

# CUSTOMER Q&A WITH PAULDING COUNTY SCHOOL DISTRICT

Paulding County Schools is a public school district located in Dallas, Georgia. The district serves more than 30,000 students enrolled in 19 elementary schools, 9 middle schools and five high schools. It owns and operates a school bus fleet that transports more than 21,000 students over 13,000 miles each school day.



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

We had two areas of concern. First, we wanted to make sure that we were operating as efficiently as possible with our existing personnel, fleet and resources. The second area of concern was growth. As a bedroom community for Atlanta, we are the second fastest growing school district in the State of Georgia. We needed a 10-year plan to manage that growth as efficiently as possible.

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

We needed a group with the expertise to take an outside, objective look at our operations. We learned about TransPar at a meeting of the State Department of Education's Regional Education Services Agency and through personal connections. After researching their experience, checking references and talking with TransPar, it was clear that they were the perfect choice to meet our needs. They had the credentials and the experience we were looking for.

Trey Studstill  
Executive Director of  
Transportation  
Paulding County School District  
Dallas, GA



**Safety is our number one priority. We are committed to providing safe, consistent, reliable transportation. We also work hard to be good stewards of Paulding County taxpayer dollars. TransPar's focus on efficiency and optimization are well-aligned with these values and priorities."**

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

It all boils down to expertise in the field of transportation management. TransPar has worked with a very diverse group of clients representing school districts across the country. From large to small, urban to rural, they have seen it all. Their knowledge of what works and what doesn't to solve a wide array of problems is very valuable. They applied these best practices to create a custom strategy for our school district.

TransPar not only did exactly what we asked, but they went above and beyond what we paid them to do. We tend to lose perspective and often have blinders on when we do the same job day-in and day-out. It takes an outsider, with no ties to existing policies and procedures, to look at an organization from the 30,000-foot level and confirm what we're doing right and where we need to make improvements. At the end of our engagement with TransPar, we came away with a professional and thorough picture of what we're doing right and how we can move forward with a three-tiered bell system to meet the challenges of a growing student population.

## **WHAT HAVE THE IMPLEMENTATION PHASE AND ONGOING RELATIONSHIP BEEN LIKE?**

TransPar did their homework before they got here. Then they came on-site and met with all stakeholders – administrators, principals, drivers, mechanics, students and parents. Then they observed our operations at the main office and individual school levels, analyzed our current routing system, and reviewed our transportation policies and practices. Their professional yet laid-back style put everyone at ease from the get-go.

## **HOW HAS TRANSPAR HELPED MAKE YOUR OPERATIONS MORE EFFICIENT AND/OR HELPED YOU SAVE MONEY?**

Moving to a three-tier approach will result in significant savings. Adding a third bell time will help us optimize the efficiency of our existing vehicles and workforce and catch up with the growth curve over a period of years. This will significantly delay the need and added costs of hiring more drivers and acquiring new vehicles.

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

TransPar team members went the extra mile every day. They were very knowledgeable and extremely easy to work with. They arrived on-site with their sleeves rolled up and ready to dig in every day. Members of any organization can get defensive when outsiders come in and dig through their work, but TransPar's cooperative and relaxed approach created a laid-back atmosphere that put everyone at ease and led to outstanding results.

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

Safety is our number one priority and is a group effort. We are committed to providing safe, consistent, reliable transportation and we strive to continually improve services to students and parents. We also work hard to be good stewards of Paulding County taxpayer dollars. TransPar's focus on efficiency and optimization are well-aligned with these values and priorities.

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

It helped greatly to have a third-party evaluation of what we are doing. TransPar is very professional and helped to reinforce many of the policies and procedures we already have in place. They compared our operations and structure to school districts similar in size and in similar locations and made unbiased recommendations on where we need to go. This adds credibility to the processes we are working to implement and that makes my job much easier.

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

I was very pleased that TransPar found very few deficiencies in what we are doing. They confirmed that we're doing a good job in safety and routing and that, overall, we run a very efficient operation.

## **WOULD YOU RECOMMEND TRANSPAR TO OTHERS? WHAT POSITIVE BENEFITS WOULD YOU EMPHASIZE?**

Yes, I would recommend TransPar to other school districts. Above all else, I would emphasize their professionalism, wide spectrum of expertise, and deep knowledge of student transportation management developed through their work with school districts across the United States.

### **About TransPar**

The services provided at the time of this contract were performed by School Bus Consultants, then a member of the TransPar Group of Companies and now operating as 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.