

DONNA MARTER

SUMMARY

Transportation professional with over 30 years of successful experience in the industry. Excellent reputation for resolving problems, improving employee satisfaction and staff moral. Ability to manage the pressures and stress associated with a deadline-oriented atmosphere and customer service issue. Demonstrates skill in making independent decisions in support of company policies and procedures in a timely manner. Eager to contribute to team success through hardwork, excellent organizational skills and attentions to detail.

EXPERIENCE

Assistant Transportation Coordinator

Middletown Board of Education

06/2021-present

- Develops routes and constructs schedules for pupil transportation
- Ensures the timely preparation of routes and schedules for school bus operation to maximize safety and cost effectiveness.
- Ensures that safe riding practices are followed
- Modifies schedules to support special activities, athletics and school closures.
- Maintains accurate student data in routing software
- Following and ensures that all special needs students are put on the appropriate routes with any and all required needs as per transportation request forms and each students IEP.
- Communicates with contractors and addresses any and all concerns brought up by parents and/or the district
- Assists with preparation of state reports
- Handles all contracts with bus contractors and district jointure contracts
- Develops routes for the school years as well as for the extended school year maximizing efficiency.
- Assists with the development of the budget

Site Supervisor

Jay's Bus Service, Middletown, NJ

01/2017 to 5/2021

- Manage all aspects of daily transportation by coordinating personnel and developing efficient routes and workload schedules
- Serve as a point of contact for school boards and parents on subjects such as routing buses, student behavior and personnel issues
- Attain compliance with DOT and DOE regulations by maintaining driver qualifications, files, permits and equipment files
- Closely monitor operations to ensure staff adheres to administrative policies and compliance regulations
- Foster a work environment that maximizes employee morale and engagement
- Ensure that driver/aids complete required safety training and attend mandatory safety meetings
- Communicate all emergencies, delays due to weather and schedule changes to staff and boards of education
- Handle incoming calls and emails from customers, staff and parents regarding issues with routes or student management

- Respond to emergency situations, accidents, student management and follow up with all pertinent paperwork and phone calls.
- Hire and schedule training for all new drivers and aids
- Review drivers' hours and submit payroll
- Maintain a class B license with a P and S endorsement and clearance from the NJ DOE

School Bus Driver

Island Charters, Staten Island, NY

06/2015 to 08/2017

- Operate the bus safely
- Maintain safe and timely route completions
- Obey all local traffic rules and regulations
- Perform all bus driving duties and passenger interactions with professionalism
- Adher to all scheduled routes to ensure timely drop-offs and pick-ups at all locations
- Transport students safely between destinations while following prescribed routes
- Conduct pre-trip inspections of bus to ensure safe operation

Operation Manager

Island Charters, Staten Island, NY

08/2012 to 06/2013

- Hire, train and ensure all drivers are compliant with DOT and DOE regulations
- Plan and establish transportation routes, work schedules and assignments
- Update vehicle logs, and billing statements with accuracy and efficiency
- Direct all dispatching, routing and tracking of all school buses
- Handle incoming calls and emails from various customers
- Review, prepare and submit bids
- Work closely with garage to oversee the repair and preventive maintenance of vehicles and other equipment
- Evaluate and adjust routes on daily needs, available workers, traffic hazards and weather conditions

President, Owner

Greenwood Bus Service, Matawan, NJ

07/2004 to 06/2011

- Oversee entire operation of the bus company
- Hire personnel, dispatchers, mechanics and supervisors
- Apply interpersonal and customer service skills as point of contact for customers on subjects such as staff, vehicles, and personnel issues
- Increase contract and fleet size significantly in six months
- Obtain contracts with DOT compliance drug and alcohol testing facilities
- Obtain contracts with multiple school districts
- Develop a reputation as an outstanding performer within the transportation industry
- Review, prepare and submit bids for various boards of education

SKILLS

Microsoft Office, Forward Thinking, VersaTrans Proficient, Transportation and Logistics Planning, Scheduling Proficiency, hold certification as a Transportation Supervisor from Rutgers University