I experienced a situation with a school bus driver stopping traffic with her stop sign bus signal at the Postal Office on Wythe Street to attend to personal business. This stopage negatively impacted traffic in during the morning rush hour when it took her more than 5 minutes to return to her bus. I think this was a highly inappropriate use of time and school resources to impede rush hour traffic for her own personal business. I had meant to contact the School board about this incident, but I forgot the exact details like the bus number.
230	The original AM schedule was SO convoluted. It started in front of our house, zigzagged all over Alexandria, up and down King St, back PAST our house, traveled in a neighborhood a mile away and the last stop was behind our house. The route made no sense (Does anyone lay this out???), the bus was consistently late for school and they changed the route every week for almost 4 weeks. We NEVER knew when the bus was going to arrive!!! The drivers need to do trial runs, during their regularly scheduled times, prior to the school year. Adjustments need to be made appropriately and in a more timely manner. (Some families just gave up and began driving their children.) The fact that the school times at TC had to change should tell us that the transportation plan needs to be worked out in advance (listen to the drivers!)
231	Although we were off to a very frustrating start that I think would've been avoided if bus transportation for CK was more organized from the start like the fliers for the others schools. Their fliers contained bus numbers, pick up/drop off locations, and times. After identifying the problem, I have to say everyone worked as a team to ensure that it was resolved. (Campagna staff, the bus driver, and CKMST Administrative staff)
233	THE REASON MY TWO CHILDREN DO NOT RIDE THE BUS IS BECAUSE IT COMES WAY TOO EARLY FOR any ELEMENTARY STUDENT TO BE READY FOR A BIG DAY of learning. I DRIVE THEM TO SCHOOL NOW AND THE TRAFFIC ON JANNEYS LANE UP TO MACARTHUR IS TERRIBLE. I THINK WHAT HAS HAPPENED IS MOST FAMILIES FEEL THE WAY WE DO ABOUT PUTTING OUR CHILDREN ON THE BUS SO EARLY THEREFORE MORE PEOPLE ARE DRIVING CAUSING MORE TRAFFIC. We do not feel any of the comments made last year

52. Please type in any comments you wish to make about transportation, or other issues about the start of school this fall.

233 cont	regarding the possible change of school time were considered at all. I don't know of any family that liked the idea of starting school so much earlier. The option of starting school later and finishing later would have allowed more families to use the buses and cause much less traffic. YOung children would also be more rested less grumpy and less anxious. When we turn onto Janney's in the morning and see the line of traffic up to school my children get so nervous that they will be late. What an awful way for a child to start their day. It is quite insulting to ask for input and then listen to none. All and all we think the beginning of this school year has been terrible regarding transportation (of any kind) to school.
234	The start of school at 8:00am this fall is good .
235	With regard to the safty of the bus: In the first weeks of school, it was reported that the bus driver was being hit with a stick and her safty belt was being tightened by a bus rider who turned out to be her child. I don't have a problem with drivers having their children ride the bus as long as they are following the same safty rules as the other riders. If there is a rider who is disruptive to the safty of the bus, that rider should not be allowed to ride. This applies to the driver's children and the student. Ms. Thompson told me that the bus driver's child was not allowed on the bus. However, in the past weeks, the students have reported a loud and disruptive child on the bus. Rather than get the bus driver in trouble, I wanted to ask her personally if this situation was true and if her children were riding the bus. She said her children were on the bus but did not answer if the story I had was true. A few days later, when picking students up in the morning, she put the bus in park and got off.
235 cont	She came onto the curb to tell me that it was not my business if her children rode the bus. I replied that safty is my concern. She said that if I was so concerned about safty, I should drive my child to school. I said that the bus is a service provided by ACPS and I would like to participate in the service. She said that she did not work for me and that I did not sign her checks, Transpertation did. I simply restated that safty is my concern. I did not mention the fact that she is paid with tax money and I am a tax payer. On another note, I do wish that the bus rout could be adjusted so that the students could arrive to school no earlier than 8:00 for the MacArthur school start time of 8:10. This would really be ideal. A
236	I don't like the school start for elementary school children - they start too early. They should go back to the old schedule, 8:35. Hopefully they are changing the schedule back to the old schedule, and middle and high school can go early, if they need someone to attend early. They need to get more drivers and helpers. My son in eleementary school has had 2-3 drivers since they started school, and that's not fair, as the kids get used to the driver.
