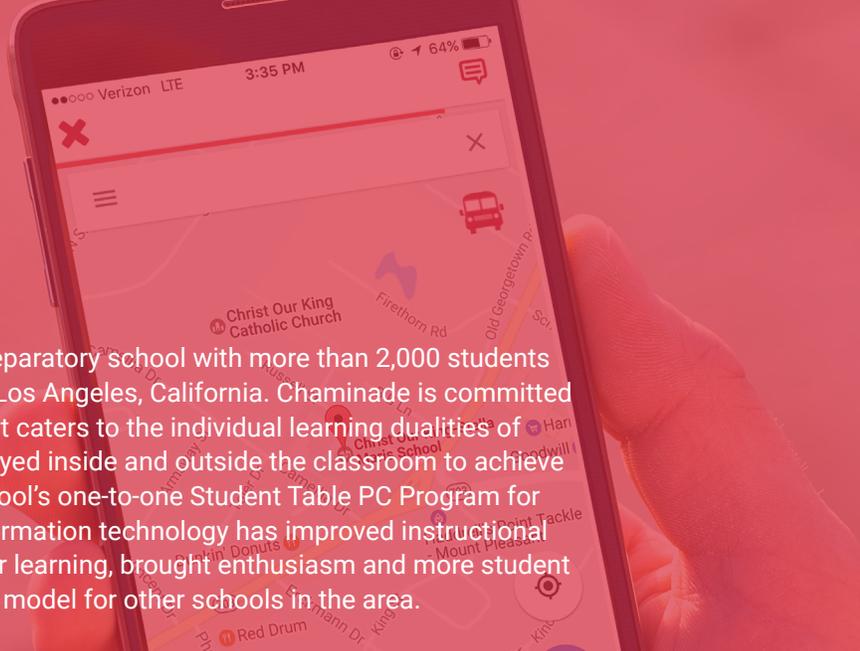


Customer Q&A with



Chaminade College Preparatory is a private Catholic preparatory school with more than 2,000 students on two campuses in the San Fernando Valley region of Los Angeles, California. Chaminade is committed to creating a student-centered learning environment that caters to the individual learning dualities of every student. Technology is one of several tools employed inside and outside the classroom to achieve this goal. All Chaminade students participate in the school's one-to-one Student Table PC Program for the duration of their Chaminade school experience. Information technology has improved instructional outcomes, transcended time and location limitations for learning, brought enthusiasm and more student involvement, and is setting the standard by service as a model for other schools in the area.



Roxy Piaskowski
Transportation Manager
Chaminade College Preparatory
West Hills, CA



When I recommend SafeStop to others, I emphasize the one-on-one help that you get from customer service. They all are truly invested in making the app work for your school and work properly.”

What problems, issues or needs led you to deploy a school bus tracking app?

Nearly 600 Chaminade students ride the bus each day. As transportation manager I was constantly getting calls from parents asking where the bus was. On top of all those calls, I was unable to tell the parents where the bus was because I had no visual. I had to contact dispatch to ask where the bus was and why it was running late. The addition of the app has completely improved our program, decreased the number of calls to my office, and enabled me to answer parent questions immediately rather than having to make separate calls for answers.

What has the implementation phase and ongoing relationship been like with SafeStop?

The implementation has been smooth; I would say that any issues that do arise are with our transportation provider when they don't provide the correct information to SafeStop, or don't update the routes when there is a change in bus numbers.

What have been the greatest benefits of working with SafeStop?

The greatest benefits are the decrease in the number of calls from parents, as well as a daily knowledge of where my buses are and if they are on time. It's been a real benefit to my job; I don't know what I'd do without it.

Can you share specifically how SafeStop helped you reach your goals?

My goals included reducing the number of calls from parents asking where's the bus, and having the correct answers to those calls when they do come in. SafeStop has done that. From the parent perspective, they are most interested in safety and security. With SafeStop they have the peace of mind that comes with knowing where their children are on the bus and when they will depart and arrive at their designated bus stops.

How has your experience been working with the SafeStop team?

The SafeStop team has been very helpful from the get-go. Individual team members have been amazing to work with. They have been very understanding

with some frustrations I have had and will do/have done everything in their power to fix any issues that arise.

Can you site an example of how SafeStop went “the extra mile” to serve you?

One SafeStop team member sat with me at the start of this school year and we went through every single route with a fine-tooth comb. She was very helpful and understanding and got everything running smoothly.

How is SafeStop aligned with the values that drive your school?

Chaminade is committed to educating students who will positively influence the future. Guidelines, influenced by the Marianist Philosophy of Education, provide students with a firm foundation in faith, a college preparatory education that recognizes the need for adaptation and change, and the ability to both identify and act upon the global community’s need for service. Academic integrity, teamwork, dialogue, acceptance of others and the search for truth are key elements of the curriculum. Lifelong learning, critical thinking and creativity are strong components of the educational goals Chaminade has for each student. I believe that SafeStop, as a company, really strives to continue learning how to improve the app, has a great team working on it, and has great communication with their users which aligns directly with Chaminade’s values.

How has working with SafeStop made your job easier?

SafeStop makes me aware of what is happening with our buses that the bus company may not know or communicate with me. It eases my anxiety and stress regarding where the buses are along their routes and if they are on time. It helps me answer parent questions because I have the answers in the palm of my hand. SafeStop also allows me to communicate directly with parents by sending in-app alerts. It’s just been a wonderful addition to our program.

What surprised you or pleased you the most about working with SafeStop?

What surprised me most is that I am able to have a personalized relationship with the people working on the app.

Would you recommend SafeStop to others? What positive benefits would you emphasize?

I would recommend SafeStop to others. One benefit I would emphasize is the one-on-one help that you get from customer service. They all are truly invested in making the app work for your school and work properly.