

# Tools Rule Compliance

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2011 Bus & Paratransit Conference

# Bus Operator Training

- Nine Week Program
- Smith System
- Associate Instructor Program
- Refresher Training



# Tools for Rule Compliance

- Training
- Observation/Supervision
- Automatic Vehicle Location (AVL)
- Audio/Video Footage
- Discipline/Follow-Up



# Observation and Supervision

- Supervisor Ride-Along Program
- Location Observations
- Secret Shopper/Rider Program
- Supervisor Route Checks
- Performance Reviews
- Positive Discipline Program



# Automatic Vehicle Location (AVL) System

- Automatic Vehicle Location (AVL) System
- Used to Confirm Location of Vehicles
- Used in Conjunction with Complaint System to Verify Alleged Incidents
  - Complaint system also tracks those who make complaints
- Used in Conjunction with Video Footage



# Audio and Video Footage

- 100% of Revenue Vehicles Equipped with Camera Systems
  - Buses – 9 Cameras, 2 Mics, 8 Discreets, Storage of 100 Hrs.
  - Paratransit Vans – 7 Cameras, 2 Mics, 8 Discreets, Storage of 100 Hrs.
  - Supervisor Vehicles – Dash Camera, Interior Camera, Interior Mic, Wireless Mic
- Automatic and Ad Hoc Wireless Downloads



## Audio and Video Footage (Cont.)

- Used to Confirm Complaints
  - Discipline
  - Positive Feedback
- Accident Investigative Conference
- Discipline Counseling
- Training Program
- Awareness Program



