

A Pro-Active Approach to Passenger and Operator Safety

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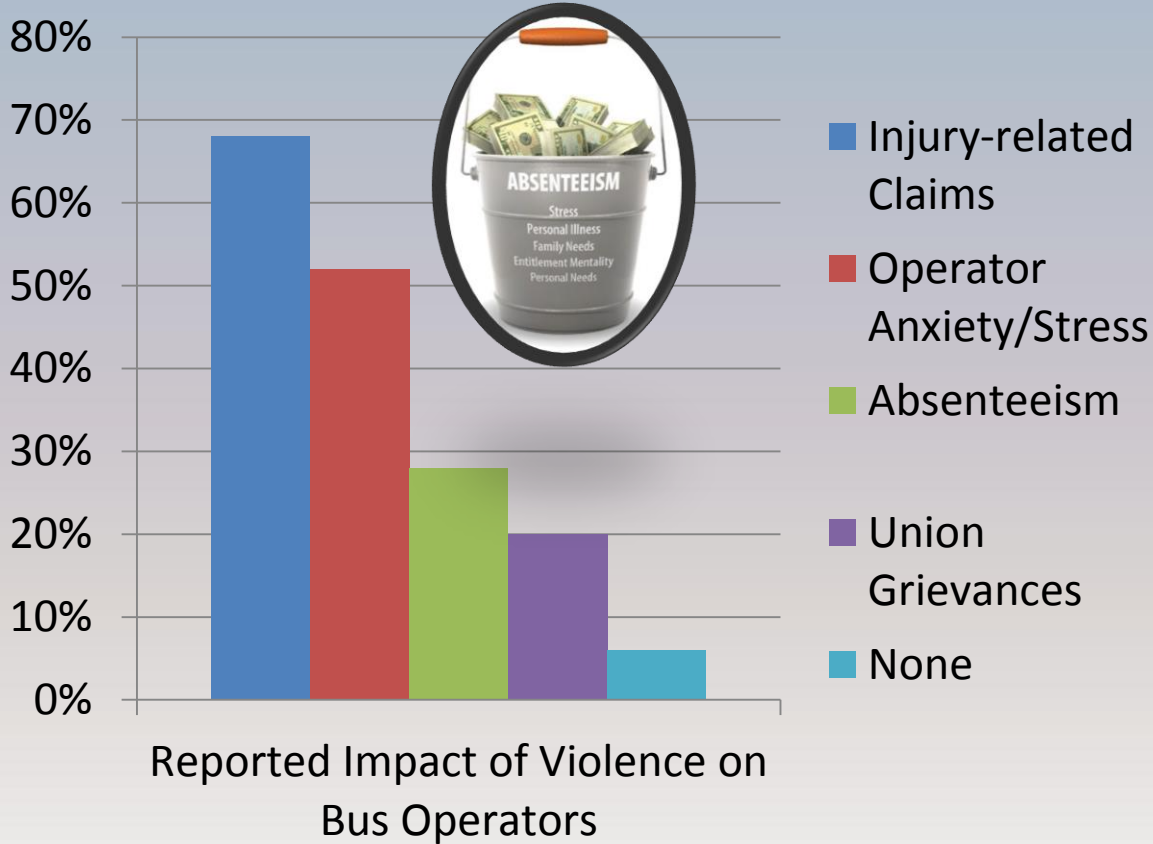


Why transit agencies should take a
pro-active approach to passenger &
operator safety

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Crime – Bus Operator Assaults



