

HARDIN COUNTY SCHOOLS

Savannah, Tennessee

Case
Study

HARDIN COUNTY PARTNERS FOR EXPERTISE, EFFICIENCIES AND SAFETY PEACE OF MIND

Hardin County Schools, located in Savannah, Tennessee has a mission to provide high quality education opportunities to empower students to succeed. The district shares this mission with parents, the community and their transportation provider, Durham School Services. Everyone works together in partnership to ensure that Hardin County students have a bright future.

CHALLENGE: *Inefficiencies and Lack of Resources*

Hardin County realized they were spending too much time and money on mechanics and other services, taking away from their top priority – educating students. They also had continuous driver shortages and climbing overtime costs. Hardin knew they weren't the experts in student transportation, so they decided to bring in a partner that could deliver real value to the district.

SOLUTION: *Expertise and the A-Team*

Durham has brought best-in-class transportation expertise to the table — **The Durham Difference**®. This consists of: Safety. Maintenance. Technology. Routing. Community. A great onsite team.

Expert maintenance employees joined the team and a maintenance program came with them. Safety programs and protocols have been implemented. Routes were reviewed in order to optimize efficiency. Updated technology (equipment) was installed on the buses. Finally, staffing achieved capacity, including cover drivers. The district was well on its way to a more successful student transportation program.

Hardin County By the Numbers

- Partnership start: 2013
- Student enrollment: 3,700
- Home-to-School routes: 37
- Number of buses: 42
- Student ridership: 2,000+
- Special Needs buses: 4



“One of the key benefits to having Durham as a partner is the greater safety awareness for the students. That is priceless.”

Mike Davis,
Superintendent

On the softer side, Durham's onsite team is top-notch. All players know their job and the results that need to be achieved for the district and the overall partnership. Being an invested community member is key as well. It is important to Hardin County (and Durham) that the employees are engaged members of the community.

RESULTS: *Cost Savings. Improved Morale. A Committed Partner.*

Within the first couple of years, the results have been significant for the district. Hardin County has seen cost savings, increased efficiencies, improved routing, and an increase in employee morale and community involvement. Not only are parents pleased with the service, but the district's phone is no longer ringing due to parent concerns.

The quality of mechanics has improved, routing was enhanced and driver staffing issues have been addressed so additional time and money spent in those areas has decreased. Critical programs and protocol for all employees were implemented so employee morale has seen dramatic improvements. Furthermore, the onsite team is fully engaged in the community and its programs. From the Christmas parade to the county chili cook-off to the Veterans parade, the Durham team is at the front line. "The Durham team has made a concerted effort to be a productive and positive part of the Hardin County community. The level has exceeded our expectation," said Mike Davis, superintendent.

The future for the Hardin County and Durham partnership is strong. As long as it continues down the current path, both parties are happy. With Durham on board, the budget remains neutral or better year after year. "A key to outsourcing transportation services is having a general manager that is a true partner, one who is always representing the students and the district first," said Davis.

"We have good relationships with Durham at every level. It's a collaborative partnership with everyone on the same page."

Mike Davis,
Superintendent



"The level of community engagement from Durham has exceeded my expectations."

Mike Davis,
Superintendent



Call us today!