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## Community Consolidated School District 15

Joseph M. Kiszka Educational Service Center  
580 North 1<sup>st</sup> Bank Drive  
Palatine, IL 60067

Daniel W. Lukich, Ph.D.  
Superintendent of Schools

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September 28, 2009

### VIA E-MAIL

Jennifer Mondy  
106 S. Roberts Road  
Inverness, IL 60067

[fcwnews@comcast.net](mailto:fcwnews@comcast.net)

### **Re: Response to FOIA Request**

Dear Ms. Mondy,

This letter is in response to your correspondence dated and received in our office on September 21, 2009, within which you have requested public documents, citing to the Illinois *Freedom of Information Act* ("FOIA"). Below we have responded to your request for information.

Specifically you asked:

- Request:           Records to be copied: "Study/report of complaints received by District 15 regarding transportation for the start of the 2009/2010 school year."
- Response:          There are four pages of information responsive to your request.

This document has been e-mailed to the address you provided.

In accordance with Section 3(d) of FOIA, the District will make available for inspection and/or pick up, by not later than September 30, 2009 (seven working days), those records that are subject to disclosure under FOIA. The District's response contained in this letter intends to be fully responsive to your specific request. If we have misinterpreted your request in any way, please contact me so that we may update our response accordingly. Thank you for your interest in Community Consolidated School District 15. If you have any questions or concerns, please do not hesitate to contact us.

Sincerely,

A handwritten signature in black ink, appearing to read 'D. Lukich', is written over the name of the Superintendent.

Daniel W. Lukich, Ph.D.  
Superintendent



Below are the speakers at the Board of Education meeting, these concerns had been reviewed prior to the meeting without community satisfaction and therefore were brought forward to be heard.

Although the overall community feeling seems to remain present, the actual areas of concern are limited to a few neighborhoods with multiple residents sharing the same opinion of their collective concern. When you consider we eliminated almost half of the door to door services from last year against the number of concerns who are requesting replacement of those past services, the numbers become smaller by area of concern. Combine these requests with the number of concerns that no longer provide a line of vision from the students' residences, the numbers become smaller, yet.

There was a very conscientious effort to the District as a whole community in the establishment of neighborhood bus stops within 2/10 of a mile from students' homes, in most cases, to best facilitate a student regardless of their program or school of attendance. We have provided a very complimentary service in previous years. Although the bus stop locations have been changes, we have not provided less than a service with reasonable expectations.

I would estimated that we have been able to review and evaluate a good percentage of concerns, 40%, separate from the door to door and direct vision concerns, and continue to work through the remaining list. Many duplications and repeated concerns have lowered the overall number of reports to a single concern.

Speaker	Area of Concern	Problem	Response/Resolve
Cara Singer	Silver Lakes	Bus stop moved out of the subdivision to Smith Street	Reviewed - students not walking on Smith, ample area to wait, sidewalks – no change
George Smyrmiotis	Hoffman Estates	Bus stop moved to the next block further from last year. (5 house current distance from home)	Reviewed - residential area, minimal traffic, sidewalks – no change
Ms. Kelly	Harrison Ct.	Used to be picked up in their cul de sac	Reviewed – residential area, minimal traffic, no change
Anupama Pradman	North St.	Neighborhood had multiple stops in previous years	Reviewed – residential area, sidewalks, improvements, minimal traffic
Cynthia Jeon	Bradwell Rd	Children have to walk – no sidewalks	Reviewed – minimal distance, no conditions to change (Linda Fleming has given a house stop without authorization)
Pauline Carlson	Whitehall Drive	Children have to walk to different bus stop	Reviewed – minimal distance and traffic, no change recommended
Charles Swietlik	Brookwood Condos	Accustomed to house stop from previous year.	Very minimal distance to entrance of complex, no change
Hon Jiang	Hoffman Estates	House stop desired	Paid Transportation area, no rationale to create a house stop.