Other Concerns

Escalating
Transit Crime



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Reactive Approach Leads to

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Lawsuits



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APTA
EXPO
PUBLIC TRANSPORTATION'S
PREMIER SHOWCASE

Union Grievances



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Absenteeism



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Loss of Confidence



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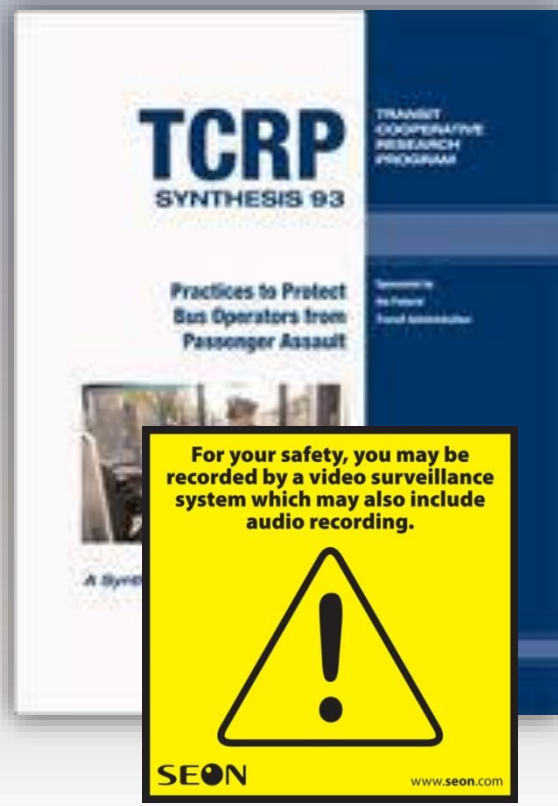
APTA
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Technology to Support Pro-Active Approach

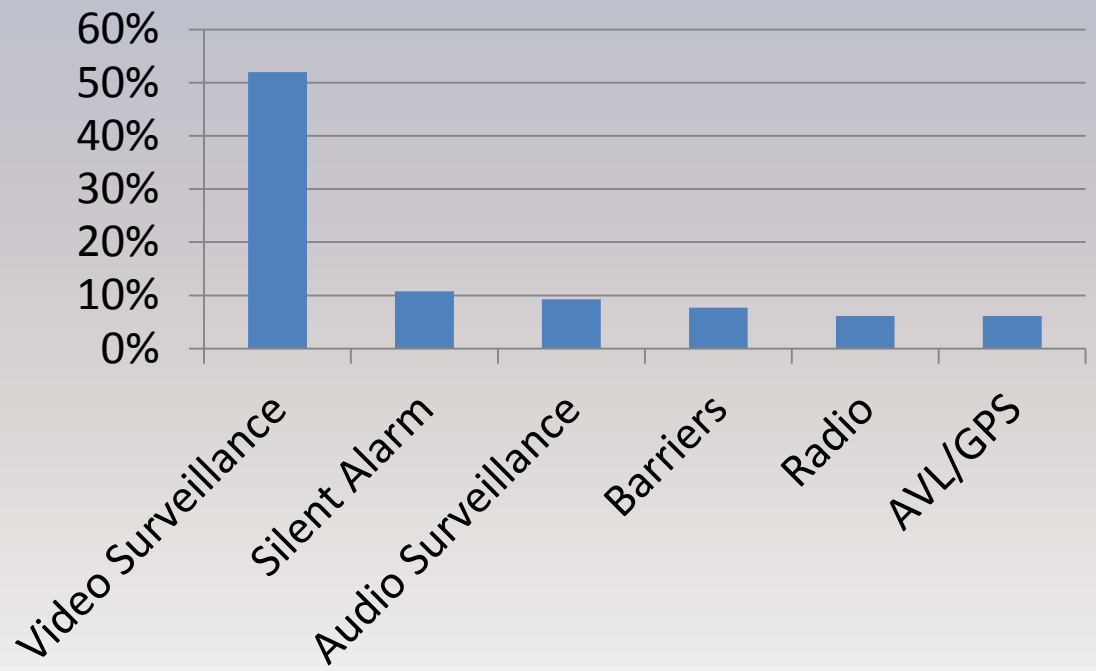
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Protecting Against Operator Assault



Most Effective Technology Measures



Implementing a Video and Audio Surveillance System

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Step 1: Identify Your Problem Areas



