

# First Solutions Consulting

## STATEMENT OF WORK

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This Statement of Work ("SOW") pertains to the First Solutions Consulting (FSC) General Terms and Conditions ("Terms and Conditions") dated July 15, 2022 ("Effective Date"), entered into by and between CUSD 308 ("Client") and First Transportation Solutions, part of First Student, Inc., based in Cincinnati, OH. The estimated effective date for this SOW is July 18, 2022 ("SOW Effective Date"). Client shall use the Terms and Conditions and SOW to order First Transportation Solutions services ("FSC Services") available from FSC.

This SOW serves to outline and document the respective responsibilities and expectations for Client using FSC Services.

### **FSC Responsibilities:**

- Assign and maintain team resources to Client to perform the work described herein for the duration of the Agreement
- Provide a high-level project plan, including key milestones and deliverables, for the execution of the project to Client
  - Plan will be updated and refreshed as project work evolves
  - Maintain regular communication with Client on status of project

### **Project Team**

Our Project Team consists of the follow team members:

#### **Engagement Lead**

The Engagement Lead will ensure that the appropriate team resources are assigned to the project, high-level project plans are developed, periodic customer reviews are conducted, any issues are promptly addressed. The Engagement Lead will be the central point of contact for District leadership.

#### **Routing Lead**

We will assign a Routing Lead who will be responsible for the day-to-day delivery of the Routing Services scope outlined in this proposal. The Routing Lead will be a senior member of the routing team with extensive expertise and experience in all aspects of maintaining routing plans. The Routing Lead will be the primary contact for District on all ongoing routing work.

#### **Other Routing Resources**

In addition to the Routing Lead, additional routing resources will be assigned to the project as needed, including a designated Routing Lead back-up. This individual will work closely with the Routing Lead to always be current with the status of District routing operations. In addition to the back-up, additional resources will be marshalled on an as-needed basis to ensure that all tasks and milestones are completed on a timely basis. This will typically take place during new school year planning or any other times when the workload dictates. Additional resources will be assigned as needed to support special studies or analysis, as required by the District.

### **Approach**

Promptly after the Routing Services engagement is launched, we will provide a high-level project plan, including key milestones and deliverables, for the execution of the project. This

plan will be updated and refreshed as project work evolves. The following are the key elements that comprise Routing Services.

### **Transition Planning**

Once engaged for Routing Services, we will develop a comprehensive plan to transition routing responsibility to FSC. Plan will start with a knowledge transfer period that will include teleconference meetings with Community Unit School District 308 staff to ensure all critical knowledge and data is appropriately transitioned. Plan may also include a transitional period where FSC Routing staff works in parallel with Community Unit School District 308's personnel.

### **Routing System – Student Information System Interface**

A key element of the routing system implementation is establishing the interface between Tyler SIS, the district's student information system (SIS), and the Versatrans RP routing system. FSC has broad experience and expertise in creating and maintaining these interfaces. Our technical experts will work with the district's IT staff to setup the necessary configurations.

### **New School Year Planning**

The New School Year Routing process will include the following key activities:

#### **a. Pre-work**

On a mutually agreed date, we will meet with the appropriate CUSD 308 staff to plan the new school routing process. At this time, we will set dates for key activities, including first day of school, rollover student data file availability, route pick, dry runs, etc. If the district is considering any significant changes that will affect transportation planning for the new year, these changes will be reviewed, and where appropriate, specific plans to accommodate will be developed.

#### **b. New School Year Route Planning**

The new school year routing work launches with the receipt of the new student file, typically expected on or around, July 1.

Typical new school year routing tasks, include:

- Load new student file
- Geolocate new or changed students to the routing system map
- Auto-assign students to stops
- Create or move stops as needed to ensure compliance with District policies
- Assign remaining students to stops
- Modify existing runs as needed to accommodate new or changed stops
- Repackage runs into route schemes
- Solicit feedback on routes from the District subject matter experts
- Incorporate feedback into route schemes
- Dry run routes
- Incorporate driver feedback into route schemes
- Finalize initial routes
- Plan for pre-startup route freeze
- Provide transportation data to the District for communication to parents
- Post-startup

- Address startup route issues on a case-by-case basis
- Plan for a route freeze period during which only urgent route changes will be made
- Based on driver and other transportation staff feedback, perform route refinements as needed
- Implement refined route schemes

### **Ongoing Routing Services**

Ongoing routing services are generally driven by the following inputs:

**a. Ongoing Student File Update Feeds**

It is understood that an interface between the District's routing system and its student information system (SIS) currently exists. It is also our expectation that this interface will remain in place as it is.

