transfinder

Client Case Study

TISD
TEMPLE INDEPENDENT SCHOOL DISTRICT

District Profile

Temple ISD's vision is to be the school of choice where every student is a life-long learner, every life-long learner graduates, and every graduate becomes a meaningful contributor to their community and society.

Temple ISD is located in Temple, TX and is made up of urban and rural areas.

The school district consists of 12,000 students who are attending nine elementary schools, three middle schools and one high school.

Approximately 5,800 students are registered to ride the school bus everyday.

Situation

In 2008 Temple began looking for a system that could help simplify and streamline the field trip request process. It was important to them to have a system that would allow district personnel to be able to make requests and monitor the status of their requests throughout the approval process. It was also important for the transportation department to have a system where they could effectively allocate their resources and automate the billing for field trips to the appropriate departments.

Having had a successful relationship with Transfinder in using their routing system, which they purchased in 2001, Bob Powell, Routing Coordinator at the district, along with Temple's transportation team, decided to purchase the **Infofinder *le*** solution.

Infofinder *le* would also be able to streamline the administrative process for updating addresses or changes to a students pick up or drop off locations. Previously, a parent or guardian requested changes to either the transportation office or through the schools registrar's office. This would be followed by a series of phone calls and emails between the two offices to inform each other of the change and the impact on the transportation logistics. This process took up a lot of Bob's time to create new reports to communicate these changes with district personnel. Now, with Infofinder *le*, updates are readily available to anyone within the district.

Solution

Temple's purchase of Infofinder *le* allowed Bob to spend less time on the phone answering questions about a field trip's status and more time coordinating routes and resources for the district. For teachers, coaches and administrators it eliminated the paperwork associated with requesting and budgeting for field trips and enabled them to monitor the status of their request throughout the approval process.

Bob was "pleased with the trip functionality, but Infofinder *le* created even greater benefits for our transportation office and the district personnel." All of the student information housed in Routefinder Pro, such as, home address, pick up and drop off locations and times, and exceptions,

could now be accessed by district personnel in Infofinder *le* instantaneously. Bob had the ability to grant as many or as few personnel within the district various levels of permission to access the system from their desktop, depending on their need and role within the district. As quickly as Routefinder Pro was updated with changes, they became immediately accessible in *le* by anyone in the district who was granted permission.

The district's student information system, Skyward, easily communicates with Routefinder Pro, and Infofinder *le*, providing heightened communication between the transportation office and district personnel. District personnel access Skyward and update information in the morning. The next day these updates are imported into Routefinder Pro and transferred to Infofinder *le* from the routing solution in real time, making them immediately available to district personnel from their desktop.

Benefits

Temple ISD realized a tremendous value from Infofinder *le*, which saved valuable time and improved the quality of service they delivered. Temple ISD also improved the accuracy of their student information and communication within the district.

The Infofinder *le* system not only automates the field trip request process, it also saves time and improves communication between the transportation office and district personnel. According to Bob Powell, "It reduced the number of phone calls by district personnel to our office and personnel throughout the district are happier that they can retrieve the information they need on their own and at any time."

An added benefit for district personnel is that they can see on a detailed map of their district if a student is attending the right school based on the school's actual boundary lines. This is important for financial reporting, which determines reimbursement from the federal and state governments. The maps in Infofinder *le* help to ensure that those eligible to ride the bus are registered and enrolled in appropriate schools.