APPLICATION FORM

All applications must include the following information. Separate applications must be submitted for each eligible program. **Deadline: June 1, 2016.** Please include this application form with electronic entry.

PROGRAM INFORMATION

County: **Henrico County**

Program Title: Using ZippSlip to Improve Pupil Transportation and Parent Communication

Program Category: **Transportation**

CONTACT INFORMATION

Name: **Cristol Klevinsky**

Title: **Management Specialist**

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SIGNATURE OF COUNTY ADMINISTRATOR OR CHIEF ADMINISTRATIVE OFFICER

Name: **John A. Vithoulkas**

Title: **County Manager**

Signature:

Short Overview

Henrico County Public Schools' Pupil Transportation Department needed a way to deliver bus information to parents without having to print bus-stop lists and individual student labels; and to receive, process, and report transportation changes based on parent requests. Since 2013, Henrico Schools has been using online software for K-12 schools that automates paper forms and transactions that go between parents and their students' schools. By adapting this tool for transportation needs, we aimed to save money on paper; reduce the workload of transportation and school staff members; and provide more efficient delivery of information.

First, we created a Bus Stop Form and a Transportation Change Form in ZippSlip. We worked with our application development team to establish feeds from the student information system to ZippSlip so that the latest bus information was display all school year. We trained the staff to extract any change requests daily directly from the ZippSlip system for processing as opposed to waiting for the manual forms to be delivered through inter office mail. The solution we created streamlined efforts; created data that can be exported and reported; and made parent and staff efforts more efficient.

The Problem/Challenge/Situation

The paper methods previously used to inform Henrico families about bus-stop information were cumbersome and too-quickly out of date. Distribution also required printing individual student labels. When parents needed to request a change to their children's bus stop assignment, they filled out a paper form and returned that to their child's school; school staff members in turn passed that on by fax or through inter-office mail to Henrico Schools' transportation department. Sometimes problems would arise when parents' handwriting was hard to read, or they didn't complete all the elements of the form. Data had to be entered by hand into Excel spreadsheets.

Making changes was labor-intensive, took too much time and allowed for too many potential

mistakes.

How the Program Was Carried Out

ZippSlip is an existing product we purchased in the fall of 2013 to be used for collecting data

and updates to existing school forms electronically. In fall of 2015, the Henrico County Public

Schools Transportation Department and Operational Technology met and collaborated on ideas

to help deliver bus information and collect bus change requests electronically. At that time, the

only place to obtain bus information or bus change forms was through the child's school and

only available by filling out a paper form or creating bus labels.

We completed a needs-assessment, defined and documented the requirements and listed any

concerns. During our sessions, we reviewed the many scenarios involved with the collection of

bus change forms and delivery of bus stop information and defined the pain points. The manual

collection of change requests, the time it takes to receive the request on paper, the chance it

may not make it to the transportation office, the cost of paper, toner and of course labels for bus

stop information distribution.   From there, we discussed ZippSlip as a potential solution.

Once we settled on using ZippSlip as an online option for collecting information from the

parent/guardian, we began creating forms and establishing protocols for all users

(parent/guardian, schools and transportation). From there we began identifying training needs,

developing communication plans and establishing timelines. Our goals were to reduce paper,

process forms with efficiency and speed and deliver the finished result with as little effort as

possible. In addition, we discussed the ability to report statistics such as the number of requests

received, peak times for those requests, and provide a list of reasons for the request (daycare, divorce parents, etc).

We created packets that reside on the parent/guardian dashboard. Once the user logs in, they will see any packets pertaining to their students. They select a response option and depending upon the protocol, they either complete required fields or they can review information and confirm that they saw it. For example, bus stop information is listed and updated all year long. Parents simply confirm they received it and the transportation office decided to ask parents if the information was correct the first time around. This allows the transportation office as well as the school to see who received the information and we were able to report whether or not it was correct the first time they viewed it.

Objectives:

The objectives were to display bus information by student through a secure online portal; to collect transportation change requests through a secure online portal; and to process those requests through exports.

Time Frame, 2015 (Development and Implementation):
- April: Created forms (bus information and transportation change request forms)
- May: Established connections to allow for bus information to feed from our student information system to ZippSlip
- June: Tested forms with mock data
- July: Delivered communications to the schools and trained transportation and school staff members
- August: Reviewed final forms

- September: Implemented and launched for parents

Clientele:

The clientele was comprised of parents and students; schools; and the school division's

transportation department.

County's role in implementation:

From development to implementation, this was handled through a product that we currently use

to complete school forms at the start of each school year. We were able to use this same

product to create a transportation solution.

This program was used:

- A vendor-hosted Zippslip website, LINK

  https://www.zippslip.com/ZippSlip/PermissionManager/VA/Henrico/Henrico%2bCounty

Financing and Staffing Cost

The ability to use a product which is already under contract as a solution saved many dollars.

