

Faster, Smarter, Better: How TransAct Revolutionized Farmington Schools' Transportation System



Farmington Municipal Schools is composed of 19 award-winning schools, including one Pre-School Academy, 10 elementary schools, four middle schools, and four high schools.

Until recently, Farmington relied on a mostly manual approach to managing transportation routing, field trip planning, and bus maintenance. While the Farmington team did start with a legacy software application, Billy Huish, Farmington's Director of Transportation, remembers that it simply wasn't getting the job done.

"While it automated some efforts, it was still a pain," says Huish. "Drivers had to manually build their routes by entering bus stops and renumbering them. The process took too long, especially since some drivers had a hard time using the software." Huish also reports that the same manual efforts were needed to plan field trips.

Huish was introduced to TransAct at an industry tradeshow and an early demo of the company's transportation solutions immediately resonated with the entire Farmington team. Within a few minutes of the first demo, I put the phone on mute and said, "Wow. Everything they were showing us was exactly what we needed. I had never seen anything like it in my 40 years in school transportation."

Exceeding Implementation Expectations

Farmington chose EZRouting (formerly TravelTracker-Routing) and EZActivityTrips (formerly TravelTracker-Trips), and proceeded with a bold implementation goal. Again, TransAct exceeded expectations every step of the way.

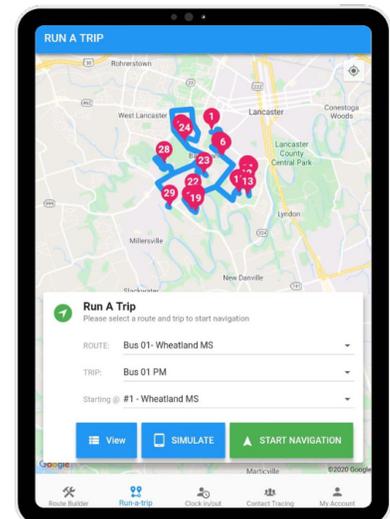
"The implementation team was a joy to work with," says Huish. "They understood our request for such an aggressive go-live target date—so we could use the summer months to prepare for the school year ahead—and committed to helping us hit it."

"From the time we started the onboarding process to the time we went live, the whole process just couldn't have been better," explains Huish. "If we ever had a question or a request, the TransAct services team always got back to us within an hour or less. They even developed new features in the software to support our specific needs. With TransAct, I never felt like I was a customer; I felt like I was part of the team."

TransAct offers the right products and services at a price you just can't beat. But our experience with them has grown to the point where we don't see TransAct as a vendor—we now think of them as family.

Billy Huish

Director of Transportation,
Farmington Municipal Schools

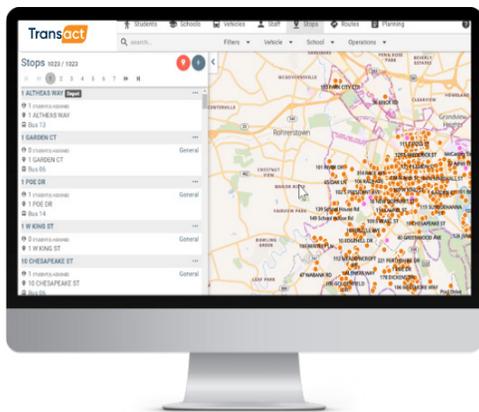


Huish reports that Farmington's training experience was the same. "The TransAct team delivered training and answered our questions in innovative ways that worked for us," he explains. "We valued their approach to relationship building and developing a true partnership, which is something I look for in any vendor I work with, whether I'm buying tires or software."

Improving Efficiency with Innovative Transportation Solutions

Now, with the EZRouting application, Farmington has overcome many challenges. For example, users can go into the software to look up bus stops, compare them to home addresses, and find the closest bus to consolidate routes. This is a significant advantage for a school like Farmington, which provides transportation services to geographically remote families, even without street addresses.

"Our routes include Navajo Nation, which is very rural and doesn't use actual addresses," says Huish. "EZRouting (TravelTracker-Routing) offers a pin drop function, so our drivers can simply drop a pin on a house as far as 60 miles away to plan their routes. We couldn't have done this using our past approach."



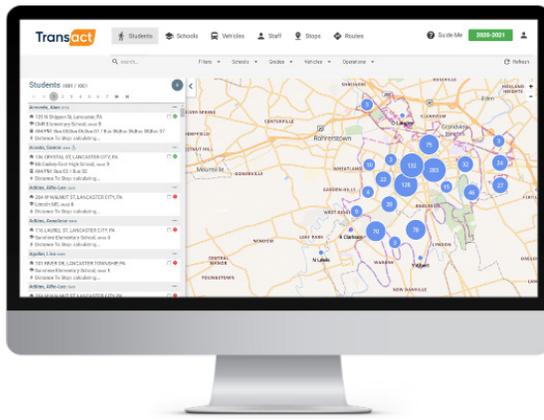
Farmington also used EZRouting to take a closer look at bus stops and routes for special needs students. The district quickly realized it could consolidate routes and minimize the time these children had to be on the bus.

EZRouting has also enabled Farmington to provide real-time communication to families in the district. Bus drivers can now relay updated information, such as delays, so parents know exactly where their child is and when they will be home.

Additionally, any user can add details or reminders for a field trip through the EZActivityTrips solution. Now Farmington's food services love that if a group is going out, the request for sack lunches is now automated. Nothing is overlooked, and no one has to call the Central Kitchen; the whole process ensures everyone in the entire process is notified and understands what is needed.

I had never seen anything like the TransAct solutions in my 40 years in school transportation.

Billy Huish
Director of Transportation,
Farmington Municipal Schools



TransAct: More Than Just a Vendor—A True Partnership

When asked to describe the biggest differentiator TransAct offers, Huish has a hard time picking one. "TransAct offers the right products and services at a price you just can't beat. But our experience with them has grown to the point where we don't see TransAct as a vendor—we now think of them as family. I've never had such an experience with any other company."

“ We were able to pull report(s) without any technical knowledge. We could not have done this in the past. ”

Billy Huish

Director of Transportation,
Farmington Municipal Schools



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