

Pinellas County School Board

Bus Driver Climate Survey

Results

Assessment, Accountability & Research

July 2013

**Pinellas County School Board
Bus Driver Climate Survey Results
2012-2013 SY**

Executive Summary

Purpose

The Pinellas County School Board's (PCSB) Assessment, Accountability & Research (AAR) department conducted an online climate survey during the spring of 2013 for district bus drivers. Bus drivers are members of the Transportation department deliver a specific service to the schools. The purpose of this survey is to obtain bus drivers' perceptions of the overall district climate of the schools they serve.

AAR met with the Associate Superintendent of Operational Services and the Director of Transportation to discuss the climate survey. AAR presented questions for review and a distribution timetable for the survey. Although the climate survey was previously administered by paper and pencil, this year's survey was administered online in order to minimize cost and provide bus drivers an extended period of time to complete the survey.

Methodology

Flyers announcing the survey were distributed in the driver's lounge and in the bus drivers' office mailboxes at each of the compounds. Assessment, Accountability & Research (AAR) obtained a list of bus drivers (520 employees) from the Transportation department. AAR emailed a memo to the bus drivers' PCSB email addresses with directions and a link to the survey; the survey was open for seventeen days.

There were thirty-one likert questions on the survey. Bus drivers rated their agreement levels for each of the statements from the following options: Strongly Agree, Agree, Disagree, and Strongly Disagree. The final results are organized in Table 1. The results were collapsed into Agreement and Disagreement columns. Strongly Agree and Agree responses were aggregated to form the Agreement column; Disagree and Strongly Disagree were aggregated to form the Disagreement column.

Out of the 520 bus drivers, a total of 64 (12.3%) responded to the survey. There is a 90% confidence level that the results are reliable with a margin of error of $\pm 9.7\%$. However, caution should be exercised when interpreting these results. Individual bus drivers are assigned to one of the six bus compounds which serve schools throughout the district. The specific bus compound where the 64 respondents are located cannot be determined from the responses. As a result, there is not sufficient evidence that the results are an acceptable representative sample of the bus drivers as a group.

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Table 1
Climate Survey Results

Please indicate your level of agreement with the following statements:	Agreement		Disagreement		Total
	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>
1. I have confidence in the ability of district leaders.	33	51.6%	31	48.4%	64
2. District leaders keep people informed about what's going on.	23	35.9%	41	64.1%	64
3. District leaders listen to other staff.	19	29.7%	45	70.3%	64
4. Keeping high levels of health and safety is a priority of this organization.	36	56.3%	28	43.8%	64
5. We are given all necessary safety equipment and training.	41	64.1%	23	35.9%	64
6. Staff are aware of their occupational health and safety responsibilities.	46	71.9%	18	28.1%	64
7. Supervisors engage in good safety behavior.	44	68.8%	20	31.3%	64
8. There is good communication across all departments of this organization.	11	17.5%	52	82.5%	63
9. I am encouraged to give feedback about things that concern me.	27	42.2%	37	57.8%	64
10. The rewards and recognition I receive from this job are fair.	24	37.5%	40	62.5%	64
11. This organization fulfills its obligations to me.	33	51.6%	31	48.4%	64
12. I am satisfied with the income I receive.	4	6.3%	60	93.8%	64
13. I am satisfied with the benefits I receive.	28	43.8%	36	56.3%	64
14. My performance is reviewed and evaluated often enough.	44	68.8%	20	31.3%	64
15. The way my performance is evaluated is fair.	30	46.9%	34	53.1%	64
16. The way my performance is evaluated provides me with clear guidelines for improvement.	28	43.8%	36	56.3%	64
17. I have confidence in the ability of my supervisor.	42	65.6%	22	34.4%	64
18. My supervisor listens to what I have to say.	48	75.0%	16	25.0%	64
19. My supervisor gives me help and support.	46	71.9%	18	28.1%	64
20. My supervisor treats me and my work colleagues fairly.	47	75.8%	15	24.2%	62
21. The schools I serve give me help and support.	29	45.3%	35	54.7%	64
22. The schools I serve treat me with respect.	39	60.9%	25	39.1%	64
23. I am part of the team at the schools I serve.	32	50.8%	31	49.2%	63
24. I am given opportunities to develop skills needed for career progression.	36	57.1%	27	42.9%	63
25. This organization offers services that are high quality.	33	51.6%	31	48.4%	64
26. This organization understands the needs of its customers.	33	51.6%	31	48.4%	64
27. Customers are satisfied with our services.	36	56.3%	28	43.8%	64
28. I feel a sense of loyalty and commitment to this organization.	43	67.2%	21	32.8%	64

