

How Cy-Fair Got the Most Out of Zonar

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Speaker Bio

- Over 12 years experience in transportation
- Responsibilities include:
 - Zonar
 - Transfinder
 - Collective Data (fleet software)
 - Petrovend (fueling system)
 - Bus camera systems
 - Transportation technology training (department and campuses)
 - Transportation hardware/software support (department and campuses)



Brenda Renken
Systems and Technical Analyst



Agenda

- Cy-Fair Profile
- Customer Service is Key
- Team Charter
- Responsibilities
- Measuring for Success
- What's Next?



Cy-Fair Profile

3rd

largest district
in Texas
(15th in the US)

116 K

students

80 K

students
bussed daily

767

daily routes

56

elementary
schools

18

middle
schools

12

high schools

1278

school
busses



Cy-Fair's Technology Roadmap



Phase 1

- Zonar Verify
- Student Ridership
- Card Management



Phase 2

- Driver & Technology Support



Phase 3

- Support of “no card no ride” initiative



Customer Service is Key





Customer Service is Key

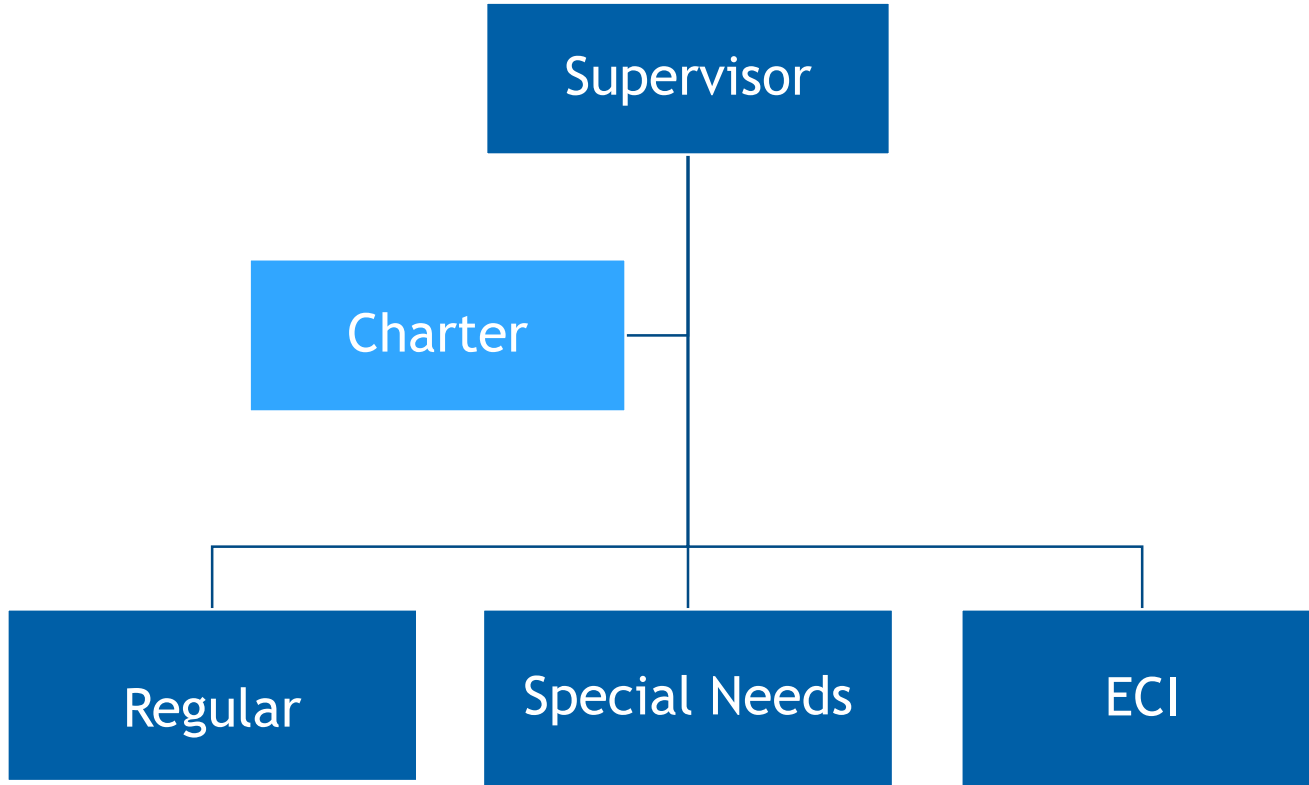
- Cy-Fair ISD has defined a level of excellence in providing customer service
- Due to the districts size and number of users more resources were required to deliver on the districts goals
- Discussions with Director of Transportation resulted in a creative plan
- Utilize the resources you have (**Charter Drivers**)
- Existing resources utilized in new ways = a force multiplier

Team Charter





Driver Hierarchy





Building a Team

9 Charter Drivers who's first responsibility is to cover routes
8/hour a day employees

- Assists with Special Assignment
- On average, 3-4 hours per day is spent on Zonar
- Scope of Support:
 - 91 Campuses
 - 5 Transportation Centers
 - 1100 transportation employees + Numerous campus staff

- Job Responsibilities:
 - Support each of the centers
 - Driver Support (Fuel Island)
 - GTC reporting
 - Printers
 - IVR cards
 - Campuses
 - Camera Support
 - Transfinder
 - Parts Inventory
 - Supervisor Assistance

