



Capistrano Unified School District

Aliso Viejo, CA

The Customer

Founded in 1965, Capistrano Unified School District encompasses 200 square miles in seven cities and a portion of the unincorporated area of Orange County. With 63 campuses, it is the largest employer in south Orange County. The District includes all or part of the cities of San Clemente, Dana Point, San Juan Capistrano, Laguna Niguel, Aliso Viejo, Mission Viejo and Rancho Santa Margarita, and the communities of Las Flores, Coto de Caza, Dove Canyon, Ladera Ranch, Sendero/Rancho Mission Viejo, and Wagon Wheel.

The Challenge

The District needed to find high-quality, reliable transportation for their two most vulnerable student populations: those covered by the McKinney-Vento Act, and their special needs students attending non-public schools.

Carlos Chicas, Transportation Director, has been working with ALC Schools for nearly 10 years. "I've been using ALC Schools since 2011," recalled Chicas. "At the time, I was serving as Director of Transportation for another district, located in California's Central Valley. There we faced the challenge of providing transportation services for special needs students attending non-public schools, as well as McKinney-Vento students. Although that District owns a fleet of yellow busses, it didn't make economic sense to provide exclusive, long-distance transportation services using a yellow school bus for three or four students, and in some cases fewer."

Chicas added, "I've been in this business for going on 20 years now and I remember the days when we used taxi services in these types of situations. ALC Schools has been able to provide our district with reliable student transportation services, at a fraction of the cost of bus services. This made our decision to work with ALC Schools an easy one."

The Result

Capistrano Unified School District selected ALC Schools through a comprehensive competitive bidding process. Chicas said,

“ALC Schools won the bid not only based on price, but more importantly met specifications which included background verification of employees, safety training, same vehicle/driver daily, our standard of liability insurance coverage, and reference rating.”

He added that he considers ALC Schools to be more of a business partner, rather than just another vendor. "We entrust them with some of our most vulnerable kids, and I am proud to say that they treat our parents and students with the same respect they would our district employees. ALC Schools is incredibly reliable, with an on-time delivery record that is unmatched in the industry. Everyone you come into contact with – from the drivers all the way to their corporate executives – operate with the utmost professionalism, and are always caring and courteous," Chicas said.

Capistrano Unified School District currently uses ALC Schools to transport special needs students who attend non-public programs; McKinney-Vento students to their schools of origin; foster students; and, cases where medical needs require shorter ride times, or exclusive one-to-one transport.

According to Chicas, Capistrano Unified School District plans to provide services for neighboring districts in the future. "We anticipate we will rely on ALC Schools to help with those special needs routes with fewer students, as a way to reduce costs, while providing excellent service," he said.

The ALC Difference

At ALC Schools, our focus is on fulfilling districts' special transportation needs. Every day we coordinate trips for thousands of students, yet we never lose sight of the importance of each student's individual and unique circumstances.

Because we focus on special transportation needs, we are able to offer a level of personalized service found nowhere else, including:

Significantly Reduced Costs

Today, every dollar counts – especially education dollars. ALC can save school districts 20-30% on average and provide improved service. This is a claim we can prove and one that seems hard to ignore.

Parent/Guardian Meeting

Prior to transporting any student, their parent/guardian will have the opportunity to meet with an ALC Schools representative to discuss all aspects of the student's transportation needs.

We understand that knowing a student's preference to sit on the right-side of the vehicle and to be accompanied by a favorite stuffed animal is just as important as understanding their physical requirements. These parent/guardian meetings allow us to cultivate relationships with the students and their families.

Driven By Compassion – Same Driver Every Day

Consistency – it's important to your students and it's important to ALC Schools. Our solution, which offers the same driver every day, enhances communication with parents and increases the comfort level of the students.

Because we not only match the vehicle, but also the driver with the individual needs of the student, drivers view their role as having made a commitment to serving "their" students each and every day. The result: students spend more days in the classroom, providing them and their families stability, familiarity, security and trust.

Real-Time Accountability

ALC is able to confirm, through the use of GPS, the time and locations of each of the district's students' trip events. Knowing where your students are, and when they arrived, provides an additional level of comfort and safety.

Matching Each Student With The Right Vehicle

ALC Schools' solution is uniquely customized to meet the specific needs of the district's students – today – and as their needs change. ALC ensures that each vehicle best matches the student's needs. Factors such as seating arrangements, wheelchair accessibility, additional equipment needs, and the possible need for a nurse/aide are all considered in identifying a vehicle for each student.

Our mission is to give students with special transportation needs an equal opportunity to learn, grow, and succeed.