237	Bus driver for #122 is kind and generous in the way he treats the kids. Regarding bus #170 my daughter is afraid to ride the bus so I have had to drive to school to pick her up; need more oversight for this route.
239	I TAKE MY DAUGHTER TO SCHOOL SIMPLY BECAUSE THE BUS COMES AWFULLY EARLY FOR A KINDERGARTEN, SHE WAKES UP @ 7AM AND THE BUS COME AROUND 7:25....NOT ENOUGH TIME FOR HER TO HAVE BREAKFAST AND GET DRESS ,.....
240	At the beginning of each school year I would suggest a "dry run" of the bus route would be in order, there by the drivers are familiar with their route and factor into this that the "rush hour traffic" is heavier on the first day of school then it is during summer break. If more than one trial run is needed before the driver is comfortable with his/her route, the do it.
242	I think that you don't have enough bus drivers that really care about the children they are driving' and don't'take the time to be nice to the kids. I also think that you have some drivers that try to get away with not doing there job and just have a i don't care attitude
245	I would like to be notified when a bus route changes. At the begining of the year my son bus stop was first now he's dropped off last. I don't have a problem with him being dropped off last, I was just expecting him home at a certain time, then it was 15min later after the bus route change. Thank you. And thanks to all the people in the transportation department.
247	Yes I do think the activities bus needs improvement for there drop off spots. You have several young female passengers being drop off during winter hours when it get's dark at 5:30pm, block away from there home. I understand that you can't get door to door service, but the bust at least needs to drop off where it picks up in the morning.

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248	My sons bus drive goes out of her way to let me know how my son is doing on the bus as this is his first year in school as a kindergardner, and she is extremely helpful and kind. She represents Alexandria City very well.
249	I have noticed that some cars are not respectful of the speed limit on Russell Road right in front of the school. I noticed this as 9:05am this morning: Nov 13.
250	Children who live on the campus of the seminary all share an address, 3737 Seminary Road, but may live quite far apart. As such, there was no appropriate stop for our children, because we live at the part of the campus close to the intersection of Seminary Rd and St. Stephens. We made an arrangment with the bus driver to come a bit closer to our house, but it is not an official stop. The Quaker Lane stop is far too distant from us, although it is close to some of the children who live on the campus. Can the bus routes be reevaluated in relation to this address, to account for these differences?
251	As a working parent as many are, I think we should be able to depend on the bus service for our children. Not all parents are able to leave work to come home and take their children to school when the bus service is not consistant.
252	The current pick-up time is too early -- my elementary school children do not need to be at the school for an additional 1/2 hour a day simply to accomodate the bus schedules of the High Schoolers. I am disappointed that the schedule remains as it is, and am driving my children to school, compounding the traffic situation in front of the school, using extra gas, etc. and I would very much like the AM pick-up time to be moved to at least 7:40 or 7:45am, allowing the children to arrive at school between 7:50-7:55am, well before the 8:10 start time. My children are one of the last stops for the bus, and our house is no more than a mile to the school, so this is very realistic.
254	It could not be any worse! Children were not picked up on time or did not receive the appropriate form of transportation. Pick up and drop off time very confusing and made very difficult for both teachers and parents.
255	I really don't understand why they kids have to arrive before the official opening of school. Although there are now adults there when the children arrive, they still sit or stand around for about 30 minutes...that is uncalled for. (that is my child who is on the last stop, I feel sorry for the first stop kids who have to sit on the bus for 20 minutes before they sit at school for another 30! Do we need more buses...change the opening times? In a city this size it just doesn't seem right for all this time on buses etc. It is not like we are in Fairfax etc.
256	I had issues with my other child's GW bus, but this survey only allowed me to answer regarding my elementary school child. Why? The problems with the middle school bus are ongoing (overcrowded and late) and need to be addressed.
257	after the initial problem of getting my child on the bus schedule, the bus has been on time and the driver very professional. thanks
258	I have from past experience gone to dropping my children off during the first weeks of school to be sure they can start their year on time.
