

Tools Rule Compliance

Raymond Lopez
Manager of Safety

VIA Metropolitan Transit
San Antonio, Texas



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.)

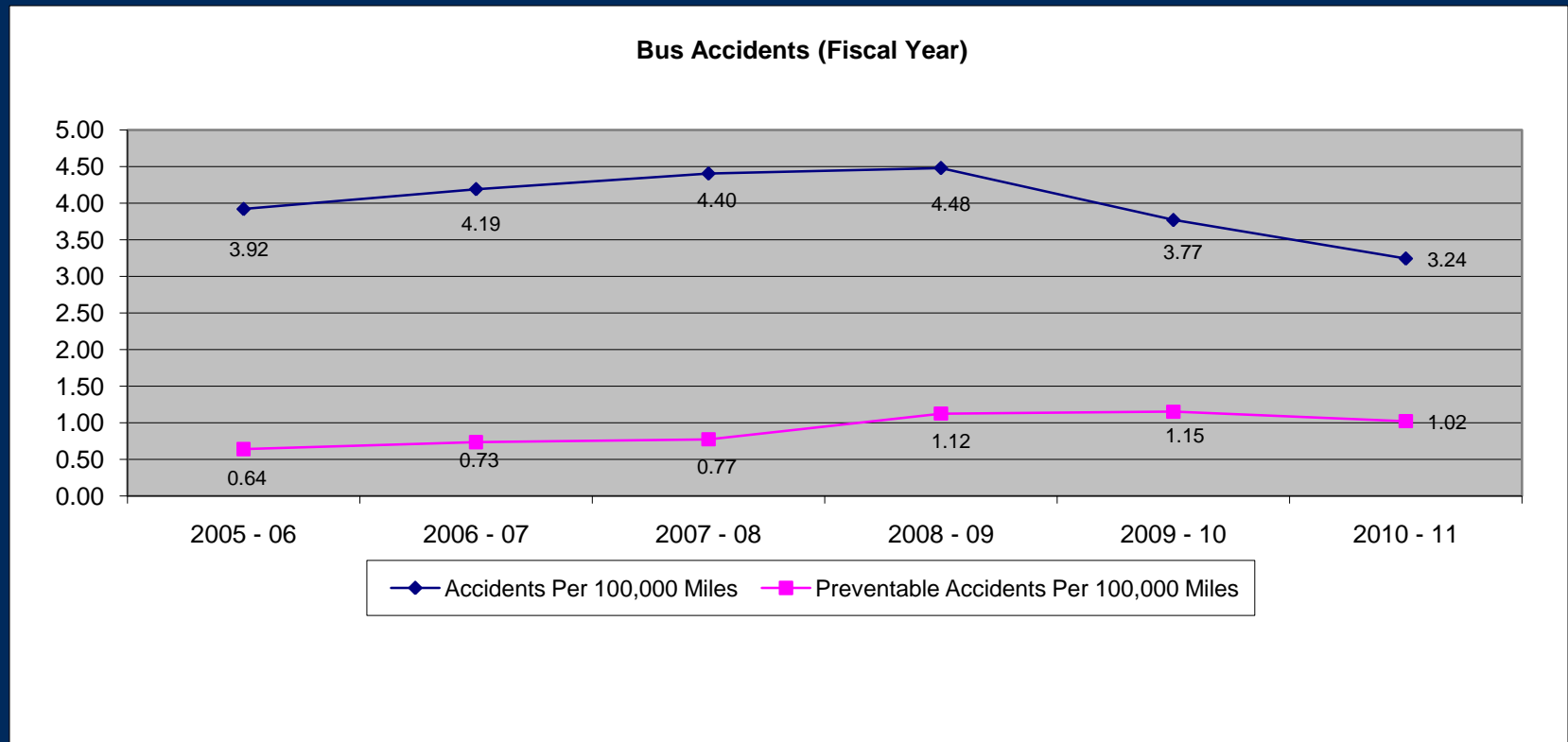


**BE ALERT FOR HAZARDS
IN CONSTRUCTION
ZONES!**



Results

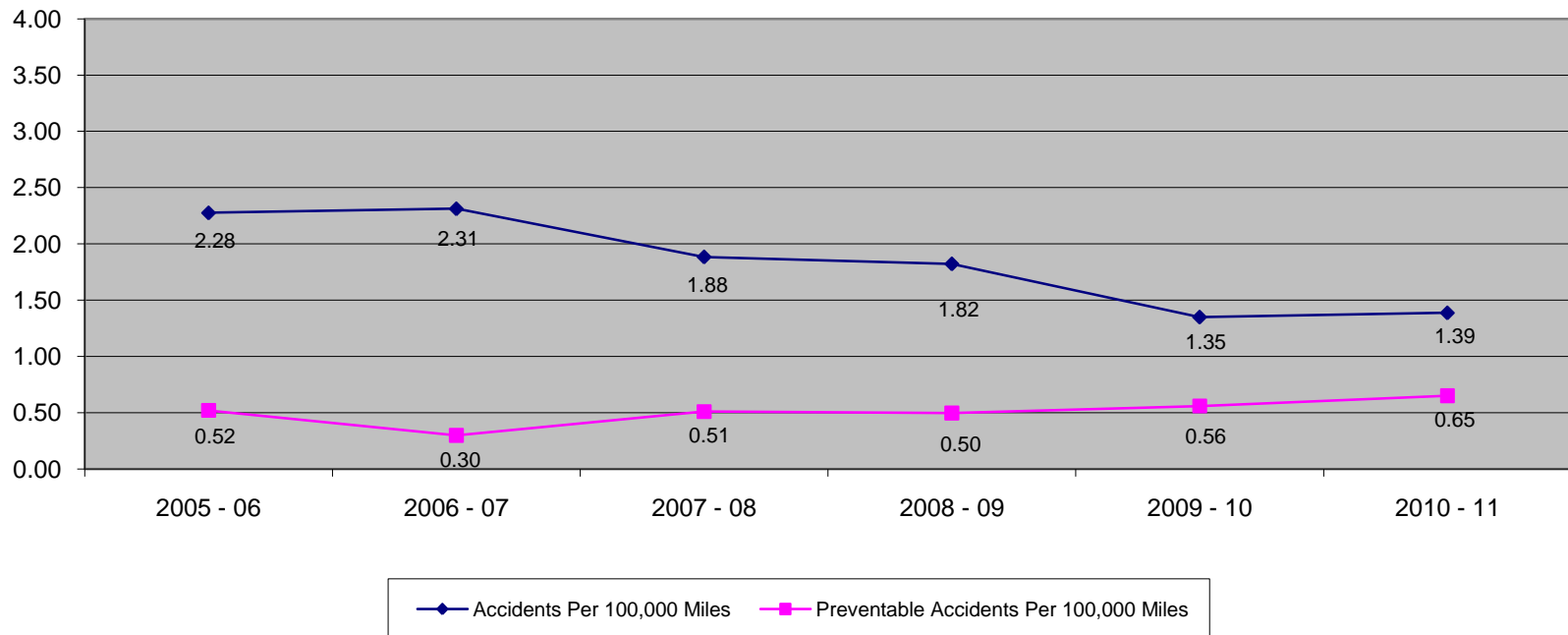
- Total Accidents Reduced Since 2008 - 26%



Results

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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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