



Expertise Boosts Transportation Efficiency in Lutcher, LA

First Student's relationship with St. James Parish School Board first began with a need – consistent and dependable maintenance of their fleet of 46 buses to transport their children to and from school.

Over the past 11 years, the provision of this service has grown into a trusted relationship that includes full turnkey management of school district's transportation system.

First Student's maintenance quality, efficiencies and economies of scale provided both considerable savings and freedom from worries about the safety of their bus fleet. These initial successes with service excellence created an opportunity for expanding the relationship between First Student and St. James Parish Schools.

When the St. James Parish School Board noticed that the management of its transportation department was diverting the focus of its educators, they knew that something had to be done. Though it already contracted its maintenance services with First Student, the school board needed to find a way to leverage the efficiencies First Student offered while smoothly transitioning drivers and maintaining consistent service levels.

First Student's location manager and local dispatcher took control of managing the drivers and routing, instilling standard practices while being accountable to the school board. These standards not only include driver training and considerable employee benefits but also student behavior management and routing regulations.

According to St. James Parish Schools Superintendent Dr. Alonzo "Lonnie" Luce, "We were very pleased with the maintenance and the leasing of the buses and that's what drove us. We no longer had headaches [concerning maintenance] but we were having headaches with the driving and routing. By working with First Student, we basically offloaded those headaches."

Taking pressure off of our educators by transporting students in a safe and timely fashion while providing best-in-class management methodologies is First Student's primary concern. Our management procedures are designed to promote standard practices that deliver efficiencies, safety and security while delivering savings and peace of mind.