259	My son is in elementary school and his bus picks him up at around 5 to 7. At that time, my daughter, a high school senior, is still sleeping. Her bus picks her up at 7:40. I can understand her bus coming early, but his? We live 10 minutes walking from Patrick Henry. I don't find it right that he should have to wake up at an ungodly hour to start school only ten minutes before T.C classes begin. Apart from that, my daughter has also had complaints that her bus is too crowded; she says that there are on average 60-70 people on board in the mornings. I find that unsafe, as she also tells me that most of the time there aren't enough seats to hold them all and they fill up the aisle. This transportation issue really must be solved, these are ridiculous situations our kids are being put into.
260	I am still unsatisfied that my kindergartner must arrive at school 30 minutes before instruction begins. (bus arrives at school 7:40, instruction begins 8:10). My child must wait in line outside until let in the school, then must wait quietly in the gym until called to class. If the bus pick-up were later, he could spend that time at home, having a family breakfast, instead of rushing every morning to meet the bus. I understand that some children have breakfast at school, and need sufficient time, but my only alternative is to drive him, which increases the traffic at the school in the morning. Walking takes upwards of 20 minutes with a kindergartner and an infant, and is not

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260 cont	feasable in cold or wet weather. I wish that ACPS would not have the bus doubled up so that the driver must complete the elementary run before doing another run, both to schools that start at 8:10. It makes for a very long day for our youngest students, who already have had 20 academic minutes added to their day; now they have 30 minutes of transport/wait time as well, to a school that is a 3 minute drive by car away (barring morning drop-off traffic).
261	The dispatch people need to work better with parents. They can't just blame everything on parents or the school. They need problem solving training, as well as communication training.
262	The bus driver and helper that drive my child home on the 124 bus are great, and I appreciate all of their efforts. However, in the morning a 6:30 am pickup for an 8am class for a 3 year old is very unrealistic.
263	(1) Training drivers to enforce rules that keep kids safe, along with effective discipline programs, appropriate consequences and administrative support of drivers and safety programs. (2) Student education regarding bus and bus stop safety. (3) Accurate bus schedule; arriving earlier then scheduled and taking off.
266	School Buses like any other means of transportation should have a sign on the back of it, says "How is my driving, call 703-111-1111". I noticed that many time I see drivers talking on thier cell phone, eating or just watching the street while driving our kids to and from school. That sign should be able to save lives, and it make driver beware that someone is watching. P.S Bus number 171 is very crowded and I think it should have a supervisor in it, it carries childern of different age from 5 years old like my daughter to I think a 12 or 13 years old, and that is not save for the tiny ones like my daughter.
267	Recently I observed an after-school bus driver who was apparently returning to JHAA with a bus load of kids, mad at something/someone(s) on the bus, speeding through the JHAA parking lot until she arrived at the school door. Never have I seen anyone drive so fast on school property. This is a school for small children who could have easily been in the parking lot walking around. I found that bus driver's behavior to be reprehensible. I am quite certain that had a police officer seen her she would have been arrested for reckless driving (not just speeding). I'm just sorry I don't have her bus route # to report to you right now. I did however call and report it to JHAA school personnel when it happened.
268	My son has a physical disability and participates fully in the regular education program. I would like to know what type and the amount of training ACPS bus drivers receive regarding students with special needs. How many kids with special needs ride the "regular education" buses? Are the non-special education bus drivers and aides trained to meet the needs of all bus riders including those with disabilities? The answers to these questions would help me assess all available transportation options. Thank you.
272	Dictated: Nov. 14 5:00 p.m. Parent appreciates the service. Her child does not ride the bus every day. When he does, the parent is very pleased to report that the bus is reliable and on time. ACPS buses provide an important service. Parent has asked for information in the past, and people have always been helpful. "Thank you very much." Very important. Very good service. Some time
275	My son has not been picked up, been sent on the wrong bus or taken at least 2 hours to get home, 7 times in less than a year. This includes last year also. At least two times it has taken over 2 hours to get my son home and no one was able to tell me where he was. I had to contact the police the last time. The bus driver also would not drop my 3year old off at the babysitters. She had to walk about a block to get him. I contacted and spoke with bus transportation, the deputy superitendent, the superintendent, and principal, all said they would get back to me. This was in September- I still have yet to hear back. If I could afford private preschool I would send my son to private preschool becasue I believe Alexandria obviously does not have it together and doesn't truely care about their students. Transportaion issues like this should never happen- especially when it involoves a 3 year old!
