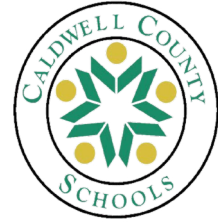


# How Caldwell Simplified Its Routing Process with EZRouting

## Caldwell County School District, NC



Situated in the beautiful state of North Carolina, Caldwell County School District serves 11,311 students, maintains 94 buses, and oversees 26 schools throughout the district. During peak times of the school year, approximately 4,000 students are routed.

Jay McCarraher, Director of Transportation, has been serving this mid-sized district since 2018 and has led the department in transitioning from an antiquated system that offered limited visibility into routing processes to a modern system that not only provides him with the insights and access he needs but has also increased the efficiency of his two-person routing team.

### Going from "Very Old" to New and Improved

Prior to implementing EZRouting (formerly TravelTracker-Routing), Jay and his team managed the district's routing process through a "very old system" that required "significant time to ensure routes were up to date." Moreover, the system could only be accessed and managed by a single user with a license to use the system.

Caldwell only had one license for their legacy system, so if Jodi Sanders—the license holder—was out of the office, there was no way for Jay to get into the application. "I had no way of working it myself," Jay states. "I couldn't see what was going on. If a student needed to be rerouted, I couldn't help. I couldn't do anything."

Their legacy system was also only accessible if they were physically in the Transportation building, which according to Jay, was "very aggravating."

**Jay needed a solution—and fast.**

### Transitioning to a Cloud-Based System

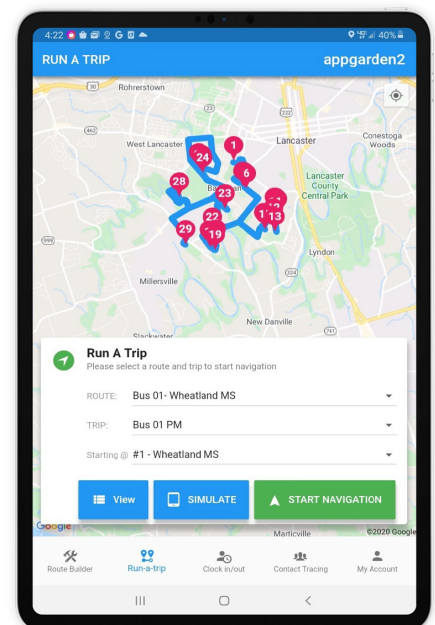
The inability to access the routing system when Jodi Sanders, their initial router, was out of the office was the primary catalyst for Caldwell to consider other options. So, they chose TransAct's EZRouting system.

The transition to TransAct was a tremendous change for Jay and his

"I take this personally. I need to know where every child is and make sure they're on the right bus."

#### Jay McCarraher

Director of Transportation at Caldwell County School District, North Carolina.



team. With TravelTracker, they can easily add or delete students from a route, consolidate routes if a driver is out, and combine bus loads when needed. Plus, since TravelTracker is cloud-based, they can access the system from wherever they are at any time of day.

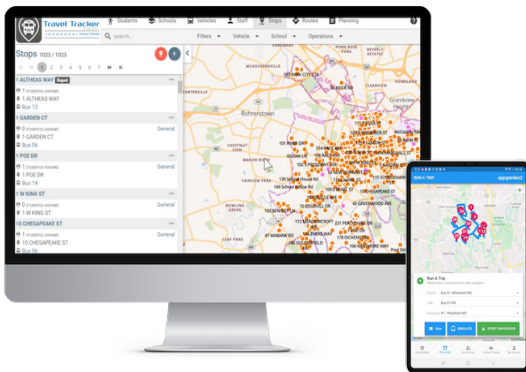
And because TravelTracker comes with an unlimited number of users, everyone on the Transportation team can access it.

### Caldwell's Top Three Benefits of Using EZRouting

Now that Caldwell has been using EZRouting, they've experienced a variety of benefits. They listed their top three as:

1. An unlimited number of people can use the system at no additional cost
2. The Caldwell routing team doesn't have to "go to 100 different pages to route one kid"
3. The people they work with at TransAct are exceptional

Not only do all members of the Transportation team have access to EZRouting, but by using TravelTracker's "view only" feature, Jay has been able to provide access to the district's principals so they can view a real-time list of their school's students and the buses to which they are assigned, helping ensure that students board the correct buses. Previously, each time a busing change occurred, hardcopy updates had to be couriered to each school.



Adding, deleting, and updating students on routes is now easy. Stated Jay, "I had a principal call me yesterday. She had told me about a student who needed to be picked up two days a week and every other Friday. And I said, just send this information to your router and they will create two transportation plans for this child. So now everyone knows where their students are at all times, which as a principal is important." As to the Customer Success team at TransAct, "They're right on top of it. **They want to get it done. They want to help you,**" Misty said. **"And that means a lot to us."**

Regarding the national driver shortage issue, Caldwell uses TransAct's "sandbox" feature when a driver calls out. "We're always looking for drivers," says Jay. But if Caldwell needs to combine bus loads, "we will and we can, easily."

I love the people that we work with. I ask a question and they're on it. All of them are amazing.

**Misty Davis**  
Secretary/Cost Clerk (All Billing/Paying Bills)/Also Router For Collettsville, GES, GMS, HVES, Valmead, Whitnel, WCHS, Davenport, Horizons, & Gateway, Travel Tracker Mileage and Billing

## Measuring the Impact of a New Routing System

We asked Jay and his team if they've been able to measure any impacts after transitioning from their previous system to TravelTracker. "It's time-saving," Jay states. "It's definitely time-saving due to the ease of routing and unrouting students. We went from a 15-step process to a two-step process after switching to TravelTracker." Commented Jodi, "It now takes half the time it did with our previous system."

"Any director needs to consider TransAct," Jay states. "It's not a hard system to learn. Customer service is outstanding. It's transparent."

## Improved Accuracy and Ability to Build Routes for Next Year

Jodi, one of two routers and Caldwell County's original router, has been routing for eight years. She typically handles her routing tasks in EZRouting first thing in the morning. Within "15-20 minutes," she's done using the routing system for the day.

With their legacy system, nothing was electronic. Everything was hard copies and "double the work."

"With EZRouting, I just open one tab if I have to find a kid. If one of my colleagues calls, I can find the kid and say yes, this is the bus they're supposed to be on. I like looking at it when I can see the green checks knowing that they were routed," claims Jay. "The transparency goes a long way for everybody."

And as the current school year comes to a close, it's time to focus on building routes for the next school year. In terms of route accuracy, said Jay, "We're working on getting the new kindergarteners in the system, putting in 7th graders, and updating our flips. I think our routes in TravelTracker are more accurate this time of year than our routes were with our former system."

In the world of education, the work never ends for transportation professionals. We look forward to working with Caldwell County School District as they prepare for the next school year, as well as for many years to come.

## About EZRouting

TransAct's cloud-based routing, field trip, and GPS-enabled tablet solutions provide an integrated, user-friendly system that enables your team to focus on student safety, day-to-day operations and driver retention.



It's all about the service. For example, I can buy a bus from three different vendors, but a lot of times I base it off their service. TransAct's customer service is outstanding.

### Jay McCarraher

Director of Transportation at  
Caldwell County School District,  
North Carolina.



Schedule a live demo with us and discover why EZRouting is the right fit for your school district. Or visit our website at [www.TransAct.com](http://www.TransAct.com).

