

COMMITMENT TO SERVICE:

How HireRight Helped Student Transportation of America Customize Their Screening with Compliance and Safety in Mind



OVERVIEW

Student Transportation of America has been serving communities since 1997, providing safe and dependable transportation for students and customers. With over 22,000 vehicles currently being operated, 23,500 employees, and more than 325 districts served across North America, Student Transportation of America is dedicated to supporting the 1.25 million passengers they transport daily and nurturing a sense of family and empowerment with employees who are proud to come to work and get students to and from school safely.

Student Transportation of America offers a variety of services including contracted, charter, sustainability, special needs transportation, and managed transportation to name a few. As part of their growth over the years, Student Transportation of America has also completed several successful acquisitions and conversions of locally owned or publicly operated fleets into their systems.

All of this is in support of their commitment to service and community. In part with that mission, Student Transportation of America needed a background screening partner that could help consolidate their widespread program, integrate with their other tech tools, and feel supported in their mission towards compliance and safety. That's where HireRight was able to step in.

STUDENT TRANSPORTATION OF AMERICA'S CHALLENGES

With Student Transportation of America's vast reach, they were looking to totally consolidate their ecosystem of background screening, talent acquisition, and compliance. Before this, there were visibility limitations into processes and local team operations and an immediate opportunity to tighten oversight across the organization.



HireRight and Avatar worked closely with us to get the integration working. We're a big organization with a lot of employees, so stepping back and bringing in new software with a lot of compliance items and documents to track was a big undertaking. HireRight was a great partner the whole way to get us right where we needed to be."

Shelly Hall,
Vice President of Health
and Safety

From a compliance perspective, Student Transportation of America hires in different states with unique screening requirements. Because of this, they needed the ability to run custom and specific checks both at the time of hire and in post-hire monitoring. Student Transportation of America also needed the ability to imbed adjudication rules built around their internal safety policies and procedures.

“ We have locations all over the country and need the visibility into locations without being there. With HireRight and Avatar DriverHub, we're able to do that from our own desks each and every day. It's made it so easy for the local management team to manage that part of the business.”

Shelly Hall,
Vice President of Health and Safety

Other pain points included slower than ideal turnaround times for reports and a lack of customization opportunities. Student Transportation of America was looking for a partner that could integrate well with their tech stack and help reduce time consuming manual data entry for the safety team. With a shortage of dedicated resources and support, they also needed a partner with the bandwidth to support their program at scale.

Overall, Student Transportation of America needed to modernize how safety and compliance were managed at all levels of their organization. It was essential that Student Transportation of America implemented a comprehensive screening solution that offered customizations, better visibility into processes, and partnership through their growth.

HIRERIGHT'S SOLUTION

Partnership was at the heart of HireRight's aid in consolidating Student Transportation of America's screening ecosystem. It was understood that the scale of hiring that Student Transportation of America does each year required attention to detail and a lockstep partnership to succeed.

With Student Transportation of America's estimated 3,000-4,000 hires a year, and conditional offers based on passed background checks, HireRight was able to introduce a customized phased screening process. With the intention to help minimize spend on checks for individuals that didn't pass the first round of screening, it also had the added benefit of saving time by only screening candidates who meet their hiring criteria.

To further support their complex hiring across different states with unique requirements, HireRight was able to customize the phase package by state to help ensure compliance. Additionally, necessary adjudication rules were implemented. Customizations like these, plus reporting dashboards, helped support a seamless transition for Student Transportation of America to better manage their compliance, safety, and screening processes.

HireRight was able to integrate with several internal systems within Student Transportation of America's tech stack, including AvatarFleet. Through HireRight and Avatar's DriverHub integration, Student Transportation of America was able to streamline processes and rest easy knowing both their internal team's and candidate's experience was intuitive and optimized.

Collaboration remains core to the HireRight and Student Transportation of America partnership. HireRight's ability to offer total visibility, custom bundles, and dedicated account support is in effort to reinforce Student Transportation of America's mission of service and community.

“ We've always had outstanding customer service with HireRight. Having dedicated resources is great. But having support who knows me and my team well, and even attends our team meetings throughout the year, is so helpful.”

Shelly Hall,
Vice President of Health and Safety

HireRight's bundled services and phased approach, dedicated account support, and Avatar's DriverHub driver communication and marketing features gave Student Transportation of America's safety team more visibility into their entire background screening process. This confidence, and oversight, was exactly what they wanted.

SUMMARY

Because of HireRight's commitment to partnership and account support, Student Transportation of America can **confidently support hiring in multiple jurisdictions, streamline workflows and processes, and save time and money.**



For more information about how HireRight helped Student Transportation of America customize its screening program, visit us at [HireRight.com](https://www.hireright.com).

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