276	We are pleased with the bus service - it is timely and dependable

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277	My little girl is in Jefferson Houston and the cab is doing great job we have good communication, but for the other she is in Cora Kely and the bus is 149 but is hard to say until they finish to come because we live less than 2 mile but a have trouble because I need to wait for the other cab end I need to walk at the school to drop my older daughter, my question is if I can continue using the bus if the driver dont come to pick up un child with special needs in this street, because he doet*n come just for my daughter, he came for tha other child and the social worker of the school talk with some person in transportation asking if my daughter can take de same bus end they say yes with the principal permission end he say yes. If you can answer my question or you undertand that y tray to say you my thank you for your attention.
278	As stated previously, the bus picks up too early. On several occasions children have missed the bus and some parents have no way to get their children to school. The bus driver told parents and children he picks up at 7:10 am when in fact the scheduled pick up time is 7:25 am for my location. The bus driver has been extremely rude on several occasions when parents have broached him about the pick up time. The bus driver does not allow the children to safely take their seats before he sets the bus in motion. This is a serious safety violation and this bus driver needs to be terminated immediately before a child is injured! If something is not done to rectify the situation
278 cont	I plan to contact the Mayor's office. I also find the earlier start exceedingly difficult on my child. Even though I have I have instituted an earlier bedtime to accomadate the new time, I find my child overly exhausted. I think the school board has failed to recognize that this new start means longer days for younger children of working parents. I am unclear at this point to what the benefits are to an earlier start time.
279	As listed earlier: I could utilize the transportation bus system, as I have the last 2 years....but this year, I was astonished at the early morning pickup time. (645). I am just waking my kids up at that time or later. Now, I have made arrangements through work, so that I myslef can take my kids to school everyday.
280	Dictated to Brian Reid Nov 16 at 11:15. "I am happy for the drivers, for the school, and for the teachers. My daughter - she takes the bus for speech. I want my daughter to be happy. Now she is happy. This morning she said, 'The bus is coming for me now.' Before, my daughter did not speak very much. I am proud of the bus drivers, and the teachers, and I am proud of the school. My daughter is happy. Thank you."
281	Crowded on bus 182
282	My son thinks the driver of Bus #110 is very nice to all the students. She tells the students to have a nice day when she drops them off in the morning and afternoon. This is a huge improvement over last year.
283	This is a special ed bus, I do believe that in the beginning the bus was stopping on the other side of the street and the student was expected to cross the street. The monitor was not assisting. The choice was made to place the student on the special ed bus for safety purposes (as the student has special needs and is not as aware of rules of the road), but it did not appear that it was any different on this bus than any other bus. There continues to be a concern for the student's safety as it does not appear that the monitor is aware of the seriousness of her role.
284	Even though GWMS is dismissed 30 minutes earlier this year than last year, my children have been arriving home at the same time which means that the bus transportation home was taking 30 minutes longer than last year. This seems to be improving as the school year progresses.
286	Please have more test runs for drivers. We have had a number of different drivers on #158 and at least one has driven a route different from the laid-out route. Also, while I understand that occasionally traffic situations arise that cause the schedule to be pushed back, this 15 minute variance in arrival time seems beyond the random traffic occurrence. One day the bus comes at 7:23, then 7:35, then 7:30, then 7:19, etc. Whatever can be done to reduce the variance would be appreciated.
287	With the middle school changing school hours, i understand why the school buses were experiencing problems. I just want to make sure my child isn't standing up on the bus because the driver is using a short bus instead of the regular bus.

52. Please type in any comments you wish to make about transportation, or other issues about the start of school this fall.

288	El bus siempre pasa demasiado tarde en la mañana, pero antes no. La tardanza comenzó con el cambio de chofer. Un incidente pasó al principio: cuando ella venía de regresar de la escuela, el bus monitor, ayudando a mi hija a desembarcar, agarró muy fuerte su brazo. Yo comenté sobre eso al chofer, que era hispano, y el contestó que se dió cuenta y no le pasará otra vez. El nombre del monitor era Señor Chidi. Y yo vió otro incidente con el chofer del bus #138: Él estaba bromeando con dos mujeres. Él paró el bus por unos segundos, sonrió y habló con las mujeres, y luego aceleró sin darse cuenta que habían una mujer con dos niños a frente del bus. Casi los pegó.
289	Bus service is generally OK now. However, GW bus service TO school ran late during the 2 weeks of Mt. Vernon / Tucker intersessions. Please examine that issue going forward. This was route #156. None of your questions got to that issue. Thanks.
