



Improved Routing and Customer Service From the Comfort of Home

Thanks to an online portal and new routing software, Texas Central School Bus was able to keep staff safe and productive during Covid-19.



The Challenge

Texas Central School Bus needed to replace their existing online request system as well as their routing system. While this is a daunting task in and of itself, during this the Covid-19 pandemic hit the world and the company found their employees having to work from home where they didn't have access to the company system.

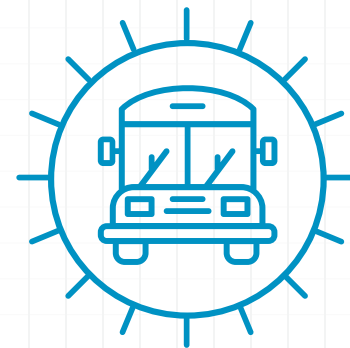
With the uncertainty around when and how school would start again, they wanted to be sure their system was in place and their requestors were able to work from home. School Bus Logistics was brought on board to help with the decision making, transition, implementation, and training.

Our Approach

The transition began with the implementation of Transfinder routing software for the company as it was determined by both teams to be the best fit for their specific needs. In order to make this fully accessible to Texas Central School Bus—and requestors at the schools—the RouteHub online portal was also integrated.

RouteHub is a custom-built, online portal allowing bussing companies and districts to communicate, store, and manage all route requests and changes. The portal also serves as a communication tool between schools and the transportation office—as well as the assigned Route Logistics Specialist from School Bus Logistics. Through the portal, requestors can add, change, and delete students eliminating the time and fallibility of faxing or emailing in request forms.

School Bus Logistics set up more than 100 requestors to work from home during the pandemic. In addition to this, video conference training was provided, along with a how-to guide and ongoing support, to ensure they were able to properly access the system and troubleshoot any issues with the Transfinder software or RouteHub portal along the way.

**CLIENT**

Texas Central School Bus

LOCATION

Texas

TIME FRAME

March 2020

"Rob and his team really helped make the transition from one student transportation provider to another a smooth process by providing great support and customer service. The startup to the school year was much smoother with our bus routes than in previous school years, and a lot of that is due to the hard work of the routing team; the planning they did ahead of time using RouteHub; and the ongoing support they provided to campuses and parents as the year began. Our district has been very happy with the results so far."

Jeremy Turner

MANAGER OF CONTRACT SERVICES
LEWISVILLE ISD
LEWISVILLE, TEXAS

The Outcome

Because of this multifaceted implementation and support, Texas Central School Bus was able to have all of their requesters successfully work from the safety of home during the start of the pandemic.

Their team routed nearly 800 special education students by accessing Transfider and RouteHub from the safety of home. The ongoing support ensures that as things continue to change in the 2020-21 school year, and beyond, Texas Central School Bus has the tools and resources to make sure they are able to best transport the students entrusted to them.

About School Bus Logistics

A business partner of the Colorado State Pupil Transportation Association with more than 50 years of combined routing software and operations experience, School Bus Logistics is a Denver-based business that provides consulting and support to school districts and bussing contract companies. By accurately and efficiently eliminating the challenges of pupil transportation, we can put money back into the hands of school districts and, ultimately, back into the communities they serve.

60%

improvement
in customer
service
response
time

More than
800

students
routed
during the
pandemic

100%

of requesters
were able
to complete
work from
home

TO SEE HOW SCHOOL BUS LOGISTICS CAN BRING TECHNOLOGICAL ADVANCEMENTS TO YOUR DISTRICT, CONTACT US TODAY.

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[SchoolBusLogistics.com](https://www.schoolbuslogistics.com)

720.204.8493
SALES@SCHOOLBUSLOGISTICS.COM