



Metropolitan School District of Decatur Township

**This school fleet already had it, they just
needed training to flaunt it.**



Organization

MSD of Decatur Township

Industry

Pupil

Location

Indianapolis, Indiana

Website

decaturproud.org

Operation

- 85 school buses
- 15 light-duty vans

Solutions

- Zonar Ground Traffic Control®
- Zonar V4™ TCU
- Zonar Professional Training
- Zonar Customer Care
- Transfinder Routefinder

Benefits

- Flexible expert training & support
- Streamlined route creation & optimization
- Visibility into bus location & behavior
- Enhanced student safety & service
- Driver exoneration & accountability

MSD of Decatur Township (MSDDT) has been with Zonar since 2011. However, over the years, natural staff and driver turnover took experience and knowledge with it. By the time Todd Sconce became the district's transportation director, everyone familiar with Zonar technologies had left.

Plus, the Zonar fleet management platform's features, functions and capabilities had advanced beyond what they were when first implemented.

Already a Zonar customer, MSDDT looked to take advantage of the technology they already had to enhance operations. They also wanted to integrate the Zonar fleet data with their Transfinder Routefinder software to build and optimize new bus routes more efficiently; for numerous reasons.

- Bus routes were changing completely, due to redistricting.
- Routes need to be easily updated in response to sudden road closures.
- Drivers need to be exonerated when falsely accused of operating unsafely.
- Drivers also need accountability for incidents.

First, MSDDT needed to learn how to use today's Zonar fleet technologies. And we were happy to provide the expert training.

Expert help gets MSDDT up to speed.

Ramping up an entire transportation department on using fleet management technology is no small feat. The Zonar Customer Experience team worked with MSDDT to provide resources and ongoing support.

- In-person training
- Online classes
- Regular phone calls
- Online library of learning resources
- 24/7/365 customer support

"We had to hit the reset button, and get everyone trained. It wasn't long before we were in good shape."

► Todd Sconce, MSDDT Director of Transportation

Sconce also shares, "Melinda (Wilcox) and her team were outstanding at handling our phone calls, troubleshooting, and if we had an odd question here or there." When a Zonar representative was in the area, that person also stopped by to help.

Class was in on Routefinder, too.

District transportation staff had only dabbled with Transfinder Routefinder. Transfinder is a leading provider of school bus routing software and longtime Zonar partner. School districts across the U.S. integrate our solutions to optimize bus routes based on route and fleet data.

Transfinder provided its own expert trainer, who helped create every route needed, especially in light of the upcoming redistricting. And who trained MSDDT transportation staff to use the routing software more effectively.

Ready for next year's riders.

MSDDT annually updates routes based on student registration for the upcoming year; registration that concludes close to the start of instruction.

"We have about two weeks of work to do in five days," Sconce says. "Transfinder [Routefinder] makes this much easier, and we learned things from their trainer that made it even easier this year."

And ready for on-the-fly updates.

Re-routing at a moment's notice is part of running a safe, reliable student transportation fleet. Integrating Zonar fleet and tracking data with Routefinder enables MSDDT to quickly respond to unforeseen changes in route conditions.

Navigate around construction.

Decatur Township is growing rapidly. Construction sometimes closes roads and impacts bus routes overnight. MSDDT more easily updates the routes for drivers to navigate until the construction clears.

And away from emergencies.

When emergency activities temporarily affect bus routes, MSDDT determines which buses, routes and schools are affected by looking at the fleet and routing data. Dispatchers use that real-time insight to direct drivers on the best way to keep students out of harm's way.

Displaced students receive reliable service.

Unforeseen events also impact students. A family situation such as a housefire or the passing of a loved one may

require them to temporarily live elsewhere while still attending their MSDDT school.

The district is legally required to provide displaced students transportation to and from school, even when their temporary residence is miles away.

With the Zonar and Transfinder integration, Sconce says, "We map out where the bus needs to go, into an area that neither the driver nor the student is familiar with. And we get those kids to school safely and on time."

As with the rest of its fleet, MSDDT also verifies that these buses arrive safely, on time, at the right destination. All based on fleet data.

Data supports drivers and callers.

School buses are large enough that even the safest driver may have an minor incident, such as clipping a mailbox, without realizing it. Some buses are also loud enough to sound as if they're traveling faster than they are. And some students can miss the bus by minutes for any reason.

When members of the community have concerns, they call the MSDDT transportation department. Zonar fleet and tracking data enables the district to respond appropriately.

- Verify if a bus was in the area when a caller alleges the vehicle made contact with something.
- Address speeding concerns by looking at vehicle speeds at specific locations.
- Confirm if and when a bus arrived at a stop.

MSDDT takes its relationship with the community seriously. The district also realizes that despite callers' good intentions, drivers may accidentally be falsely accused of performing unsafely. MSDDT relies on the data to tell the difference.

Every day brings a higher ROI.

Working with the Zonar Customer Experience team enabled MSDDT to use its existing fleet management technology investment.

- Prepare routes for redistricting.
- Streamline route optimization.
- Enhance service and protect riders.
- Exonerate drivers who perform safely.
- Respond to community concerns.

Sconce and his team now run the district's school bus more effectively and efficiently, while supporting students, drivers and the community. Integrating our fleet data with the district's Routefinder software also enables them to optimize bus routes for safer, more reliable service.

"I don't know how you couldn't afford to not have Zonar nowadays, to help you and your coworkers be safer and more efficient."

► Todd Sconce, MSDDT Director of Transportation

About Zonar

Zonar exists because you and your student riders deserve the best. We're the trusted leader who helps protect our nation's children every day. And we're the clear choice for small to mid-sized businesses, enterprise fleets, and public sector organizations across the Americas. To some, you're a sale to make. To us, you're a partner to stand by. Our proven fleet management solutions help you run better, safer and more efficiently. We help you save more of everything. We work late, push harder and deliver what's really needed, faster—for you.

Zonar has been here for you, for more than 20 years and counting. You call? We answer, 24/7. Because you have the most important responsibility a fleet can have: transporting schoolchildren safely. Whatever your fleet's size, rely on us to help solve real-world problems.

Zonar HQ: Seattle, WA. Other locations: Cincinnati, OH, West Chicago, IL & Lakeland, FL. Top priority: You.

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