@ROAD®
MOBILE RESOURCE MANAGEMENT

SAFEWAY TRANSPORTATION INC.

Company
- Safeway Training & Transportation Services, Inc., provider of transportation, school bus driver training and consultation to school districts
- www.safewaytrans.com

Industry
- Transportation

Challenge
- Promote safety as the company's primary concern by monitoring the location of its vehicles transporting children to and from school

Solution
- @Road Pathway *i*LM®

Results
- Ability to ensure safety and efficiency through:
  - Monitoring of vehicle locations, routes and speed
  - Verification of student pick-up/drop-off times
  - Logging of start/end times for driver shifts
  - Proactive vehicle maintenance

@Road® Pathway Helps Keep Kids on School Buses Safe

Since 1999, Safeway Training and Transportation Services has relied on @Road solutions to help ensure the safety of the more than 600 children—many with special needs—that the company transports to and from school each day. Using @Road Mobile Resource Management (MRM) solutions to track the locations, routes, speed, passenger information and maintenance of its 138 vehicles, Safeway is able to meet its goal of making safety its primary concern, while also improving efficiency.

Bill Korn, general manager of Safeway Training and Transportation Services, said the company's use of the @Road® Pathway$_{SM}$ on-demand MRM solution helps with driver compliance and accountability and allows the company to easily address any problems that may arise.

"If a school calls in that a bus is late, we can use the @Road MRM solution to immediately identify the location of the vehicle and the time the driver left the previous location," Korn said. "If it were my child on the bus, I would feel a lot better knowing the vehicle can be monitored and that drivers are accountable to do what they're supposed to do."

Using @Road Pathway, Korn can view Web-based maps showing vehicle routes, access on-demand or scheduled reports outlining stop-and-start times, or receive immediate notification about any driver behavior that is outside company-defined boundaries. Using Global Positioning System (GPS) technology, vehicle data is recorded by the @Road *i*LM (Internet Location Manager) device installed in the vehicle as part of the overall @Road Pathway MRM solution. The data is then communicated over high-speed wireless networks, across the Internet and presented to the @Road customer in the form of online reports and maps via the @Road Web site.

"We can use @Road Exceptions reports to tell us if drivers are complying with posted speed limits or whether they are using

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> *-Bill Korn, general manager of Safeway Training & Transportation Services*

vehicles after work hours," Korn said. "We don't have many of these problems with our drivers, but having the monitoring ability through @Road probably makes them less apt to speed and cuts down on our liability exposure."

Korn says the company's use of @Road also helps improve the efficiency of driver hours worked and vehicle maintenance. Since Safeway's drivers usually start and end the day with their vehicles at their homes, it was previously difficult to monitor actual shift start/stop times and to track when vehicle service was due.

"Now, drivers are more accurate with the timesheets they turn in," Korn said. "And since the Pathway Vehicle Maintenance feature automatically tracks when preventative maintenance service is due, we don't have to rely on drivers to remember to tell us when their vehicle needs an oil change."

By the 2006/2007 school year, Safeway plans to expand its use of @Road MRM solutions with a new way of tracking student attendance on busses. Each student will be assigned a unique bar code, which the driver will scan each time that student boards or disembarks the bus. The bar code scanner connects to the @Road *i*DT (Internet Data Terminal) in-vehicle messaging device and delivers information to the company's back office via the @Road Web site. This allows the student information to be easily accessed both by the driver and the manager or dispatcher.

Korn says Safeway is happy with how @Road provides the solutions and customer service the company needs in order to meet its goals for safety and improved driver efficiency. In his seven years as an @Road customer, Korn says there has been an evident increase in the quality and speed of @Road service.

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In addition to transporting children to and from school throughout New Hampshire, Massachusetts and Maine, Safeway provides training and publishes a manual for school bus drivers who transport special needs students. Their training manual is currently used in 41 U.S. states.

@Road delivers MRM solutions in the three key areas of Field Force Management (FFM), Field Service Management (FSM) and Field Asset Management (FAM). @Road Pathway is the mid-range FFM solution offered by @Road. Other @Road FFM solutions include the flagship @Road GeoManager and the entry-level @Road Portico.

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