**Capstone project (CKME136)**

Keerthipriya kondru

**Bus Breakdown and Delay**

**Introduction**

The Bus Breakdown and Delay system collects information from school bus vendors operating out in the field in real time. Bus staff that encounter delays during the route are instructed to radio the dispatcher at the bus vendor’s central office. The bus vendor staff are then instructed to log into the Bus Breakdown and Delay system to record the event and notify OPT. OPT customer service agents use this system to inform parents who call with questions regarding bus service. The Bus Breakdown and Delay system is publicly accessible and contains real time updates. All information in the system is entered by school bus vendor staff.

Create analytic model to answer the following questions:

1. Identify the cause of delays.
2. Identify the most delayed route.
3. Identify the bus company causing the most mechanical problems
4. Has contractor notified school and parents about the delay? If no, identify which company contractor didn’t notify about delays.
5. Which school is affected the most by the delays and their reasons?