292	The bus route that my son rides on seems to be over crowded, where children are forcing their way onto the bus. I suggest that another bus come around the area because this could be dangerous if someone falls and gets trampled on while trying to get on. It's the Hampton Court Apts. bus stop, on Armistead Street
293	It would be great if the bus went down Martha Custis and stopped somewhere near Ripon but not a big issue. The 8am start time is perfect. I work and it makes a big difference, 830 would mean am care for my son and this way he gets breakfast at home and off to school. I only need to put him in aftercare.
294	Dictated to Brian Reid Nov. 16. 2:15. I am one of the parents who is always at the bus stop, morning and afternoons. I wanted to call and make sure I tell you what a good job the bus driver is doing. Students love the driver "Bruce-Bruce." He's very good natured. Nice to them at all times. He is one of the best drivers I've ever experienced. He is on time every day. Consistent. He drives well. Children respond to him. They say it's like a family on the bus. I tell the kids that drivers have one of the worst jobs, but this driver is always cheerful and waves to the parents. He provided excellent service. He deserves that recognition. Paren
296	We, as parents, have been pleased with bus service for our son to TC Williams. The driver of 109, has been very consistent and prompt in his service. There have not been any problems to date and we appreciate having such good service for our son. We think Mr. Hart should be commended for his work as the driver on that route.
297	It is unfortunate that the school system needed to change its start time to accommodate the bus department's inability to develop and maintain the transportation schedule. Perhaps someone should seek assistance from a larger school district to see how to make this work.
299	Problema después de la escuela (ruta 150) ocurrió sólo una vez - que llegó tarde porque el bus estaba dañado. Problemas para llegar a la escuela: el problema más grande y que todavía existe es que el bus es lleno, y mi niño tiene que irse a pie o esté mal sentado en el bus. Hay que aumentar el número de buses en este ruta.
300	The city needs to provide better enforcement of traffic laws regarding a stopped school bus. On more than one occassion cars have past the stopped school bus in both directions (bus stops on Quaker Ln). Cars have come to sudden stops nearly hitting the bus because of driving at excessive speed. Bus 159 driver takes appropriate action to avoid these problems (slowing well in advance of the stop, etc). However, there continue to be "close calls". Additionally, I've noticed buses exceeding the speed limit (speed limit drops from 35 to 25 miles/hr) as they go down Quaker Lane towards Duke Street.
301	My chld has been in the ACPS system for 7 years. Of those seven years, four of them she should have been riding the school bus, she was not. The bus that should have picked her up was so crowded, (many times three or four children to a seat and still some standing,) and unsupervised, there was some incident everyday she came home and talked about that I should not have happened on the bus that I chose to take and pick her up from school. This year she is a walker thank God, but I still take her to school because the area she has to walk through is to dangerous in my opinion for her to be walking. Sometime you have to consider the number of children that are riding a particular bus and maybe send two bus on that route plus someone other than the driver as supervision. Although my child is considered a walker, when she goes to the ninth grade she again will need to ride the bus. It is my sincere hope that the bus system is much better organized by that time.
302	With Tuckers schedule it took several weeks to get it organized.

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303	<p>My kids have to ride the bus back because of my work but there are other kids that like to make trouble. There are no bus monitors and the drivers are incapable of keeping order. My kids are always complaining of these other boys that like to push and pick fights. This has happened for the last 3 years and last year I even asked our principal to call the police to speak with my kids and these boys. My son and daughter do not feel safe and we all feel uncomfortable that there is no one that can be responsible for watching the kids while on the bus. For the one year my daughter took the bus to Jefferson Houston there was another adult beside the driver on the bus and we never had any problems. The other thing is that we also have problems at the bus stop once the kids get off the bus. The kids that feel they are being picked on get mad and then want to fight back. we had so many problems last year that my son finally decided to stay at rec and have me pick him up at work.</p>
304	<p>The transportation has been very good, but I would like to suggest that the driver wait until the scheduled pick up time to leave the stop. If the time is 7:12 the driver should wait until that time to make sure all children have made it to the stop. Sometimes our driver has left 5 min early and left a few children behind. We make it our business to be there 10 to 15 min early to make sure my child doesn't miss the bus. Sometimes children don't have a parent that will walk them to the stop to make sure they get on the bus and through no fault of their own, no one is at home to let them in so who knows what happens then.</p>