

CUSTOMER Q&A WITH TULSA PUBLIC SCHOOLS

Tulsa Public Schools serves a 177 square-mile area and is the second largest school district in Oklahoma. The district has nearly 39,000 students at 82 different schools and owns a fleet of more than 200 school buses and a white fleet of some 300 vans, trucks and cars used for maintenance and other services.



WHAT PROBLEMS, ISSUES OR NEEDS LED YOU TO ENGAGE TRANSPAR?

With such a large fleet, we wanted to ensure that we offered the highest quality service in the most efficient manner possible. We needed an organization with deep expertise in fleet management to transform our transportation department into a more efficient, well-run and cost-effective operation.

WHAT MADE YOU CHOOSE TRANSPAR? WHAT MADE THEIR SERVICES STAND OUT FROM OTHERS?

TransPar emerged as the leading service provider to help us rightsize and renew our fleet. They had the experience, a stellar reputation and a high-quality proposal that made them the clear choice.

WHAT HAVE BEEN THE GREATEST BENEFITS OF WORKING WITH TRANSPAR? CAN YOU SHARE SPECIFICALLY HOW THEIR TEAM HELPED YOU REACH YOUR GOALS?

The deep expertise of our onsite team and the resources available within the larger TransPar organization are definitely the greatest benefits of our relationship with the company. They help us address issues and problems and are always coming up with new solutions and ways to do things. Moreover, our TransPar Director has the ability to pick up the phone and draw on the

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experience of the entire TransPar team. For us that means access to more ideas and resources that help us more effectively deal with day-to-day transportation challenges and fuel continuous improvement in our operations.

We also value and appreciate their approach to our contract. They have immersed themselves in our school district.

Our initial goals included lowering expenses by reducing overtime pay, fuel costs and inventory. TransPar has helped us take great strides toward reaching those goals. They facilitated a Bell Time Task Force that made significant bell time changes that reduced buses and costs. They oversaw the sell-off of our excess fleet, improved driver recruitment and reorganized the transportation staff to better serve the district.

WHAT HAVE THE IMPLEMENTATION PHASE AND ONGOING RELATIONSHIP BEEN LIKE?

The course we set was challenging from a change management perspective but the implementation went well. We retain ownership of our fleet and employ the drivers, mechanics and other transportation staff but we outsource management of our fleet to TransPar, which provides our Transportation Director and an additional employee. They began by evaluating bell times and optimizing our fleet of buses and staff through route management. My interaction with our local TransPar team has been great.

HOW IS TRANSPAR TO WORK WITH?

The TransPar team approaches their relationship with the district as a true collaboration; they always have our best interest at heart. They provide outstanding customer support and are very responsive. The local team is proactive in sharing thoughts and ideas on ways we can do things differently or things we should explore to make our operation better and better.

CAN YOU CITE AN EXAMPLE OF HOW TRANSPAR WENT “THE EXTRA MILE” TO SERVE YOU?

Their ongoing effort to make sure their management services are supporting and addressing the needs of the district is clear. We had some challenges recruiting drivers last summer and TransPar stepped in to share new recruiting strategies and support our recruiting efforts with stronger training and onboarding materials that allowed our new drivers to hit the ground running at the start of the new school year.

HOW IS TRANSPAR ALIGNED WITH THE VALUES THAT DRIVE YOUR SCHOOL DISTRICT?

Getting children safely to school on time and back home again is our priority and TransPar helps us do that.

HOW HAS WORKING WITH TRANSPAR MADE YOUR JOB AND/OR WORK LIFE EASIER?

Knowing that our system is being managed by people who understand the transportation business and school district operations makes my job much easier. From the design of the routes to the way we respond to incidents, TransPar provides great customer service. They are really good at creating and monitoring data and information so we are constantly improving our performance.

WHAT SURPRISED OR PLEASED YOU THE MOST ABOUT WORKING WITH TRANSPAR?

I have been pleasantly surprised by the variety of resources and depth of information they can access. We have learned from their expertise and leverage it daily to solve problems. That's a big plus for a department that otherwise would be limited to local practices and information.

WOULD YOU RECOMMEND TRANSPAR TO OTHERS?

Yes, I would recommend TransPar services to other transportation departments. They provide a high level of very good experience that has helped us transform an operation that was less than efficient and effective into one that is well-run and provides outstanding service to our school district families.

About TransPar

TransPar is a leading organization that offers an array of products and services representing the most comprehensive and responsible services in the student transportation industry. And we do this all while keeping your students safe and improving the cost and quality of your school transportation operation.

Our experience with student transportation programs of all sizes includes school districts that own and operate their own school bus fleet, school districts that utilize contractors, and school bus contractors themselves, thereby allowing us to provide innovative solutions to the entire spectrum of student transportation needs.

TransPar provides Management and Staffing Services to develop solutions for difficult operational questions and problems; Advisory Services to deliver resources and expertise that transportation contractors and organizations often cannot access on their own; and Fleet Management Services and Technology Products to help customers create the strong foundation necessary to support effective service delivery. So no matter your needs, we are your all-inclusive solution to creating a successful, reliable, and profitable student transportation program.