

Benefits of Outsourcing

The benefits of outsourcing your student transportation are manifold. Durham School Services is your resource to provide them. Partner with a company that has a 100 year history of solving your transportation issues: new bus capital, routing problems, customer service complaints, vehicle breakdowns, and driver recruitment and training. We are happy to relieve you of those responsibilities, freeing you up to focus on your top priority — the education, safety and well-being of your students! Your district and community will benefit from:

- 🚌 Unmatched safety programs
- 🚌 Optimal cost savings
- 🚌 Exceptional customer service
- 🚌 Empowered, accountable and satisfied employees
- 🚌 Proven operational practices
- 🚌 Industry expertise and national resources



We free you up to focus on your top priority – the education, safety and well-being of your students!

Special Needs Service

Special needs transportation is a dynamic and complex effort that requires vigilance, flexibility and an attention to detail — keeping in mind student and equipment needs, traveling time, economics and local resources available. Additional factors considered are: vehicle size, seating arrangements and requirements, individual behavioral and medical needs, wheelchair accessibility, animal usage, as well as nurse, monitor and attendant needs. Our objective is to support each special needs student's educational goals and use our routing expertise to make each trip to and from school as pleasant as possible.

- 🚌 Knowledgeable, empathetic employees
- 🚌 Experienced, quality drivers
- 🚌 Customized training for students with disabilities
- 🚌 Transportation expertise at Individualized Education Program (IEP) meetings
- 🚌 Routing optimization



We make each trip to and from school as pleasant as possible.



Operations Excellence

For 100 years, getting students to and from school safely and efficiently has been job one. Our proven operational and maintenance practices can optimize a very expensive asset: the school bus. With the technology we leverage, you will always know where your buses are and how efficiently they are traveling. We provide excellence to our customers through:



- 🚌 Data driven decisions
- 🚌 Customized and automated routing schedules
- 🚌 Consistent maintenance programs
- 🚌 Technology – GPS, electronic Child Check, video camera monitoring
- 🚌 Heightened communication

With the technology we leverage, you will always know where your buses are and how efficiently they are traveling.

Financial Efficiencies

Partnering with a transportation service provider can save school districts an average of 10% - 20%, according to the National School Transportation Association. We can maximize the value for every dollar you spend on transportation. What you do with the savings is in your hands. Reinvest back into the classroom. Invest in capital assets. Increase your community support. You decide what's best for your district, students and community!

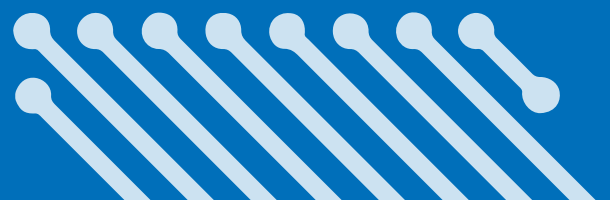


- 🚌 National purchasing power for buses, parts and maintenance
- 🚌 Controlled and predictable transportation costs
- 🚌 Operational best practices
- 🚌 Competitive pricing, wages and benefits
- 🚌 Technology based systems
- 🚌 Improved bottom line

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Getting students to school safely,
on time and ready to learn®.

www.durhamschoolservices.com



Safety Practices

From student management to vehicle maintenance, safety is a top priority for all of our employees. We keep it first and foremost while we do our jobs each day. Our employee training programs reinforce safety processes; our meetings always begin with a safety message, and *safety* is one of our core company values. Our pledge of safety resonates throughout the organization, from our drivers to the board room.



Our commitment to safety includes:

- 🚌 Thorough employee background screenings
- 🚌 Annual driver evaluations and record checks
- 🚌 Continuous school bus safety training
- 🚌 Daily bus safety inspections
- 🚌 Child Check policy
- 🚌 GPS technology
- 🚌 Preventive bus maintenance programs

We keep safety first and foremost while we do our jobs each day.

Our Employees

The best trained drivers in the business work for us because we devote a significant amount of resources, training and development to our employees. School buses are required to meet the most stringent safety regulations, and our drivers ensure they are operated safely. Employees are held accountable to meet the highest standards, ensuring the safety of your students. Because we care to the extent that we do, our employees do the right thing.

- 🚌 Comprehensive training — safety, leadership, customer service, and financial
- 🚌 Extensive driver training — classroom and behind-the-wheel
- 🚌 Trained specifically to work with children (and parents)
- 🚌 Monthly safety meetings
- 🚌 Employee reward and recognition

Our Customer Service

We are dedicated to customer satisfaction; solutions are customized to your needs. With constantly increasing demands for services, fluctuating enrollments and limited resources, you need a unique plan for your district. We will work with you to create a plan to meet your goals and objectives. Employees are held accountable, demonstrate a transparent partnership, and engage in constant communication with you.



- 🚌 Continuous customer service training
- 🚌 On-site customer service
- 🚌 Annual client survey



Bus Tracker® App

Our goal is to provide parents and guardians with a greater sense of comfort and visibility with your student's transportation. We are proud to offer our mobile app which allows monitoring of your student's bus. Bus Tracker® allows you to view your students' current school bus location in near real time, including the scheduled and estimated arrival times to your stop.

- 🚌 User-friendly
- 🚌 Free for parents and guardians to download and use
- 🚌 View all routes and scheduled stops, including field trips
- 🚌 Receive messages that notify users of route delays and schedule changes
- 🚌 Parents and guardians can track all of their students' buses on one screen
- 🚌 Bus Tracker® integrates seamlessly with the district's existing routing software
- 🚌 Available in English and Spanish



Getting students to school safely, on time, and ready to learn®.

Charters and Field Trips

Because we also provide student transportation, our drivers go through a selection and training process much more rigorous than that of other bus companies. You will find our drivers are the most professional, courteous and responsible in the bus transportation services industry. The U.S. federal government recognizes that yellow school buses are the safest mode of surface transportation, outranking passenger vehicles by more than eight to one in the number of fatalities.



When planning your next event, think National Express for your transportation needs!

- 🚌 Corporate events
- 🚌 Shuttling
- 🚌 Sporting events
- 🚌 Staff transportation
- 🚌 Summer camps
- 🚌 Weddings

**national
express**
charter

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