



Transportation Update  
Frequently Asked Questions

1. **When will the change take effect?**

*July 1, 2020.*

2. **Why is the district making this decision now?**

*The contract of the current provider of approximately 70% of IPS daily bus routes expires June 30, 2020. The decision timeline allows a new provider to prepare for the next contract period. This timeframe also allows for First Student to purchase and build new buses and hire new personnel. Our current contract with Durham ends June 30, 2020. First Student and Durham both responded to the Request for Proposal IPS issued in fall 2019.*

*IPS looked at three different ways to compare pricing:*

- *The first choice was to insource all routes back to IPS.*
- *The second choice was to leave the service the way we currently have it, with IPS covering 30% of routes and a contractor covering 70%.*
- *The last choice was to outsource all of transportation. First Student's pricing structure for completely outsourcing would save IPS \$7 million.*

3. **How is the money being saved going to be reallocated?**

*Savings generated through outsourcing will support our goal of pushing all possible dollars to the classroom.*

4. **Does the change affect all IPS schools (Choice, Innovation, neighborhood)?**

*It will affect all IPS schools that use IPS transportation. First Student will provide transportation to all schools that would normally ride IPS buses.*

5. **Will this affect my child's bus route, pickup/drop-off time, etc., for the remainder of this school year?**

*There will not be any changes made to routes outside of normal changes that occur when students move or come to the district.*

6. **Who should I call if my family starts to experience issues with our current bus route/driver as we move through this transition?**

*Families who may have concerns can call the Service Center at 317.226.4000. A transportation staff member will respond within 24–48 hours.*

7. **How will this affect summer school transportation?**

*This will not affect summer school. Transportation will be provided to all students who would normally receive transportation.*

**8. How will this affect my child with special needs?**

*This will not affect any special needs student. Transportation will continue as usual for these students.*

**9. Will the district still offer free transportation to my child?**

*IPS yellow bus service will continue without disruption through the district in the manner to which you're accustomed.*

**10. How will I know my child is safe with this new company and new/different drivers?**

- *First Student will provide the "First View" parent app that gives parents direct access to the status of their child's bus. It will provide detailed delay notifications.*
- *FOCUS Kiosk tablets are on all buses to allow drivers to do their proper pre-trip inspection and send reports of any issues back to the mechanic immediately. This tablet is also used for turn-by-turn navigation.*
- *Seon Digital Cameras will be installed on all IPS buses. The video systems are Wi-Fi based and will allow staff to do an auto-download when the bus returns to the base.*
- *There will be stop-arm cameras on all units to help capture motorists who violate bus stop arms.*
- *There is an extended stop arm that will reach into oncoming traffic lanes, which provides an added safety measure for students who may have to cross the street to board the bus.*
- *Each bus will be equipped with a GPS unit that will allow parents to track their child's bus. An app, when downloaded, will also allow parents to see where their child's bus is and the estimated time of arrival.*

**11. Will the buses be the same as the ones IPS and Durham currently use? Will the buses have seat belts?**

*First Student will purchase new buses with seat belts and air conditioning. First Student will assume the leases of the 100 propane buses currently being leased by the district. Those buses have seat belts, but not all have air conditioning.*

**12. The district has partnered with IndyGo for the transportation of high school students; how does this affect that partnership?**

*IPS continues to offer a two-year pilot program with IndyGo to allow all high school students the flexibility of choice, whether it's a yellow IPS bus or IndyGo buses.*

**13. Will yellow buses still be available for IPS high school students once First Student takes over all bus routes?**

*Yes, we will continue to provide service to all high school students who choose to ride IPS yellow buses.*