



# *“A Day in the Life of a School Bus Coordinator”*

- Josie Caruso





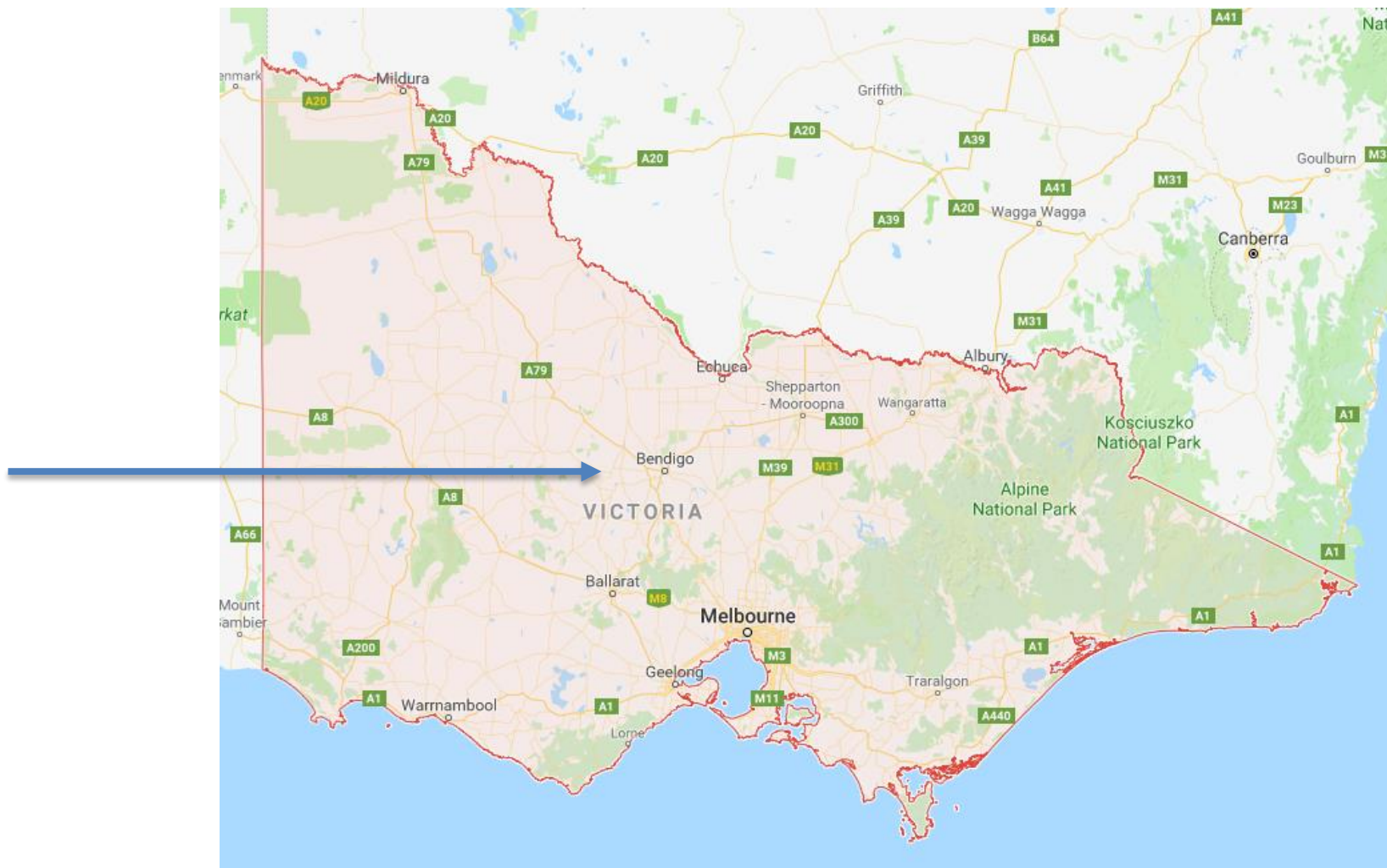
# School Bus Program Administrator







# Where is Bendigo?





# Bendigo School Bus Network Overview

- Largest centre in Regional Victoria
- 3<sup>rd</sup> largest centre in Victoria
- Complex



# Bendigo Network Operations

- 1900 students
- 33 bus routes
- 10 bus operators
- 420 bus stops
- Interchanges
  - 2 major interchanges with on-site security
  - 2 minor (school based)
- 1200 students use the interchanges

# Business as usual

## On any given day:

- General enquiries
- New applications
- Service capacity reviews
- Client school support
- On-board student behaviour
- Unauthorised travel/bus hopping/ad-hoc travel requests
- Complaints

## From time-to-time:

- Bus breakdowns
- Roadworks/closures/detours
- Interchange disruptions
- Pupil free days
- Bus stop review/new stop request
- Bus driver behaviour





# Current Manual Application Process

- Hardcopy applications
- Client school conducts a preliminary screening and sends copy to Bus Coordinator for processing
- Bus Coordinator will:
  - Assesses against the School Bus Program Policy eligibility criteria
  - Allocate to an appropriate stop on a suitable service
  - Check service capacity
  - Notify family, school and operator
  - Update DET Bus roll
  - File



# Eligibility for the School Bus Program

## Eligible

- Closest appropriate school
- Reside 4.8km or more from the school
- No access to public transport within 1.6km of home



## Ineligible (required to pay a fare)

- Bypassing closest appropriate school
- Resides 4.8km or more from the attending school
- No access to public transport within 1.6km of home
- Agree to pay \$120 term fare
- Spare capacity after travellers with prior rights



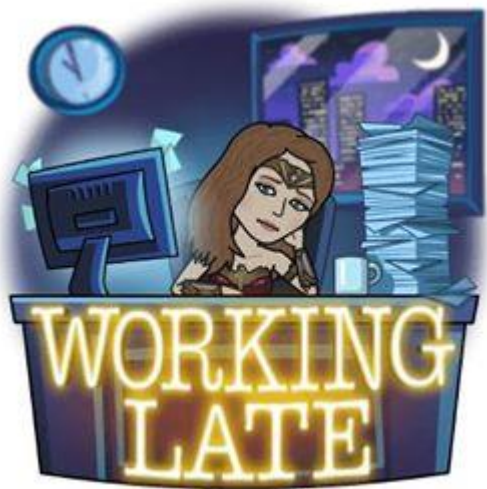
# What actually happens...

- Applications received
  - incomplete
  - no preliminary screening
  - town applications
  - applications outside of service area



# Anticipated Loadings

- Round 1 – 2019 applications: August to October
  - Bus roll review/exiting students
  - Waiting lists
- Round 2 – applications: November to December
  - Service capacity review
- Round 3 – late applications: January to February
  - How does it look on the ground?



# Challenges

- Time
- Communication
- Record keeping

WHAT A DAY





But hang on...help is on it's way

