

CLAY COUNTY DISTRICT SCHOOLS

# Transportation Update

## January 27, 2026

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Roxanne Chiaramonte, Director





# Roxanne Chiaramonte, Director of Transportation



**Clay County District Schools Graduate**



**University of Alabama:** Bachelor's degree in Commerce and Business Administration



Prior to CCDS she was a **Director** of Customer Service at one of the nation's largest paper brokers



Transportation **Area Manager**

**Supervisor** of Transportation



# PRESENTATION AGENDA

- Mid-year Update
- Staffing
- Chipmunk App
- Making a Difference, Together!



# TRANSPORTATION FUN FACTS



## Did you know?

- 30% of CCSD students use Bus Transportation
- Number of Routes: 180
- Number of Miles driven a day: 200-250 avg
- Bus inspections every 30 days!
- 1 Bus = Replace up to 30–35 cars on the road



# Mid Year Update

## First half of the year:

- First FEFP Counts for 25-26 SY = 12,840 students
- Open Routes:
  - *Typical challenges: Medical leave, retirement, etc.*
  - *12 remain open*
- Office positions:
  - *All 12 mo. office positions are now filled*
  - *2 sups, 2 AM, 2 payroll sec, 1 router, 1 admin support*

# Department Staffing Updates



## DRIVERS

*Open driver allocation - 19*

4 driver trainees **eligible in February** for contracts

3 driver trainees currently **in training**

1 driver trainees in **HR processing**

6 driver trainees **in screening** (SDL/Ref)

19 candidates being contacted for interviews

## MONITORS

*Open Monitor Allocations - 0 - **all allocations filled***

2 monitors contracted in January

0 monitor in HR processing

0 monitors in screening (interviews/ref)

18 sub monitors (non contract)



# Department Staffing Updates

## Current Open Route Breakdown

7 ESE Routes Need Dedicated Drivers

5 GenEd Routes Need Dedicated Drivers

*Current open routes covered by trainers/routers/area managers/office staff*



# Why We Moved Away from Here Comes the Bus

- **One Integrated Platform**

All routing, communication, and tracking tools in one single system.

- **Faster Information Sharing**

Updates transfer instantly, reducing delays and miscommunication.

- **Continued Use of Bus Planner**

Bus Planner has been our primary routing tool, ensuring consistency.

- **Better Alignment with Student Transportation**

Synovia is primarily designed for the trucking industry





# Chipmunk School Bus Tracker

## *Initial Hurdles*

- **Learning Curve**
  - Proficiency improves with continued use by all
- **Driver Login**
  - Ensuring drivers are logging in correctly each day.
- **App Updates**
  - Confirming end users have current app version.
- **Student Registration**
  - Updating non-registered students





# Chipmunk School Bus Tracker Cont..

## *Lessons Learned*

*Implementation helped uncover opportunities for improvement*

- Bus stop accuracy and refinement
- Coding and system integration challenges
- Delays in push notification delivery





# Chipmunk: Key Focus Features

## Alerts

- Send messages to parents regarding routes changes
- Via text/email/push notifications
- Sending messages by route or even by bus stop
  - *This was not an option with Here Comes The Bus.*

## Substitutions

- Greatest challenge currently
- January started utilizing this feature through the driver tablet
- GPS tracking for double backs/ups
- Updated bus information available in app



# Chipmunk: Key Focus Features Cont..



**Map** ?

ETA: 2 Minutes

Map   ETA   My Students   Alerts

**ETA** ?

Bus is too far away for ETA

Lakeside Junior High  
Planned time: 3:49 PM  
Route: 1702 - Vehicle: 2022

Route has finished for the day

Map   **ETA**   My Students   Alerts

**Student Information** ?

Student Scans

- 🕒 January 12 8:47 AM  
🏠 HOMESTEAD RD
- 🕒 January 12 3:52 PM  
🏠 LJH BUS LOOP
- 🕒 January 13 4:25 PM  
🏠 1448 PAWNEE ST

Student   Transportation   **Scans**





# Bus Planner: Dispatch Module

## Upcoming Developments:

- Tentatively by summer, route merging will communicate to the driver's tablet. Merge an entire route or just a few stops!
- Changes will flow to Chipmunk as well
- Route optimization
- Once development is complete by Bus Planner, Clay will run pilot for summer school to work out any start up "bugs" and training for our team.



# Chipmunk - Internal Customer Satisfaction Survey



## FEEDBACK FORM REVIEWS/RATINGS

### Ratings Received All-Time

Client	★ 1/5	★★ 2/5	★★★ 3/5	★★★★ 4/5	★★★★★ 5/5	Total Ratings	Average Rating
CLASS	63	27	54	81	705	930	4.4
St. Albert Public Schools	18	3	7	5	64	97	4.0
PRSD	2	3	No Rating	1	8	14	3.7
Prince George's County Public Schools	78	23	51	75	519	746	4.3
St. Johns County School District	78	19	53	76	754	980	4.4
Grand Erie DSB	49	12	27	34	313	435	4.3
Brant Haldimand Norfolk CDSB	28	5	14	26	201	274	4.3
Greater St. Albert Catholic Schools	1	1	1	3	18	24	4.5
School District of Clay County	128	20	48	43	484	723	4.0
Miami-Dade County Public Schools	11	4	9	18	147	189	4.5
Conseil scolaire catholique des Grandes Rivières	9	4	5	4	65	87	4.3
Monroe County Schools	9	3	6	3	73	94	4.4
<b>Total</b>	<b>474</b>	<b>124</b>	<b>275</b>	<b>369</b>	<b>3351</b>	<b>4593</b>	<b>4.3</b>
<b>% of Total Ratings</b>	<b>10%</b>	<b>3%</b>	<b>6%</b>	<b>8%</b>	<b>73%</b>		

484  
5 Stars

# Making a Difference Together!!



## Recruiting

- Started the school year in a monitor deficit (12 openings). Through recruitment, hiring, and training efforts the team has fulfilled all allocations!
- Additional sub monitors to help with student management on GenEd routes!

## Training

- Since Summer 25' - 15 trainees have obtained CDL's through our training program! 5 of those started routes Day 1 of school.

**37 Perfect Attendance Employees for 1st Semester!**

# Making a Difference Together!!



# Transportation Celebrations



HOLIDAY LUNCHEON

2025

# Business Partners





# **THANK YOU!**

*We greatly appreciate your  
continued support of  
Transportation!*