



Fostering Trust Through Community Relationships in Syracuse, NY

Syracuse City School District (SCSD) understands the importance of trust. In order to operate a successful transportation service that provides optimum service to both the school district and the community, the right personalities must combine to transform into a single team.

This is “Team Syracuse,” which is equal parts SCSD and First Student.

First Student’s relationship with SCSD supports the needs of one of the largest and most diverse districts in New York. Team Syracuse is predicated on a partnership which fosters an environment where precision training, employee engagement and community service are the core principles of a successful, long-lasting operation.

Former SCSD Director of Transportation Pat Bailey is a well-known figure in New York school bus transportation. Having worked with the district for the past 10 years — and in a variety of positions in her 30 year career, from bus driver to supervisor — she is also actively involved in passing legislation for school bus transportation safety. Pat, and Location Manager Ty Worrell, champion Team Syracuse. Pat says, “There is no difference between the district and the contractor — we are a team.”

Ty says that the relationship between SCSD and First Student is centered on trust. Because of their relationship, they deliver to the board and the community “a service that can be relied on and a service that is constant. We provide a service that is there for the kids whether their budget is shrinking or not.”

With Pat and Ty’s commitment to trust and transparency, First Student’s core commitment to safety is well placed to provide employees with the training and engagement that makes them precision-experts in their field. Pat says, “It gives me peace of mind to know that the person behind the wheel has gone through several hours of training and knows what the expectation is.”

The strength of First Student’s national network of resources is underpinned by the expertly trained and motivated staff that ensures that SCSD keeps the local expertise and local control of their operation while participating in activities that enrich children’s lives.

“When First Student talks to me and my situation, I matter. My recommendation is that if you can pick your contractor, go with First Student.” - Pat Bailey

