



## Becoming Part of the Community in New Cumberland, PA

West Shore School District had always managed its student transportation in house. However, in an effort to save time, money and resources, the District began to consider contracting its transportation.

In October 2013, the Board of West Shore School District voted 7-1 to award a 5-year contract to First Student, starting in December 2013.

First Student came onboard immediately, investing time upfront to understand the operation and ensure a smooth, seamless transition. As West Shore School District Coordinator of Transportation Anthony McNaughton says, “Nothing was going to change, and that was my goal with the drivers and First Student. Don’t change anything up. What we do, we do it really well, and let’s just continue to do that, but now we have a contractor doing it for us.”

While the community had initially been somewhat uncomfortable about the mid-year start-up, Location Manager Kim Paternoster and her team took over the daily student transportation operations without a hiccup, “I don’t know that [the students or parents] really noticed at first, or even at all, because there was no change. It was their drivers; they were their buses. So there was no change and there was no concern for the parents.”

First Student isn’t just a yellow school bus company, we’re also a part of our communities. When the local little league team – Red Land Little League – earned a spot to play at the Little League World Series two hours away, some of the parents wondered how they were going to get there. First Student transported over 100 people from the community to Williamsport over the course of several days until Red Land Little League won the championship. When West Shore School District was given an opportunity to create a summer program to help feed the students a free lunch each day, they also faced a challenge in reaching the community. First Student volunteered the buses, the drivers volunteered their time, the District volunteered fuel, and everyone made sure students in need had lunch during the summer break.

Like in so many other communities, First Student has become a trusted partner for the West Shore School District. First Student is called upon when needed and the District trusts that the First Student team will provide leadership and solutions. Together, West Shore School District and First Student are one team – a seamless integration of transportation provider and District. Contracting with a student transportation service doesn’t mean the community connection is lost. Conversely, it means enhancing your team and creating an even bigger positive result for your community.

