

Case Study

CENTRAL YORK SCHOOL DISTRICT

York, Pennsylvania

DURHAM SCHOOL SERVICES

CENTRAL YORK PARTNERS WITH DURHAM FOR EXPERTISE AND SHARED VALUES

Central York School District (CYSD), a suburban district located in York, Pennsylvania, is home to more than 5,000 students and continues to grow. With a rich, 50-year history, the district prides itself on providing an enriching and challenging educational experience. CYSD's mission is to help all students strive to achieve their full potential. One channel that supports students reaching their full potential is getting them to school safely, on time and ready to learn.

CHALLENGE: *Limited Resources, Declining Funding and a Growing District*

The district managed student transportation in-house for many years. CYSD then decided to try a different approach because the district was continuing to grow while resources became increasingly tighter each year. The district faced additional challenges because all of the transportation employees were full-time and the fleet was being housed at one of their middle schools. Driver staffing was volatile, creating unpredictability with the routes. In addition, the district was running a \$2.5 million deficit and state funding continued to diminish.

SOLUTION: *Student Transportation Expert*

Durham acquired the previous transportation provider in 1994. CYSD was delighted when Durham came on board because of its reputation in customer service, efficiencies and employee morale in other Pennsylvania districts. A key element to the transition was selecting the onsite management and staff. Hiring employees who lived within the community was important to the district and to Durham as well.

Central York *By the Numbers*

- Partnership start: 2008
- Student enrollment: 25,000+
- Home-to-School routes: 201
- Number of buses: 209
- Student ridership: 17,000



“Employees are happy and turnover is very low. The level of employee engagement between management and staff is great. We have a true collaborative partnership with Durham, a seamless one.”

Dr. Snell,
Superintendent

RESULTS: *Seamless CYSD/Durham Team Achieving Continuous Results*

Today, the district's student transportation services are running smoothly and efficiently. Driver staffing is full, accident ratio is down, and every bus has GPS and cameras. The management and staff are embedded in the communities and always looking out for one another. Furthermore, communication between CYSD and Durham is open, two-way and collaborative. "The district is very hands-on and we have a true partnership with every level of the transportation team — from the general manager to the dispatcher to the drivers," said Dr. Snell, superintendent. Most importantly, parents are pleased with the way things are running and with the Durham team. If they have a question or concern, they call the customer service center directly.

Training for employees is a joint effort on the part of CYSD and Durham. There are many opportunities for the district staff and the transportation staff to engage and interact. Driver safety meetings are held in the schools, allowing teachers and other staff members to attend. Teachers participate in school bus safety lessons as well, e.g. bus ride-a-longs, Touch a Bus, etc. "Employees are happy and turnover is very low," said Ryan Billet, assistant to the superintendent.

From a financial standpoint, Durham continues to deliver cost savings to CYSD due to expertise, programs and protocols—even after the significant savings were achieved when CYSD first contracted for student transportation services.

Looking ahead, CYSD and Durham continue to find ways to be even more efficient and bring greater results to the district and community constituents. One approach they are investigating to gain efficiencies and save costs is collaboration with other nearby districts for routes. There may be opportunities depending on the student locations and potential routes. Another possibility is wifi on the buses for athletic trips. Whatever the opportunity, CYSD and Durham are committed to working collaboratively as they continue to make progress.

"We benefit from the level of expertise and resources Durham brings to the table. We could not match that on our own. The training and support Durham gives the employees is outstanding."

Ryan Billet,
Assistant Superintendent



"Safety for the students is always at the forefront when Durham is providing solutions."

Dr. Snell,
Superintendent



Call us today!