THE EXPERTS
Robson Forensic

ANGELA ALLEN
School Bus and Commercial Transportation Expert

PROFESSIONAL EXPERIENCE

2026 to Present — **Robson Forensic, Inc.**
Associate
Provide technical investigations, analysis, reports, and testimony toward the resolution of claims and litigation involving the transportation of school students and passengers, including school bus and commercial transportation; driver hiring and training; driver actions; transportation safety, and transportation accommodations for students and adults with disabilities.

2022 to 2025 — **LYNX Transportation**
Training Instructor

- Oversaw daily transportation operations for a large metropolitan transit system, ensuring strict adherence to DOT regulations, safety standards, and internal company policies.
- Conducted routine safety audits, verified driver certifications, and maintained regulatory documentation for over 100 drivers and vehicles.
- Developed and managed preventative maintenance schedules in coordination with fleet services; monitored vehicle health, track repairs, and minimized service downtime.
- Led investigations and resolution of customer service concern.
- Maintained high standards of service reliability and passenger satisfaction.
- Utilized Trapeze scheduling software to optimize route efficiency, analyze operational data and generate performance reports.
- Collaborated with cross-functional teams to improve operational workflows and implement cost-saving measures.

2001 to 2022 — **Orange County Public Schools-Transportation Services**
CDL Instructor *2021-2022*

- Provided comprehensive classroom and behind-the-wheel instruction for school bus operator candidates pursuing CDL licensure.
- Prepared training materials and designed curriculum aligned with Department of Education and DMV requirements for school bus driver certification.
- Maintained ongoing communication with DMV officials to stay current on testing standards and regulatory changes.
- Participated in regular professional development sessions to ensure instructional methods remain current and effective.

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Area Manager *2015-2022*

- Directed transportation services for 15 school sites, overseeing logistics, compliance, and scheduling for a workforce of 84+ drivers, monitors, and support staff.
- Spearheaded emergency response coordination, including weather-related events and critical transportation incidents, ensuring student and staff safety.
- Led the implementation of district-wide COVID-19 transportation safety protocols, including vehicle sanitation, PPE distribution, and social distancing compliance.
- Conducted employee performance evaluations, organized professional development workshops, and led strategic planning initiatives to enhance route efficiency.
- Served as the primary liaison for law enforcement, school administrators, and parents, addressing incidents and fostering transparent communicationregarding student transportation.
- Successfully turned around underperforming teams through targeted coaching, mentoring, and operational restructuring.

Training Representative *2015-2021*

- Designed and implemented comprehensive training programs for new hires, including modules on Crisis Prevention Intervention (CPI), anti-bullying, and student behavioral support.
- Coordinated monthly physical dexterity assessments to ensure compliance with fitness-for-duty standards for drivers and bus monitors.
- Partnered with Exceptional Student Education (ESE) departments to tailor training for drivers working with special-needs populations including the following training components:
    - Wheelchair and mobility device securements using 4-point tie-down systems.
    - Proper use of CSRS (Child Safety Restraint Systems) and specialized restraint equipment.
    - Correct wheelchair and passenger loading and unloading procedures.
    - Emergency evacuations.
    - Maintenance of training records and certifications.
- Collaborated with IEP teams to develop individualized safety and transport plans for students requiring special transportation accommodations.
- Performed on-the-road evaluations and provided remedial training to address deficiencies and promote continuous improvement.

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CDL Examiner *2009-2015*

- Conducted official CDL road and skills examinations in accordance with DMV regulations and state testing guidelines.
- Maintained accurate records of testing procedures, scoring results, and compliance audits to support quality control and licensing integrity.
- Delivered instructional support and road training to CDL candidates, ensuring a thorough understanding of safety protocols and driving techniques.
- Assisted in covering driving routes during staffing shortages, maintaining consistent transportation services district-wide.

Driver Trainer *2007-2009*

- Provided comprehensive classroom instruction that included standard rules of the road, traffic laws and regulations.
- Facilitated instruction in safe driving practices that included responsible driving habits such as driver awareness and judgement.
- Provided behind-the-wheel instruction in real-time traffic conditions and identified unsafe driving behaviors and implemented corrective coaching.
- Instructed and coached students on vehicle control, parking, highway driving, and defensive driving.
- Facilitated and supported drivers with written and road tests preparation.
- Ensured a supportive and calm learning environment focused on passenger and driver safety.
- Maintained accurate training records and progress reports.
- Promoted responsible driving habits and accident preventions.
- Ensured training vehicles met safety operating standards.

Bus Operator *2001-2007*

- Safely transported students, including those with disabilities and medical conditions, while following strict safety and behavior management protocols.
- Performed daily pre-trip and post-trip inspections, reported mechanical issues promptly and ensured vehicle compliance with safety standards.
- Collaborated with bus attendants to manage student behavior, provide physical assistance and support individualized transport plans.
- Maintained timely communication with dispatch and respond effectively to route changes, delays, or emergencies.

PROFESSIONAL CREDENTIALS

Certified Transportation Safety Institute (TSI) Instructor
Certified Smith System Instructor

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EDUCATION

B.S., Business and Information Management, Seminole State College of Florida, Sanford, Florida
A.A., General Education, Seminole State College of Florida, Sanford, Florida

CONTINUING EDUCATION

Rule Chapter 14-90, Florida Administrative Code: A Review for You-A Course for Bus Transit Drivers, 2025
Florida Department of Transportation's Disability Etiquette for Transit Operators, 2025
The Art of Defusing Conflict: De-Escalation Techniques for Transit Operators, 2025
Curbing Transit Operator Distracted Driving Training, 2025
Reasonable Suspicion Testing Decision Training, 2024

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