**b. Change Requests Submitted through Online Tool**

We have a proprietary online workflow solution – Route Request Exchange (R2X) – for submitting, reviewing, executing, and dispositioning routing change requests submitted from designated school and District administrators. It is the expectation that the R2X tool will be used by all administrators to submit any applicable transportation requests.

New route sheets will be distributed to appropriate end users (transportation department and school administrators) via our proprietary Route Distribution Tool (RDT). This simple tool uses email to deliver updated route sheets.

Our general turnaround time to implement change requests is 48 hours from receipt. For example, a change request is submitted on a Monday, on Tuesday drivers/schools are notified, and on Wednesday the requested route change goes live.

**c. Ongoing Coordination**

FSC will designate a Routing Coordinator to perform and coordinate the day-to-day routing for CUSD 308. In addition to the Routing Coordinator. If necessary, other team members can be engaged as well.

The FSC Routing Coordinator will work closely with designated points of contact at CUSD 308 to coordinate routing activities, changes, inquiries, reporting, etc.

**d. Reporting & E-mail Notifications**

Versatrans RP has an extensive library of standard reports that meet most common needs of our school district customers. Further, RP also has a robust custom reporting tool to support any non-standard requests.

In addition, FSC has developed a series of proprietary reporting tools that can systematically notify designated users of any changes to individual student transportation (stop times and locations) or routes.

Finally, RP also has a library of reports designed to support specific state reporting requirements, including Illinois.

## **Route Optimization and Scenario Modeling**

Concurrent with ongoing routing services, we anticipate our efforts will include the following activities:

### **Route Optimization**

Over the course of the new school year, routing and ongoing routing services, will consider route efficiency in making route updates. We will also work with the District to conduct periodic route efficiency reviews.

### **Scenario Modeling**

Changes to bell times, transportation eligibility rules, levels of service, school building openings/closings, etc. can impact transportation demand and costs. Included in this agreement are up to 80 hours of modeling effort per contract year. We generally limit such analysis to the non-peak October thru June window. Study and analysis time above and beyond the 80-hour threshold would be charged at the hourly rate quoted below.

## **User Training**

At District's request, we can provide training for designated District users on the routing system. Training is available for District staffers who need to access the system for routing inquiries or to provide on-the-ground support for the system

## **Timeline**

We understand District has a need to complete initial new school year routing on or around the end of July. As this deadline is rapidly approaching, we would need to start on this engagement as soon as possible.

As soon as we are engaged, we would work closely with District to develop a schedule to support all key milestone activities, such as: initial routes due, dry runs, parent notification and first day of school.

## **District Requirements**

### **On-site Coordination and Support**

Our remote routing model requires the availability of at least one local routing coordinator. This individual should have a good working knowledge of the District service area and its routing operations. Additional duties will include visiting schools to solicit and respond to transportation services feedback, notifying parents of route changes, and coordinating route changes. Time demands for this role will vary throughout the school year. During new school year route planning, time requirements will be significant. At other times of the year, time required is typically limited to coordinating day-to-day issues.

## **Student Files**

It is understood that developing and maintaining accurate student rosters can be a challenge for school districts. However, accurate student data is essential to provide quality routing services. The District will take all steps necessary to provide accurate and timely student data to the

routing team. Earlier in this proposal we described some of our efforts to ensure the student data files are designed and exchanged to support efficient routing.

### **Agreement Term:**

- The initial term for this agreement begins on the Effective Date, and will run for a period of one year. If Client does not notify FSC of its intention to end the agreement on or before May 1, 2023, this agreement will extend for a second year at the price quoted below.
- FSC work on this project will not begin until all requested information from Client has been received by FSC and FSC has the necessary access to Client's routing system.

## **Pricing Proposal**

### **Core Products & Services**

Service	Year 1 Price	Year 2 Price
Routing Services	\$32,000	\$40,000

Pricing is based on 75-85 General Education routes, including a limited number of shuttles and mid-day routes. Should the routed bus count change by 10% or more, we reserve the right to revisit service pricing.

### **Additional Work**

As outlined above, this proposal includes up to 80 hours per contract year of route optimization, scenario modeling, routing analysis or other routing consulting. Any time required above and beyond this threshold can be provided at a rate of \$150 per hour.

The parties hereto have caused this SOW to be executed by their respective duly authorized representatives as of the Effective Date set forth above.

**Community Unit School District 308**  
(Client)

(Signed)

Jennifer Johnson  
(Name)

Secretary – Board of Education  
(Title)

September 12, 2022  
(Date)

**First Solutions Consulting, part of First Student, Inc.**  
(FSC)

(Signed)

(Name)

(Title)

(Date)