Improving Operations
and Vehicle Availability With
DIGITAL FLEET MANAGEMENT

Eschbach Bus Service

Eschbach Bus Service has a long history of providing safe, efficient and reliable services for the schools of Southern Lancaster County in Pennsylvania. With over 70 years of experience, the company is the largest school bus service in its area, providing contracted services for schools and chartered buses for special events.

In 2014, Jake Menapace took over the leadership of the company as President with an eye to modernizing the business while continuing to build on the commitment to the schools and employees that Eschbach had always valued.

The Issues:

**95% of our Drivers are Part-Time**

With over 100 buses running more than 100 routes every day, it's no small challenge to keep things operating smoothly and reliably. Safety is a top focus for Jake and his team, and making sure the equipment is operational and meets regulatory requirements is critical. When Jake took over, everything was a manual process and paper was the system of record. While paper seemed to be the most simple way to manage things, it created inconsistency, slowed things down and didn't really provide management with any insights. Plus it was cumbersome and an intensive manual exercise to accurately archive and catalog for regulatory and auditability purposes.

Bottomline, paper was slowing down Jake's operation, costing him money and creating compliance exposure. But 95% of Eschbach's drivers were part-time. Working moms and second career employees. Jake was concerned about the adoption of traditional fleet management applications. It had to be simple, easy and accessible to his drivers.

The Solution:

While Jake was surveying his industry contacts and conducting his own research, he began to learn more about digital fleet management using standard mobile devices. This seemed just like the approach he was looking for. Eschbach started with digitalizing the paper pre-trip and post-trip reporting by making the process available on driver smartphones with the Driveroo mobile app. The results of each driver inspection were immediately available to Eschbach management and the maintenance team. In addition, digital inspections could also capture video and images, so that the maintenance crew could better understand the nature of the issues that were being found and respond accordingly. And the ability to capture mileage and operation hours also became the foundation for a much more effective preventative maintenance program.
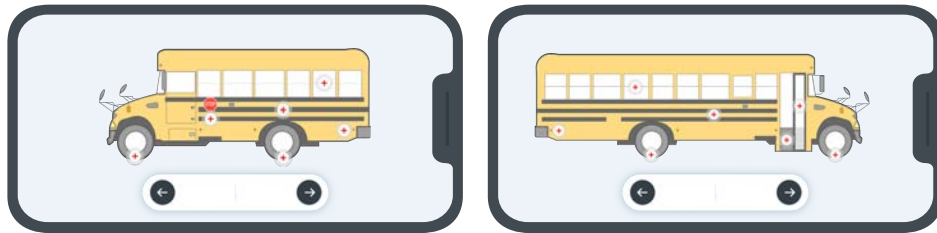
The Benefits:

Now the shop sees all the issues immediately

With an easy-to-use mobile app, and in-app guidance through the entire process, Eschbach drivers can more easily and quickly complete their inspections. Instead of taking several days to collect inspection reports, digital inspections are available to the maintenance team immediately, ensuring that issues can be addressed before they become even larger problems.

Adding voice, video and images to the inspections is super easy, and the extra information has made the maintenance process much more cost effective by enabling the team to prioritize repairs based on severity - saving time on travel for minor problems, while ensuring that critical repairs and issues that could lead to big challenges are addressed immediately.

