

Case Study

HINDS COUNTY SCHOOL DISTRICT

Raymond, MS

DURHAM SCHOOL SERVICES

DOING MORE WITH LESS: PARTNERING FOR TRANSPORTATION SERVICES

When Hinds County School District decided to outsource its school bus transportation, members of the school board weren't just looking to save money for the district—they were also looking for a contractor that could transport the district's 4,600 students in the safest and most efficient way possible. In 2010, they partnered with Durham School Services to bring much needed improvements to their transportation department. The result: safer buses, reliable service, and a transportation solution specifically tailored to Hinds' students.

CHALLENGE: *Finding the Right Student Transportation Company*

Even though Hinds County School District had outsourced its transportation previously to a contractor with vast resources, the district still experienced issues with employee relations and timely service. School administrators often had to take time away from educating students to address transportation issues. A strike by the contractor's employees disrupted bus operations and diminished the community's trust in the school district. The Hinds County School Board decided to consider other student transportation companies that would be able to meet the needs of the district. They contacted nearby districts in Mississippi for references and Durham School Services rose to the top as a company dedicated to customer service. The School Board was impressed by Durham's professionalism and liked what the company had to offer: a brand new fleet of buses and a local team committed to getting Hinds students to school safely, on time and ready to learn every day.

SOLUTION: *Durham School Services*

Durham proved that it was not just a school bus company, but an effective business partner that the Hinds County district could count on and trust. Before the first week of service, the district had already saved \$100,000 after Durham's team found that the district had been paying for three routes that were not needed.

Technology is an important part of Durham's solution for Hinds County. With Durham's route management expertise and routing software, the company was able

Hinds County SD: *By the Numbers*

- Partnership start: 2010
- 4,600 students riders
- 92 home-to-school routes
- First year contract savings: \$100,000+
- Fleet equipped with GPS and video cameras



"Durham's General Manager informed me we were paying for additional routes in our contract that we didn't need. This showed me that Durham is a company that is about providing an efficient and effective service, which wasn't true about our previous provider."

Hinds Superintendent,
Stephen Handley

to help the district optimize its operations by minimizing route miles and reducing route times. In addition to improving route efficiencies, Durham provided the district with a brand new fleet updated with GPS and video cameras on every bus. These features have helped the district save on fuel costs, resolve service issues, and improve student management.

RESULTS: *Increased Customer Service*

Since partnering with Durham in 2010, Hinds County School District has seen vast improvements in the safety and reliability of its transportation program.

Durham has implemented an enhanced safety program that includes a Child Check policy and driver safety reminders and training. Additionally, Durham's staff is in constant communication with the district to address issues as they arise.

Most importantly, the success of this partnership is demonstrated by the fact that school administrators at the Hinds County School District can now focus on educating their students because they know they can count on Durham's staff to take care of bus operations.

"Durham is very responsive. If there are parent concerns, accidents, or student issues, we are able to work together to get those issues resolved."



Call us today!



"Transportation is low on my priority list because Durham takes such good care of us. They get the kids to school on time, they work with us under special circumstances, and they are always there," Handley said.