The current annual contract is $1.25 per student and gives us the capability to expand up to

unlimited number of programs. We can create up to 200 forms per year within that contract.

Program Results

By using the ZippSlip product, we accomplished the task of being able to display bus

information, by student, through a secure online portal. Parents log into Zippslip, provide the

website address;

https://www.zippslip.com/ZippSlip/PermissionManager/VA/Henrico/Henrico%2bCountyon their

account's dashboard is a packet called "Bus Stop Info." Once they review their children's bus-stop information, they're asked to confirm whether or not the information is correct. If they select "No," they're advised to go to a transportation change form on the same dashboard and complete the information. The bus stop information and transportation change form packets are available throughout the school year to display bus information and accept parental requests for changes. Bus information is reflected in real time; once a request is approved and processed, the student's bus information will be updated and fed to ZippSlip.

When a parent submits a transportation change form through the online portal, the HCPS Transportation Department can quickly and easily export the requests as Excel spreadsheet documents, using specific date ranges. The department's workflow has completely changed because of the efficiency of this new process. Staff members in the transportation department now report fewer phone calls, fewer faxes and a general reduction of issues related to transportation communication with parents. Because parents fill the forms out online using prepared fields from our student information system and dropdown selections, there are also fewer problems deciphering handwriting. This helps us process families' requests sooner.

Program Outcomes:

- 763 bus change requests have been processed through the online portal since the program was initiated.
- The transportation department is now often able to turn around requests for changes in less than one day.
- There are now fewer demands on school staff members, who previously relayed transportation requests schools via fax or inter-office mail.

- Transportation staff members now encounter fewer issues with processing submissions.

Brief Summary

This process was a new service offered to Henrico County families with children using HCPS transportation to attend a public school or HCPS program.

It produced measurable results by enhancing employee productivity and streamlining the services offered to our constituents.

The collaboration between the HCPS Technology and Instruction departments (both elementary and secondary) has been a model for success. We were able to capitalize on our collective strengths and knowledge by examining the history of PowerSchool implementation at the secondary level. Throughout the pilot program period, the technology department worked to create the necessary structures for greater support. The department also worked hard to remain responsive to individual school needs. In like manner, the instructional leadership team provided the necessary perspective throughout the pilot. This teamwork led to the program's ultimate success.

Supplemental Materials

Sample bus stop information form:

Activity Name: {ActivityName}
Child: {ChildName}

Electronic Form : Bus Stop Information

School {SchoolName}:   Grade {StudentGrade}   Teacher: {HomeRoomTeacher}

Name:

_____

Morning Bus Information
_____

The Bus Number contains a directional symbol which represents which zone office manages that route. Example: E = Zone 1 East

Bus Number   Pick Up Time

Bus To   Morning Stop Location

Contact Info for the Zone Offices:

E = Zone 1 – East Area - Office: (804) 236-5772, W = Zone 4 – West Area - Office: (804) 217-6273, N = Zone 2 – North Area - Office: (804) 261-5075, NW = Zone 3 – Northwest Area - Office: (804) 727-8618, NE = Zone 5 – Northeast Area - Office: (804)328-3454

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Afternoon Bus Information
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The Bus Number contains a directional symbol which represents which zone office manages that route. Example: E = Zone 1 East

Bus Number   Drop Off Time

Sample transportation change form:

Activity Name: {ActivityName}
Child: {ChildName}

Electronic Form : Transportation Change Form 15_16

Note: This form is used to request a change to a bus stop location.

IMPORTANT - PLEASE READ - Complete sections 1, 2 and 3 for all requests. The HCPS Department of Transportation will notify the parent(s) when the request has been processed. Requests may take up to five business days to complete.

Stops are not subject to relocation except for safety concerns determined by the Pupil Transportation Department, County Traffic Engineer and/or County Division of Police. School Board policy sets acceptable distances to stops at .30/mile - elementary and .50/mile - middle and high school.

Date of Request:

[   ] 📅

What is the best way to notify you if your form is approved?
- ○ Email
- ○ Phone

Note: If your request is denied, you will receive a letter in the mail.

Which best describes your request?
- ☐ New Student   ☐ Change of address
- ☐ Change in bus stop location   ☐ Review of current bus stop
- ☐ Other

STUDENT INFORMATION: If you have more than one student in the same school, you can use one form. If you are completing this form for multiple schools, you will need to complete a form for each school.

Please Select Your Child's School Level (Elementary, Middle or High):

[Please Select ▾]

Student Name: **Student Grade Level:**

[   ] [   ] [   ]   [Please Select ▾]

Do you have additional students at this school that will need the same bus change?
- ☐ Yes ☐ No

Parent Name: {ParentName}   **Parent Email Address: {ParentEmail}**

[   ] [   ]   [   ]