



## A Successful Start-Up in Central Point, OR

Central Point School District (CPSD) had always handled its transportation services. However, the district's rural areas with rough terrain exponentially increased maintenance costs. When the man who oversaw student transportation services unexpectedly resigned from his position, CPSD was not only in need of a new business manager, but also a new plan for transportation services.

The abrupt change in management and extremely short time frame before the start of the new school year forced the district to seriously consider the idea of privatizing its transportation services. "We were in the process of really losing control of our ability to maintain a safe and dependable transportation system," says Superintendent of Central Point School District Randy Gravon.

The district compiled a thorough Request for Proposal (RFP) with their list of requirements. Included on their requirements were newer school buses and a sufficient fleet size to accommodate all of their daily routes and extra activities requiring school bus transportation services.

They were immediately drawn to the proposal response from First Student, which offered several attractive points, including a considerable cost savings. CPSD signed its contract with First Student in late June, and the new partners immediately began working to establish a plan for a quick, smooth, seamless transition.

Gravon explains that once the community realized that the people who work for First Student are the same people who live in their community, who drive the same routes, and who already transport their children to and from school, the fear of losing their operation vanished. CPSD and First Student team members visited each of the schools, talked to the parents and reassured them that there would be no interruption of service. This open communication helped make the start-up process an invisible one to the students.

CPSD not only is proud of the improved transportation services, but also is proud of the successful partnership with First Student, which has had a positive, immediate impact on the drivers, students, parents and community as a whole.

Assistant Superintendent of Operations Mike Meunier and the other administrators are pleased with the level of customer service and dedication that First Student offers. "First Student has exceeded our expectations because they have approached this as a partnership. They are very easy to work with and are very honest about everything," Meunier says.

