

Case Study The Hartford Board of Education Special Needs Student Transportation

Background

In the fall of 2001, the Hartford (Connecticut) Board of Education was trying to solve a persistent problem – how to provide safe and reliable transportation for students with special needs. Approximately 60 of these students were not getting the reliable, specialized service they required. Three were in wheelchairs and one required stretcher transport. Some students' disabilities made transport on regular buses inappropriate. Others were being transported to specialized programs outside of Hartford, making these trips difficult to incorporate into regular bus routes.

They looked to LogistiCare for a solution.

Business Challenges

The students' conditions were fragile, yet varied in cause and type. Further, the students' pick-up and drop-off locations were dispersed over a wide geographic area, making each transport a unique situation.

Approach

Transportation network development: LogistiCare selected four subcontractors with proven experience, ADA-compliant vehicles, and drivers familiar with the needs of medically fragile passengers. Implementing a transportation network model that uses a variety of transportation providers gave us the flexibility to select the right company for each situation.

Technology innovation: Our innovative wireless technology was employed to serve these customers better. By equipping each vehicle with a global positioning system device we could determine its exact location at all times. Each driver or vehicle monitor received a wireless two-way pager capable of receiving daily route information directly from our reservation system. The pagers included a magnetic card swipe feature that captured the ID number, time, and location as each student boarded or exited the vehicle. This information was automatically transmitted in real time to our reservation system. Every student received an individual swipe card; manual input capability was added to cover lost or forgotten cards.

Results

Increased satisfaction: By combining advanced technology with our superior transportation network management system, we surpassed all service and satisfaction expectations of the Hartford Board of Education, and have received the praise of students and parents. LogistiCare now provides similar services for other school districts in Connecticut.

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