# Audio and Video Footage (Cont.)

- Regularly Display Footage in Common Areas





# Audio and Video Footage (Cont.)

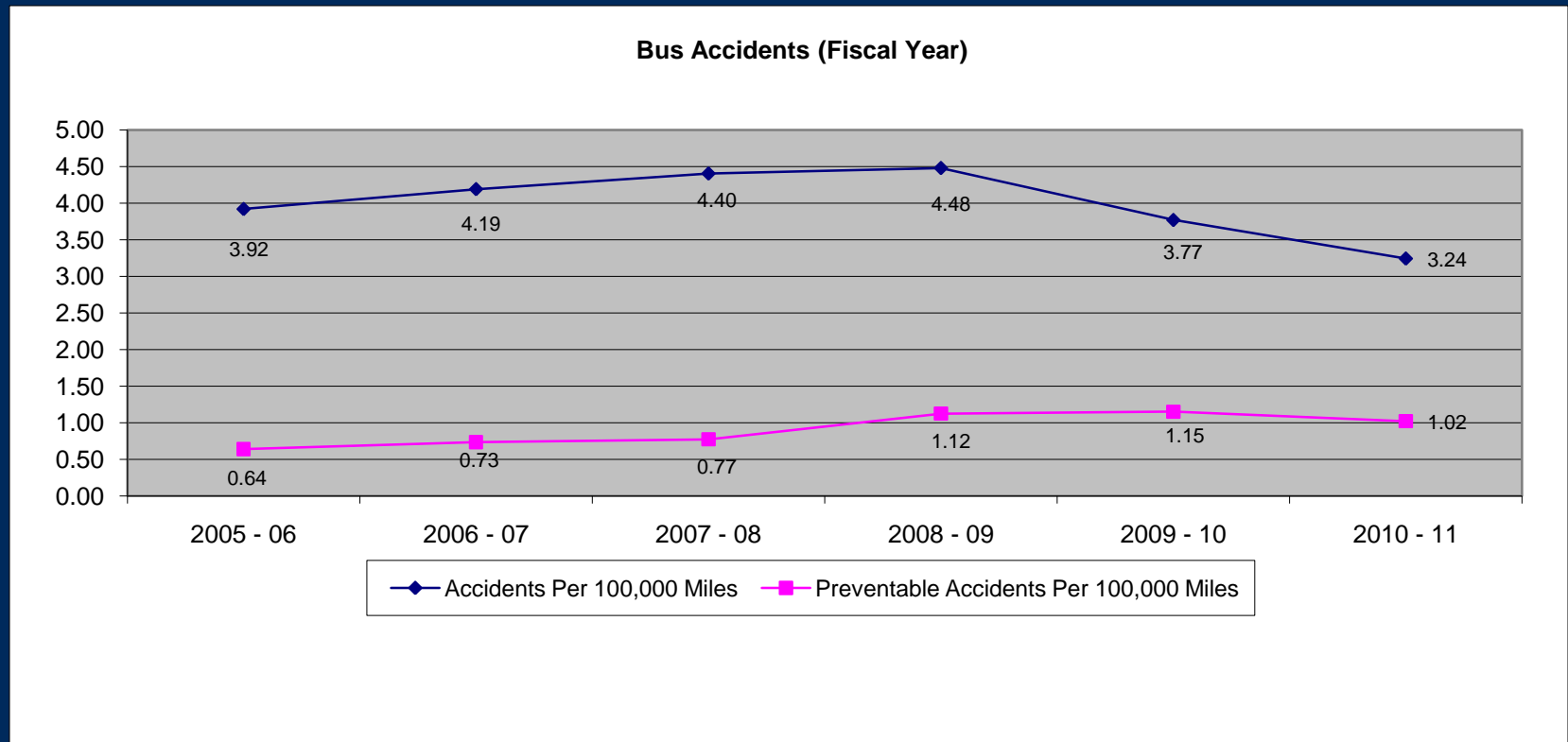


**BE ALERT FOR HAZARDS  
IN CONSTRUCTION  
ZONES!**



# Results

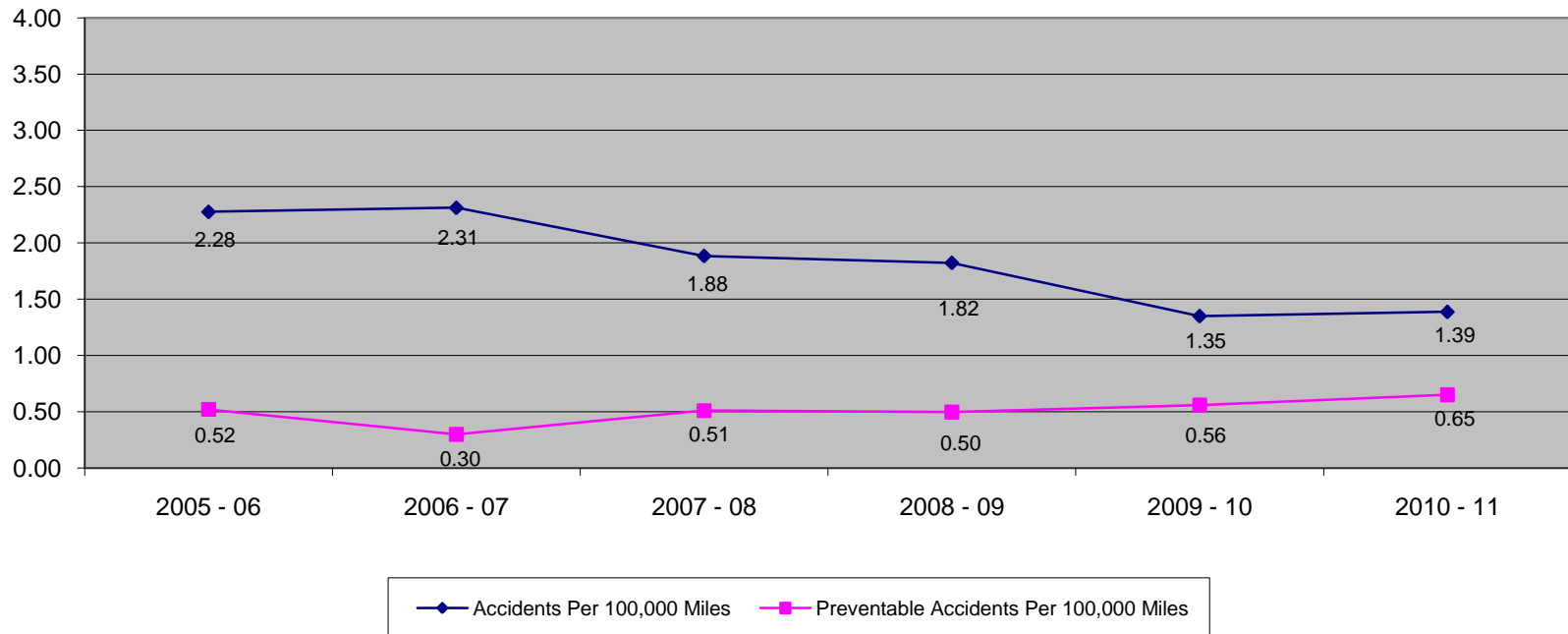
- Total Accidents Reduced Since 2008 - 26%



# Results

- Total Accidents Reduced Since 2008 - 26%

Van Accidents (Fiscal Year)



## Results (Cont.)

- Reduction in Unresolved Customer Complaints
  - “Fault Could Not Be Found” (FCND)
    - 2008 – 35.8% of Total Complaints
    - 2010 – 18.6% of Total Complaints
- Reduction - 47%



# Discipline and Follow-Up

- Issues Observed on Video Addressed
- “Special Action Form” Forwarded Employee’s Department/Supervisor
- Positive Discipline Program
- Video Footage Saved
- Follow-Up



# Tools for Rule Compliance

- Comprehensive and Proactive Use of Technology
- Feedback – Positive and Disciplinary
- Training
- Goals
  - Better Customer Service
  - Reduce Accidents
  - Safer System



# Tools Used for Rule Compliance

## Questions?

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