

**CINCINNATI CITY SCHOOL DISTRICT  
ADMINISTRATIVE PROCEDURES**

<b>Procedure Name</b> <b>City Report of Road Closure</b>	
Procedure No.	Eff. Date: 2/14/20
Implements Board Policy(ies) 8600.02 "Transportation of Students" 8600.01 "Supervision of Transported Students"	Last Reviewed: 4/13/20

**1. Background**

*Describe relevant background to the implementation of the policy.*

In order to ensure the safety of our students and efficiency of district transportation resources, the Transportation Department will implement the following procedures for notifying vendors and change of routing to ensure the safety of our students.

**2. Responsibilities**

Title: Director of Pupil Transportation Services	
Address: 2651 Burnet Ave	
Phone: 513-363-0343	Cell phone: 513-680-4869
<i>Describe responsibilities:</i>	
<ol style="list-style-type: none"> <li>1. Ensures the safest, least restrictive mode of transportation is consistently provided for students as determined by the District.</li> <li>2. Advises District leadership on service implication that can potentially impact the educational experience of students.</li> <li>3. Ensures implementation of this procedure with fidelity.</li> <li>4. Ensures annual review for necessary revisions.</li> </ol>	

Title: Transportation Operations Supervisor	
Address: 2651 Burnet Ave	
Phone: 513-363-0327	Cell phone: 513-485-5180
<i>Describe responsibilities:</i>	
<ol style="list-style-type: none"> <li>5. Ensure implementation of this procedure with fidelity.</li> <li>6. Organizes annual review for necessary revisions.</li> </ol>	

Title: Customer Experience Coordinator	
Address: 2651 Burnet Ave	
Phone: 513-363-0332	Cell phone:
<i>Describe responsibilities:</i> <ol style="list-style-type: none"> <li>1. Develops and standardizes communication across multiple media formats to ensure effective communication to stakeholders regarding any service disruption.</li> <li>2. Ensures communication procedures are executed in delivering the information pertaining to the closures.</li> <li>3. Ensures implementation of this procedure with fidelity.</li> </ol>	

Title: Transportation Specialist	
Address: 2651 Burnet Ave	
Phone: 513-363-7433	Cell phone:N/A
<i>Describe responsibilities:</i> <ol style="list-style-type: none"> <li>1. Reviews service changes for quality assurance.</li> <li>2. Expedites communication regarding service impact with various stakeholders including authorized vendors.</li> <li>3. Ensures implementation of this procedure with fidelity.</li> </ol>	

Title: Transportation Router	
Address: 2651 Burnet Ave	
Phone: 513-363-7433	Cell phone: N/A
<i>Describe responsibilities:</i> <ol style="list-style-type: none"> <li>1. Analysis information for potential impact to current and/or future transportation services.</li> <li>2. Makes formal recommendations of changes to ensure the continuity of a high quality service(s) for families/students.</li> <li>3. Ensures implementation of this procedure with fidelity.</li> </ol>	

Title: Customer Experience Agents	
Address: 2651 Burnet Ave	
Phone: 513-363-7433	Cell phone: N/A
<i>Describe responsibilities:</i> <ol style="list-style-type: none"> <li>1. Primary communicators of service impact to families.</li> <li>2. Facilitates effective communication in response to questions, comments, concern by stakeholders regarding the potential impact and/or disruption of service.</li> <li>3. Ensures implementation of this procedure with fidelity.</li> </ol>	

### 3. Action Steps

*Describe the action steps relevant to the implementation of the policy.*

1. Communications Manager from the City of Cincinnati sends an email to [transform@cps-k12.org](mailto:transform@cps-k12.org) regarding Traffic Alert Update [Example Traffic Alert Update](#)
2. Customer Experience Agents will go into the [transform@cps-k12.org](mailto:transform@cps-k12.org) email address and assign the traffic alert update documents to the Transportation Specialists by creating a ticket using the RemedyForce Ticketing System.
3. Transportation Router will review the document(s) and determine the routes that will be impacted and advise the vendor management team.
4. All changes will be effective the reroute before the effective date of the traffic alert change date.
5. Customer Experience Agents will send out a standard letter of notification to the parents and schools.

#### **4. Equity Considerations**

*Describe any equity considerations relevant to the implementation of this policy.*

#### **5. Related Documents / Forms**

Document Title	Description	Last Reviewed
1.	<a href="#">Example of Traffic Alert Update</a>	
2.	<a href="#">Communication Process Map</a>	
3.	<a href="#">Remedy Ticket - Enter Ticket</a>	

#### **6. Additional Information**

*Describe any additional information relevant to the implementation of the policy.*