

“[Encore] has helped us on many levels of our daily operation. Parental complaints are virtually non-existent because they know we are tracking our buses and that their children are safe.”

- Terry Simpson,  
Director of Transportation

## Profile

Floyd County Schools provides opportunities for students to achieve academic excellence throughout the school year. The transportation department of Floyd County Schools is responsible for providing the students a safe mode of transportation for all school-related activities. In addition, it is the responsibility of the transportation department to communicate with parents and school officials if there are concerns or complaints regarding the busing schedules.

## Challenges

Floyd County Transportation Department had no way to verify the exact whereabouts of buses once they left the depot for their daily scheduled routes. Parental complaints were rising about buses not picking up students on time, resulting in overall safety concerns for the county. Floyd County Transportation needed a GPS tracking system that would be accurate and have detailed history reports to ensure routes were being traveled on time.

## Solution

Actsoft's Encore was the perfect business solution for Floyd County Transportation. The small handset devices, mounted in secure lock boxes, was the most cost-effective solution that would provide accurate GPS tracking for the buses. Securing the device in the hard-mounted lock box ensured a consistent power source for the device, guaranteeing that the bus would be tracking at all times.



## Benefits

Encore's accurate GPS tracking significantly improved the way Floyd County Transportation conducts business. From employee accountability to bus safety, Encore plays a fundamental role in daily operations. Each bus driver knows that his or her bus is being tracked for scheduling accuracy. “We know instantly if there is a problem on a bus because we see it on the map and then we can react if we need to,” said Terry Simpson, director of transportation.

In addition to locating buses on the map, importing landmarks for scheduled stops such as schools or neighborhoods has really helped Floyd County Transportation's bus driving procedures. The transportation department's routing specialist imported specific landmarks into the system and set up alerts so they will be notified if a bus arrives or departs late from a particular stop. This procedure allows Floyd County Transportation to monitor the bus schedule closely and proactively notify a school officials in the event of a problem.

Encore's history reports have assisted Floyd County Transportation on multiple levels since implementation. The history reports have proven to be a valuable coaching tool for the bus drivers. The reports show actual routes driven versus routes scheduled, as well as time spent at each landmark. Floyd County Transportation has been able to coach their drivers to achieve better driving habits after identifying patterns or inefficiencies in the driven routes. In addition, history reports have been used to assist with parental complaints where it was alleged that the bus was not at a scheduled location. Floyd County Transportation was able to pull the travel report for the bus and prove that the bus was at a location during its scheduled time.