

OFFERED BY COUNCILORS ERIN J. MURPHY, EDWARD M. FLYNN,
COLETTA ZAPATA, CULPEPPER, FITZGERALD, MEJIA, PEPÉN,
WEBER, AND WORRELL

**CITY OF BOSTON
IN CITY COUNCIL**

**ORDER FOR A HEARING REGARDING BPS TRANSPORTATION
PERFORMANCE AT THE OPENING OF THE 2026–2027 SCHOOL YEAR,
CONTRACTOR ACCOUNTABILITY, AND CORRECTIVE ACTION**



WHEREAS, The opening of the 2026–2027 school year provides new information concerning Boston Public Schools’ transportation performance and whether preparations and operational changes have delivered dependable service; and

WHEREAS, September 30, 2026 reporting by Boston 25 News identified an on-time arrival rate of approximately 80% during the first seven school days, three percentage points below the comparable period last year, and approximately 61% on the first day of school; and

WHEREAS, These results warrant examination of the district’s planning for the new school year, the causes of missed performance targets, and the effectiveness of corrective measures undertaken since the previous school year; and

WHEREAS, Families need accurate route assignments, dependable pickup information, timely notice of disruptions, and clear procedures for obtaining assistance when service fails; and

WHEREAS, Evaluating performance requires transparent information about how on-time service is defined and measured, including whether reported results account for canceled or uncovered routes, missing tracking data, and the actual arrival of students at school; and

WHEREAS, The Council should examine the transportation contractor’s obligations, the district’s enforcement of those obligations, and the operational changes necessary to improve service during the current school year; and

WHEREAS, This hearing will focus on newly available 2026–2027 opening data, school-year readiness, contractor performance, and a corrective-action plan with measurable targets and deadlines;

NOW, THEREFORE, BE IT ORDERED:

That the appropriate committee of the Boston City Council hold a hearing to examine Boston Public Schools’ transportation performance at the opening of the 2026–2027 school year, contractor accountability, and the district’s plan to achieve and sustain reliable service.

The hearing shall examine:

1. Daily morning and afternoon performance from the first day of the 2026–2027 school year through the hearing date, compared with the corresponding period of the previous school year.
2. The definition and calculation of on-time performance, including treatment of canceled trips, uncovered routes, missing tracking data, and arrival after the instructional day begins.

3. Preparations undertaken before school opened, including route testing, staffing, fleet readiness, and communication of assignments to families.
4. The causes of opening-period service failures and the effectiveness of changes implemented in response.
5. The contractor's applicable performance requirements, available remedies for deficient service, and enforcement actions taken or considered by BPS.
6. A written corrective-action plan identifying responsible officials, specific performance targets, implementation deadlines, and contingency arrangements.
7. Public reporting of progress and procedures for promptly notifying families and resolving service complaints.

Representatives from Boston Public Schools, its Department of Transportation, Transdev, school leadership, and affected families shall be invited to testify.

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