Speaker	Area of Concern	Problem	Response/Resolve
Joanne Wentz			
Krassimira Spassova	Kevin Ct., (Old Hicks Rd)	Bus stop out of line of vision	Supporter of Charles Swietlik
Desislava Trendafkova	Same as above		Student has to walk to next corner, does not cross main street, minimal walking distance
Ewa Bochenski Anna & Edward Fiscu	Carriage Way Condos	Bus stop no longer door to door, not convenient	Supporter to neighbor above
Doug Watson	Hoffman Estates	Bus stop no longer in line of sight	We have three centrally located stops established within the complex for students
Stephanie Stanke	Inverness	Bus stop no longer door to door	Residential neighborhood (Same area as Smyrnitotis)
Erin Nichols	Cedarwood Ct	Bus stop located on Hicks @ Old Bridge	Residential neighborhood, minimal traffic, no existing hazards
John Coombes	St Thomas	Children have to wait on Middleton Ave, accustomed to door to door service	Reviewed, bus stop relocated to Old Hicks @ Cedarwood Ct for all schools
Krista Budzisz	St. Theresa	Children have always had a door to door bus stop	Area meets satisfactory evaluation, no change
Transportation Change	Marion Jordan	Chambers & Lichfield (North) Overload of students at one corner, more than 25	Children are walking less than a block, residential neighborhood, no hazardous conditions
Transportation Change	Frank Whiteley	Olmsford & Mumford Dr	Added bus stop at Lichfield & Somerton
Transportation Change	Bus Stop to Bus Stop Changes	Various Neighborhoods and Schools	Relocated the bus stop into two: Olmstead Dr & Jade Ln as well as Mumford Dr & Topaz
Outstanding Requests	Parochial Students	Parochial students have been given door to door service, previously. Change of past practice remains to have unsatisfied parents	Relocated many students through telephone requests, via bus drivers from parents, and via schools to transportation. Conservative estimate, 50 students
			Neighborhood bus stops were created to facilitate all students regardless of program or school of attendance. This does result in situations where single students may be waiting at a bus stop.

Speaker	Area of Concern	Problem	Response/Resolve
Outstanding Requests	Paid Transportation	Past practice granted door to door service for paid riders which is a contradiction to the application statement.	With regards to bus stops all students are treated equally whether they are paid riders or free. We do not anticipate changing this.
Outstanding Requests	Hoffman Estates	In previous years transportation services had been granted street to street and sometimes mid block and routed so students did not cross the street even on side streets with minimal traffic.	Another change of past practice. We do not require students to cross streets with more than 2 lanes that we consider to be high traffic. Children can cross the street upon the bus stop signal released and direction received from the bus driver. Parent supervision supports and maximizes safety. We do not anticipate changing this.
Outstanding Requests	Silver Lakes	In previous years, transportation has been served within their community. This is a neighborhood within the 1 ½ mile walking distance to Lincoln which have been transported due to the need to cross Smith Street.	Currently, students living on the east side of Smith Street cross with the assistance of a crossing guard. We do not anticipate changing this.
Outstanding Requests	Jack Pine Court neighborhood	In previous years transportation has served this community with multiple stops in a dense area	This neighborhood has sidewalks, curbing, minimal traffic, residential speed limit. Very low on hazardous condition level. We do not anticipate changing this.
Outstanding Requests	Middleton Ave Community	In previous years, this neighborhood has been served by two distinctive areas of school attendance (MJ and SRP)	Parents have expressed discomfort having students from these two schools board and unboard their buses in close proximity to one another. We do not anticipate changing this.
Transportation Concern	Personnel	There is a perception based on the community response and past practice that the new system jeopardizes student welfare	We need to reinforce to transportation office personnel the effectiveness of their initial training and job responsibilities to provide a cooperative of safety and effectiveness to our transported population.
Transportation Concern	Unauthorized Bus Stop Creation	I am discovering that new bus stops are being created authorization and without proper placement creating problems for citizens who are requesting similar services. This greatly complicates the fair resolution of problems and concerns.	We need to address personnel to define job responsibilities and liabilities to them and the district. The transportation department needs to work with the same mission, procedures and protocols – in short as a consistent team.
Transportation Concern	Unapproved Route Changes	Routes are changed without management direction or authorization at the discretion of bus drivers	We need to evaluate recommendations received from employees before acting on requests.

<p>Transportation Concern</p>	<p>Customer Service</p>	<p>When customers call the transportation office they are often receiving less than professional responses from some office staff. Many of the comments that have come back to us is that blame is being placed on administrators by our some members of our own office staff. This only serves to complicate the process and polarizes the issues further</p>	<p>Remind personnel although residents may be unhappy with the changes, we need to support the decisions, explain our purpose, listen to their concern and apply changes as necessary. The transportation department needs to work with the same mission, procedures and protocols – in short as a consistent team. Office employees need to be addressed when we receive specific information that contact with parents has been less than professional.</p>
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