

“If a company is looking for a solid product that will give you a really good idea of what is going on with your fleet, [Encore] does it without a huge investment.”

- Mike Camann,  
GPS/Routing Systems  
Administrator

## Profile

YCN Transportation provides door-to-door service for special needs students in the Metropolitan Boston area. YCN takes pride in their reputation for delivering service with unsurpassed care, compassion, and safety. They operate a fleet of 250 vehicles and have traveled over 150 million miles.

## Challenges

In 2005, the Boston Area School District required all school-related transportation vehicles to install GPS tracking. It was important for them to know the exact whereabouts of vehicles because parental satisfaction and school administration suffered when drivers were late for pick-up or drop-off. YCN needed a GPS business solution that was cost-effective and straightforward.

## Solution

After researching various GPS solutions, YCN chose Actsoft's Encore because of its affordability, comprehensive tracking, and robust reporting system. Features such as location tracking, job dispatching, and alerts became an indispensable component of YCN's daily business activities.



## Benefits

Upon installation, YCN received data on their vehicle's whereabouts. Breadcrumb trails showed the detailed historical information of each vehicle's travel and highlighted inefficiencies in their scheduled routes. They are now able to dispatch the closest driver based on location and remove overlap in scheduled routes.

Additionally, YCN discovered that their company's vehicles were being used for personal use, such as early morning newspaper deliveries. After confronting the employee, accountability improved, resulting in a better working relationship between the employer and employees.

At first, the drivers were resistant to having their vehicles monitored; however, they began to see it as a way for them to be much safer on the road. For example, YCN knows instantly when a driver's vehicle breaks and can send assistance immediately. Monitoring speed reports makes drivers more aware of their bad driving habits.

Batching daily reports helped YCN review their overall business practices on a much larger scale. Reports are easily prepared and saved in a user-friendly format such as email or PDF on the system.