

Strengthening Fleet Reliability Through Partnership with Fort Worth ISD

Supporting District Maintenance Operations Through Maintenance-as-a-Service



The Challenge

With 440 buses serving approximately 230 routes, Fort Worth ISD faced challenges familiar to many large school districts, including technician shortages, increasing maintenance demands, and the need to maintain a safe and reliable fleet for students each day.

At the same time, the district was undertaking operational improvements to align its transportation program with national best practices and to ensure its fleet remained ready to support daily student transportation needs.

The Solution

To support these efforts, Fort Worth ISD partnered with First Services, a solution of First Student, to provide additional maintenance support through a Maintenance-as-a-Service model.

Working alongside district leadership, First Services supported day-to-day maintenance operations, provided experienced technicians, and ensured buses received comprehensive preventive maintenance inspections. The partnership also introduced HALO, First Student's integrated technology platform, which supports digital work tracking, predictive maintenance insights, and improved operational visibility.

Together with Fort Worth ISD, we achieved a smooth start to the school year and have maintained flawless service ever since."

— **Todd Hawkins, Senior Vice President Maintenance, First Student**

The Results

- Improved fleet readiness for start of the school year
- Expanded technician staffing over time to support shop operations
- Continued focus on preventive maintenance and operational reliability
- Strengthened collaboration between district leadership and maintenance teams

Why First Services

Every partnership with First Services is built around flexibility and district control. Transportation directors stay in charge; First Services provides the people, tools, and support to make operations more efficient and predictable.

Whether it's Fleet as a Service or Maintenance as a Service, districts can choose the model that works best:

- District-Led, where the district manages staff and operations;
- Full Partnership, where First Services handles maintenance while the district retains oversight; or
- Hybrid, combining both for continuity and growth.

No matter the model, the district always stays in control, and together we create safer, more cost-efficient transportation.