Digital Fleet Management also ensures improved compliance. Management can track inspection completions, helping drivers to stay accountable. And all reports are easily accessible in the cloud 24/7 for the production of reports and auditability purposes.
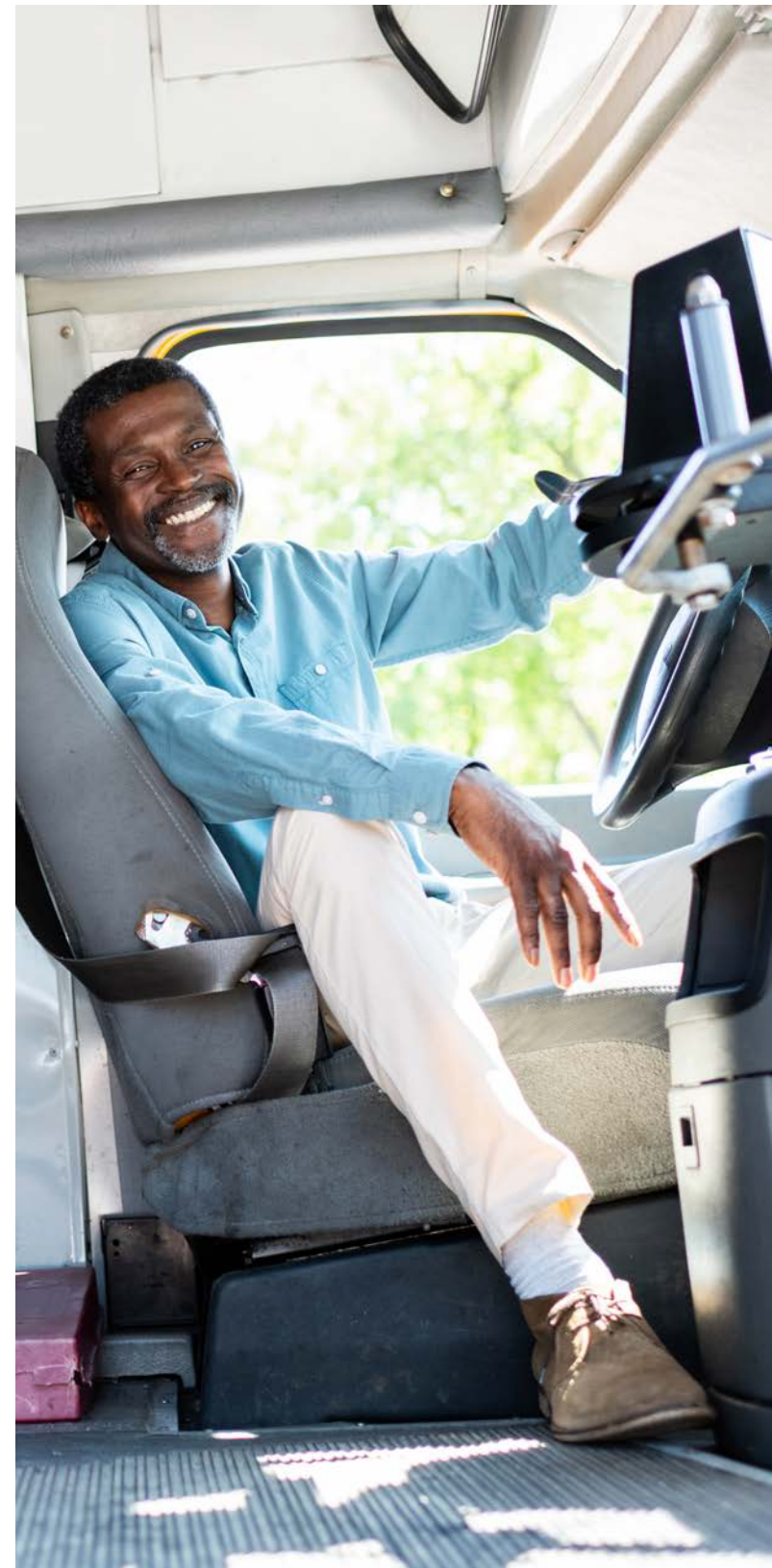
Why Driveroo?

The unique visual inspection approach offered in Driveroo's Fleet Management was a big factor in the selection. It was the easiest, most simple to use approach Jake found. Making the system simple to use and quick to adopt was a key component in the selection process. The visual indicators and intuitive tap and comment interface, combined with a flexible next level of preconfigured questions, offered the streamlined inspection process that Eschbach needed.

The ease of customization and Driveroo Concierge service were also big factors for Eschbach. Particularly given a limited IT staff. The fact that they could have the Driveroo Concierge create custom visualizations for both the vehicle inspections and other checklist requirements made the Eschbach team feel more comfortable that app useability and adoption would be high. In addition, Jake was impressed with the responsiveness of the Driveroo team, and their willingness to address his specific business process and reporting requirements.

With the basic inspection and maintenance processes in place, Jake is now looking at leveraging the flexibility and ease of use of the Driveroo platform to automate other parts of his business including route reporting for regulatory requirements and time capture for payroll. And with Driveroo's integration APIs, moving data between Driveroo and other Eschbach systems is straight-forward - opening up a number of possibilities to continue to automate the human powered processes that support the business.

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