Responsibilities





In The Moment Coaching

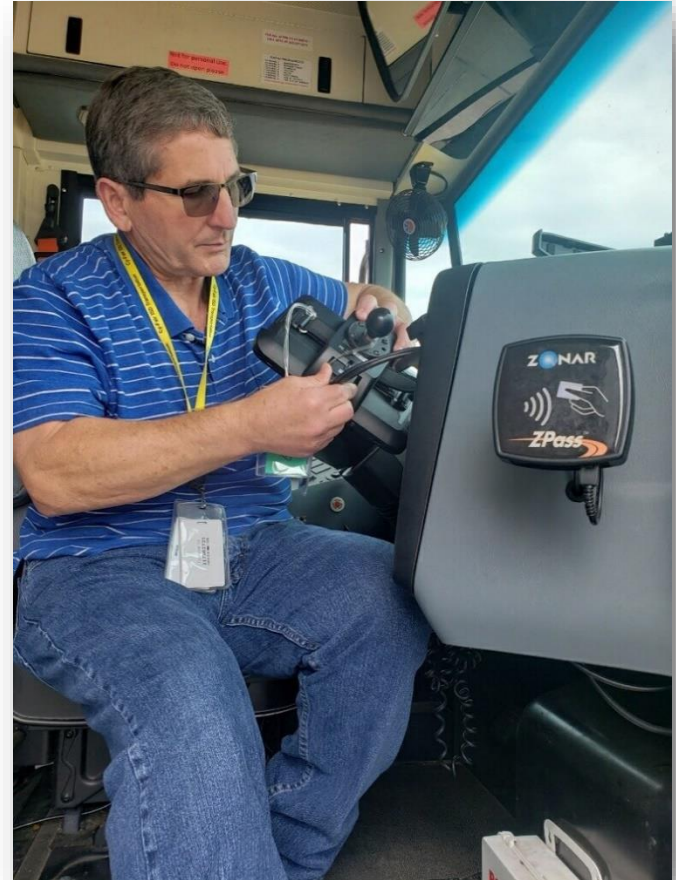
- Quick on demand coaching
- Refresher training
- Driver-to-Driver Support





Troubleshooting

- Review of reported issues
- Troubleshooting performed between routes
- Most issues resolved before the driver returns for their next route





Installation Support

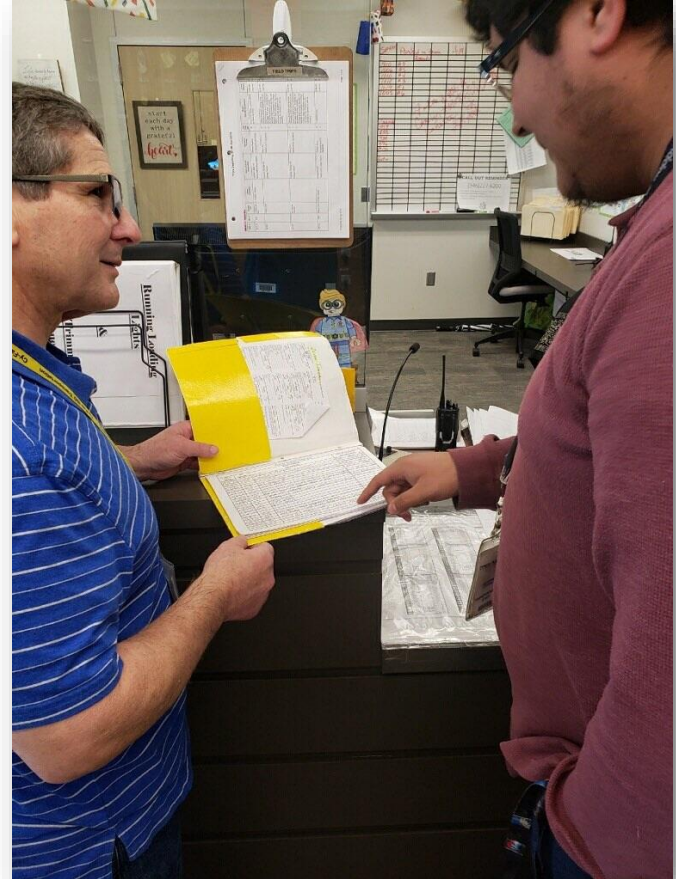
- Team is able to perform some basic installations
- Swap out problem hardware with replacements





Administrative Support

- Team is able to assist with back office support
- Review reported issues, resolve, and document findings
- While on Route
 - Testing made easy
 - Campus assistance
- Tracks trends and identifies areas where additional driver training may be beneficial



Measuring for Success





Key Performance Indicators

- Driver, Area Directors, Supervisors Feedback
 - Periodic check-ins to ensure teams are getting the support they need
- Zonar Log at each center
 - Timely review of log to confirm items are being addressed quickly
- Reduction in Shop Work Orders
 - Noticeable reduction in shop work orders for items that can be addressed more directly

What's Next?





Upcoming Initiatives

- Software Training
 - Expand In-Person coaching to office staff and administrators
- Perform Full Installations
 - Expand teams knowledge around how to perform full end to end installs.
 - Adds an additional resource outside of the shop to assist with equipment
 - Potential for cost reductions by using existing resources vs outside vendors

Questions?

Thank you.