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Please indicate your level of agreement with the following statements:	Agreement		Disagreement		Total
	N	%	N	%	N
29. I am proud to tell people that I work for this organization.	42	65.6%	22	34.4%	64
30. I feel emotionally attached to this organization.	32	50.0%	32	50.0%	64
31. I am willing to put in extra effort for this organization.	54	84.4%	10	15.6%	64

Note. Agreement is the combination of "Strongly Agree" and "Agree" responses. Disagreement is the combination of "Disagree" and "Strongly Disagree" responses.

At the end of the survey, bus drivers were given the opportunity to add comments about any of the survey topics. The comments section was limited to 250 characters. Comments are collected and presented as written; AAR does not edit the comments. Table 2 contains the twenty-four comments expressed by the bus drivers.

Table 2
Comments from the Climate Survey

Comments:
<ul style="list-style-type: none"> • A lot of ways to earn extra income are passed out to external organizations. Also, instead of getting help on troubled routes, i have been told to "just drive the bus" when clearly a bigger problem exists and was explained • BIG difference between opportunities 4 career growth offered 2 ALL SUPPORT & B.D.'s. Ex: the hrs scheduled & the MAJOR DIFFERENCE n rules...B.D.'s must use P.T. & FORFEIT the perfect attendance \$ n order 2 advance. • Communication is not easily addressed and accessed using current means • Disappointed in response from bus maintenance when requests are made • Do not feel appreciated!!! The organization only cares that we show up for work!!!!!!! • Fos,lie,stress u out and make your job more difficult and show favoritism, they need cameras in there offices. She doesn't do her job and is making racial comment about our personal life we need a survery for our FOS • I feel schools feel bus driver are inferior. When we are at a school we are locked out or have to travel from the back of the school to the front of the school and sign in. last I checked my name tag has Pinellas county schools on it. • I feel that when students are added to a route that the correct amount of time be added to the route in order to be done safely. • I honestly do not understand why some people are still working at this amount of pay, Unless they have retired from another job. Supervisors should be better trained to help their employess. Entirely to many dismissals, a waste of manpower and money! • I hope instead of take away good things add morer good things

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Comments:

- I think the board should rearrange transportation leadership. a circle of friends and family, good ole boy.
 - I would like to see a paystuded that is easier to read. That the pay would be equal to other CDL drivers in the state of Florida
 - MAJOR LACK OF COMMUNICATION BETWEEN SCHOOLS ROUTING AND TRANS. GETTING WORSE. WITHOUT DRIVERS, NO TRANS. DEPT. WE NEED RAISES NOT TEACHERS OR ADMIN. .62CENT RAISE IN 8 YRS.
 - MOST OF US FEEL THAT AT OUR COMPOUND ,OUR SUPERVISOR DOESN'T HAVE A CLUE HOW TO DO HER JOB!!! WHEN SHES THERE !!!!
 - Not a single driver got a pay increase in 6 years. We vote for"referendum money" but never share it. The teachers get annual bonus of approx. \$3800. A 1.2%raise is a slap after losing 7% previously. Others received 15% this year! We're Stupid!
 - our pay sucks we should get cost of living increases should get more than brand new drivers
 - Our supervisors use stall tactics to avoid doing there jobs. Lie on drivers, cameras in the office would level the field. Schools refuses to process referrals. Our pay should be higher as its high risk in traffic. Health insurance is no good.
 - Participant is a Pinellas County Property Tax Payor
 - The organization (especially Routing) is not responsive to its customers. Students(parents) and Bus Drivers.
 - There isa feeling of mistrust by the Drivers I talk to they feel that the department is " out to get them " also we are not getting enough support from some of the schools
 - They, the parents seem to be always right. This is why we have to fill out incident reports almost every day because no one belives the drivers. Why is it a student can get a bus driver fired but the driver can not get the student off the bus?
 - Those in adminstrative roles, need to be removed, or asked to work a support services job to understand those of us in support services.
 - We can't trust our FOS,they lie,make racial comment, don't do there job, show favoritism,make our job feel more like a war zone, they need camera in there office
 - We need more support from the schools being served, less accusations, increase in pay as well as benefits, less expensive insurance, more communication and the list goes on.
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