

Student Transportation Lessons Learned Meeting – 10/24/2014

1. Communication-

- a. Facilities customer service staff must work to resolve issues rather than direct the faculty member in the field to the transportation vendor.
- b. Facilities customer service staff must immediately inform the Director of grounds and transportation (or other facilities manager in the office) of problems with transportation.
- c. Faculty **and** staff in charge of the field trip must communicate with their department administrator **immediately** when service problems occur.
- d. Prior to departure, faculty in charge of field trips must receive information about how to handle service issues, including after-hours contact information.
- e. **Manager should meet with faculty and staff prior to trip to make sure they understand their responsibility as it relates to student and transportation issues. This would include a checklist of who to contact on campus in case of behavioral, health, injury, and other issues related to student problems and concerns.**

2. Back-Up planning-

- a. Negotiate a response time with the new transportation vendor.
The following are Gold Coast Tours (new vendor to be board approved at the November 12 Board of Trustees meeting) procedures to handle unplanned events:
 - Driver calls in to dispatch and/or mechanic on duty to diagnose the problem and determine the next step.
 - If there is any doubt that the bus won't be up and running within a very short time, Gold Coast Tours will send another bus from their yard (local trips) or one that is already in that area to pick up the group.
 - If out of town trip, Gold Coast Tours will begin working immediately to get another carrier to pick up the group and transport them to their destination. Gold Cost Tours will either get their bus fixed and sent to the group's destination, or a different bus dispatched from their yard.
 - Once the group has been picked up after the breakdown, Gold Coast Tours will ensure that a bus is with the group the entire time that service is required.
 - There is absolutely no additional cost to the college for this process.
- b. Negotiate with the new vendor 24/7 access to a contact person.
This has already been negotiated and is part of the contract to be signed with Gold Coast Tours.

The following contact numbers have been provided, along with the order in which the group should make contact:

Before making the first call, allow the driver a few minutes to communicate with the dispatch department or mechanic. This will allow the appropriate department to focus on solving the problem and deciding on a resolution.

Dispatch 5am – 7pm (7 days/week) 714-449-6888 or 800-638-6427

Dispatch 7pm – 5am (7 days/week) 562-464-1360 – this will connect the group to the answering service who will then get the on-call dispatcher on the telephone.

VP of Sales, Jerry Justice 7am – 4pm (M-F) 714-449-6888
After hours cell 714-269-7330

Acct Manager, Stacey Wilkerson 8am – 5pm (M-F) 562-774-5845 (cell)

- c. Develop a list of qualified vendors able to supply back-up transportation services within 2 hours for various locations in California. Maintain contact and insurance information. Update annually. Gold Coast Tours will contract with another bus provider in the event they are unable to fix the problem.
 - d. Provide faculty in charge of field trips access to procurement card or cash advance to resolve emergency issues, in consultation with the department administrator. As part of the Purchasing Card implementation, Fiscal Services will research the available options for the issuance of District p-cards.
 - e. Develop a checklist listing appropriate responses for various unplanned events.
3. Other issues-
- a. Provide access to a list of rental companies that can provide vehicles should a college owned vehicle fail.
 - b. Update procedures for handling a college owned vehicle should a break down occur on an overnight trip.
 - c. Empower faculty to provide for students should a back-up vehicle not arrive in a timely manner.
 - d. Faculty to contact program manager to assist in handling other types of situations such as a personnel type issues when away from campus.

Tom Mauch
Gary Nellesen
Rosa Royce