

Government

School Bus Transportation



Public school district improves communication and safety in school buses



BENEFITS OF TELENNAV

- **Improved safety**

TeleNav Track keeps school bus drivers' hands on the wheel and their focus on the road by reducing interruptions from dispatch.

- **Improved communication**

The NVUSD can now easily locate school buses without contacting drivers and immediately respond to parent inquiries with buses' exact arrival times.

- **Driver acceptance**

The NVUSD's school bus drivers immediately accepted TeleNav Track and quickly recognized the many benefits it offers.

CHALLENGE

To communicate with bus drivers, the NVUSD depended on a 1970s radio system. The radios were unreliable, produced garbled transmissions and required drivers to take their hands off the wheel and their eyes off the road. In addition, the district's dispatchers had no other means to check on a bus' whereabouts. When a parent called to check on the status of a bus, the dispatcher had to put them on hold and contact the driver by radio. These calls interrupted drivers and redirected their focus, compromising students' safety.

SOLUTION

The NVUSD turned to TeleNav Track to improve communication with school bus drivers. "Safety is always our top priority. TeleNav Track tells us where our school buses are without compromising our students' safety," said Ralph Knight, Director of Transportation.

With the GPS technology offered by TeleNav Track, the district's dispatchers are able to locate each bus to determine whether it's on schedule and to address parents' questions without interrupting drivers.

"The solution is very popular with parents because we're able to immediately respond to their requests with an exact answer about when a bus will be picking up or dropping off their children," said Knight. "This is especially important for special needs students and families whose kids go home to an empty house."

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RESULTS

Just 15 drivers started out on the new system, but that number easily grew to 25 or more the first school year. "Installing it in all 72 buses was an easy decision since it improved communication and was so well liked by the drivers," said Knight.

The district sees several future uses for the system including GPS timesheets for bus drivers and barcode scanners to scan students' identification cards as they board buses. An indication of the system's success is the fact that two neighboring school districts have implemented it in their own school buses.

"We are very happy with the results we have found with TeleNav Track," said Knight. "For us, it's all about safety, and this solution has enabled us to ensure the safety of each and every student who boards one of our school buses."

SITUATION

With 31 schools educating more than 17,000 students, the Napa Valley Unified School District (NVUSD) is one of California's fastest growing public school districts. The district's transportation department includes 72 school buses and 54 bus drivers, who are responsible for getting students to school and back safely and on time. Finding a reliable way to communicate with bus drivers without compromising students' safety was a key challenge for the school district.

How can we help your business?

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1 88 TeleNav 2 (1.888.353.6282)