Injury Claims



Accident At-Fault



Worker's Comp Claims

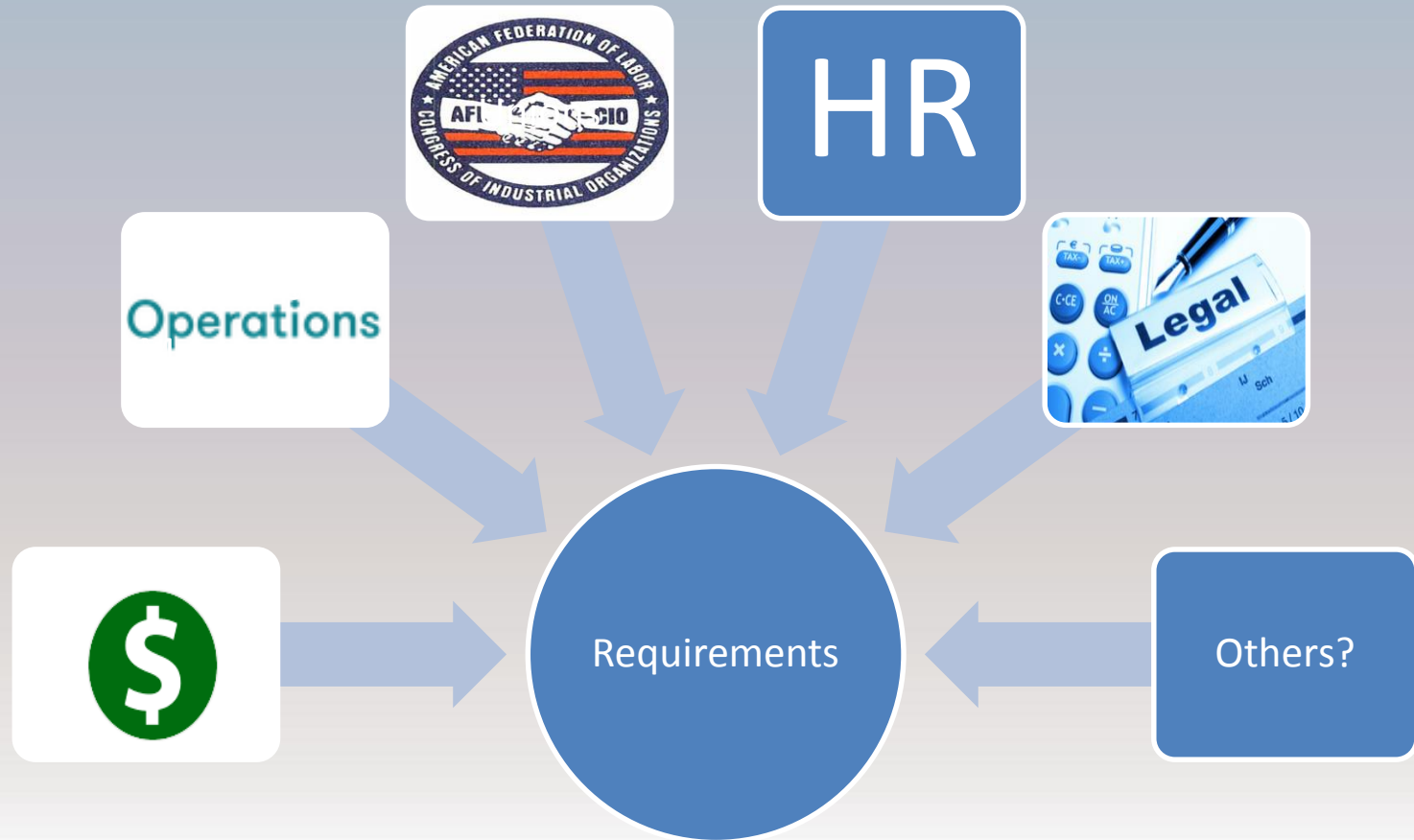


Vandalism

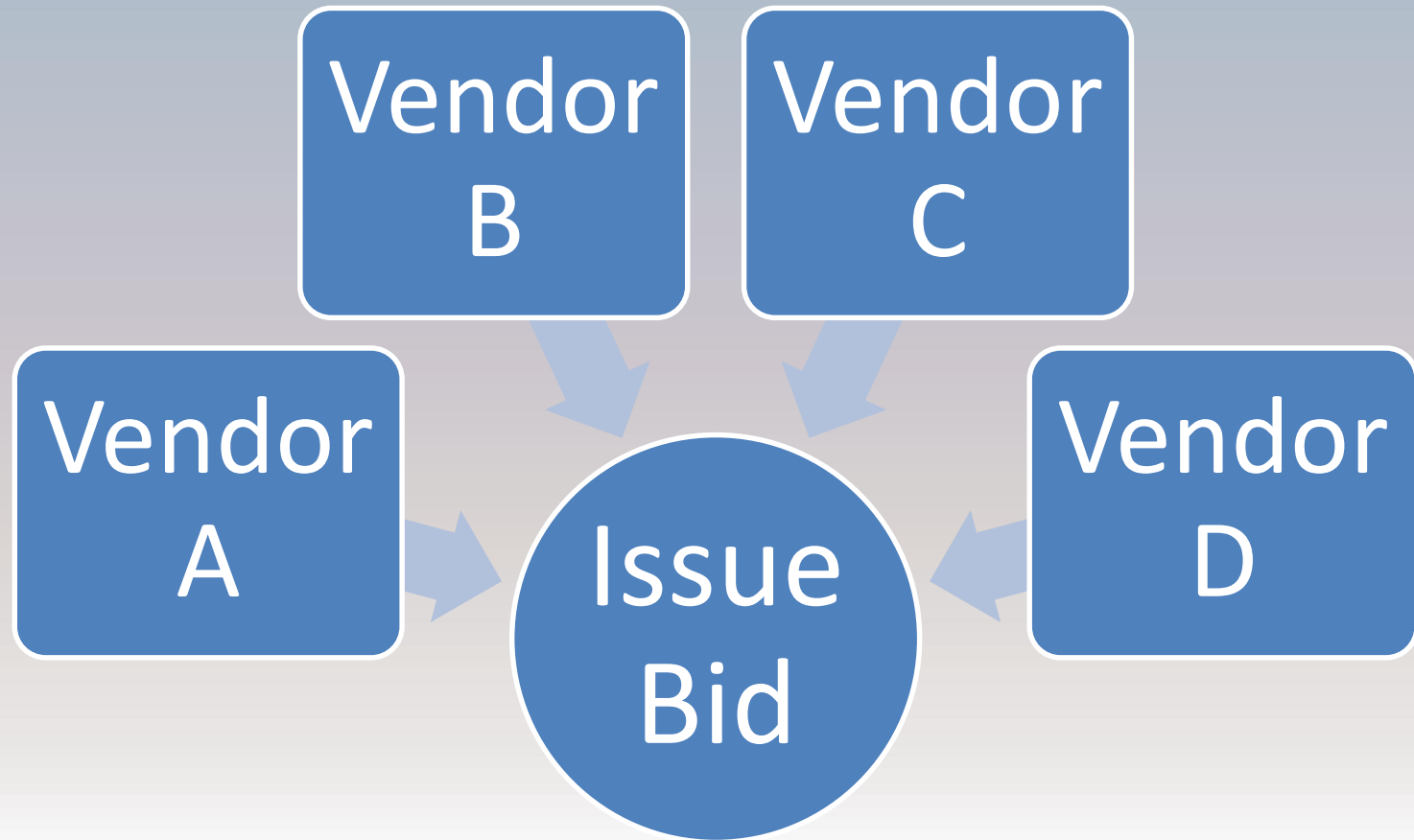


Crime

Step 2: Consult Stakeholders



Step 3: Do Research

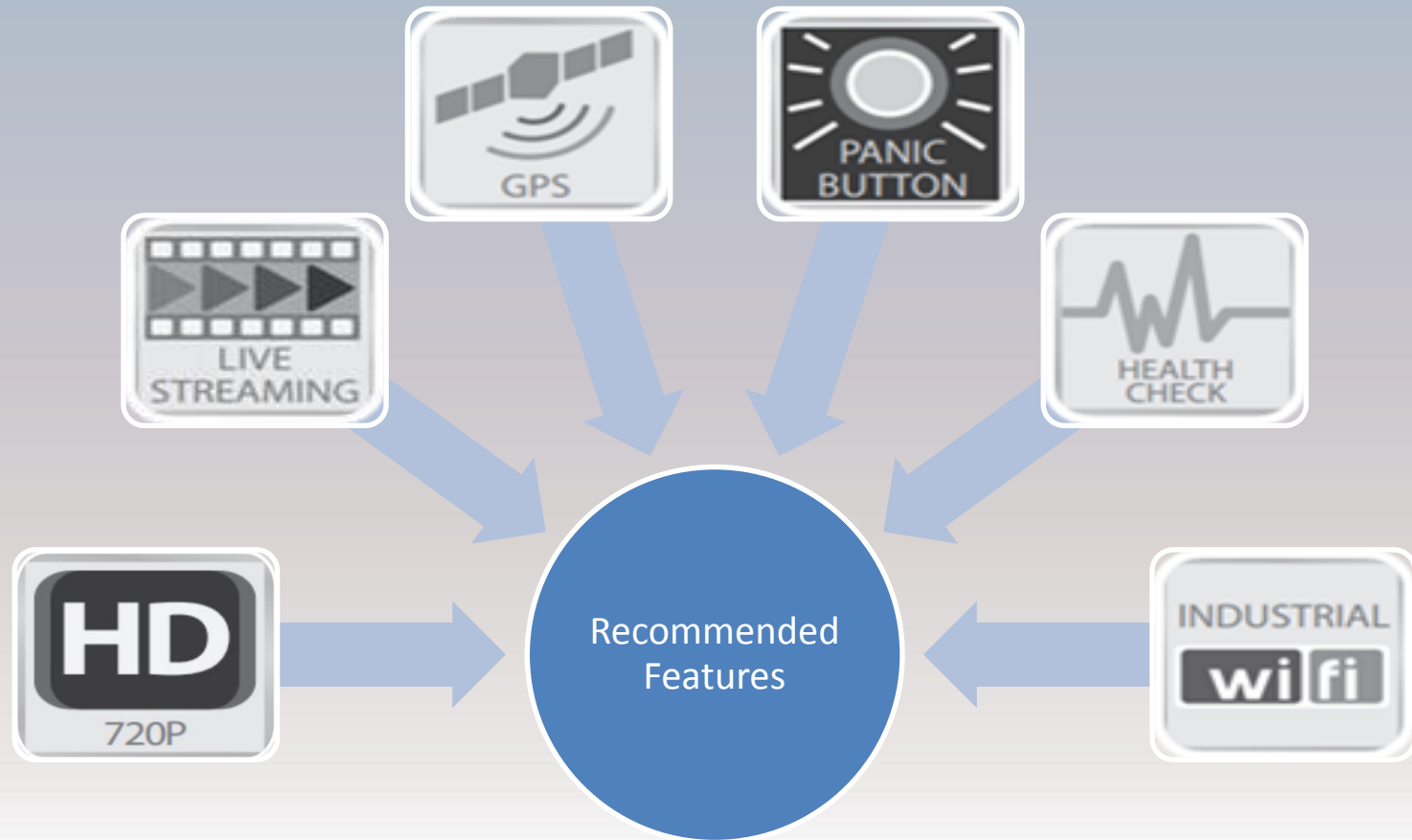


Step 4: Select Vendor

Selection Process

- Due Diligence
- Long Term Support
- Good Track Record
- Previous Experience
- Good References

Step 4: Select Vendor



Step 5: Pilot Project

Pilot

- Test Drive Equipment
- Meets Objectives - Usability
- Meets Reliability Claims

Step 6: Roll Out

Phased Approach

- Pilot – upgrade buses
- Get Systems in new buses at factory

Publish Video Policy

- Storage Policy
- Access to Video
- Situations which can use video
- Chain of Custody
- Video Protection Methods

Step 7: Public Awareness Campaign



Prosecute First Offenders



Step 8: Post Project Review and Evaluation

Review Criteria

- System Performance
- System usability
- Vendor support
- System Reliability

Step 9: Establish Maintenance and Training Program

Maintenance Program

- Regular Maintenance Program
- Regular Training Program
- Budget for upgrades and Add-ons
- Budget for Replacement at end of useful life

Case Study – North Carolina DOT

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North Carolina DOT



- Project:
 - State contract for video
 - 2000 para-transit & demand response vehicles
 - 100 counties
- Goal:
 - Evaluate & select single vendor for entire state

“When people board our buses they have an expectation of safety...having video surveillance is a proactive approach to ensure safety down the road.”

Ben Garrison, NCDOT
Project Manager

NCDOT Keys to Success

Clear Objectives

- Accident reconstruction
- Driver coaching & training
- Incident investigation

Project Team

- Included key stakeholders
- Tech-savvy people driving the project
- Key executive support

Due Diligence

- Extensive testing with 5 key vendors
- Phased roll-out (key influencers installed first)
- Video policy

NCDOT Results - 2 years later



VIDEO

Improved driver monitoring

Great tool for coaching

Reduced investigation times

Best Practices

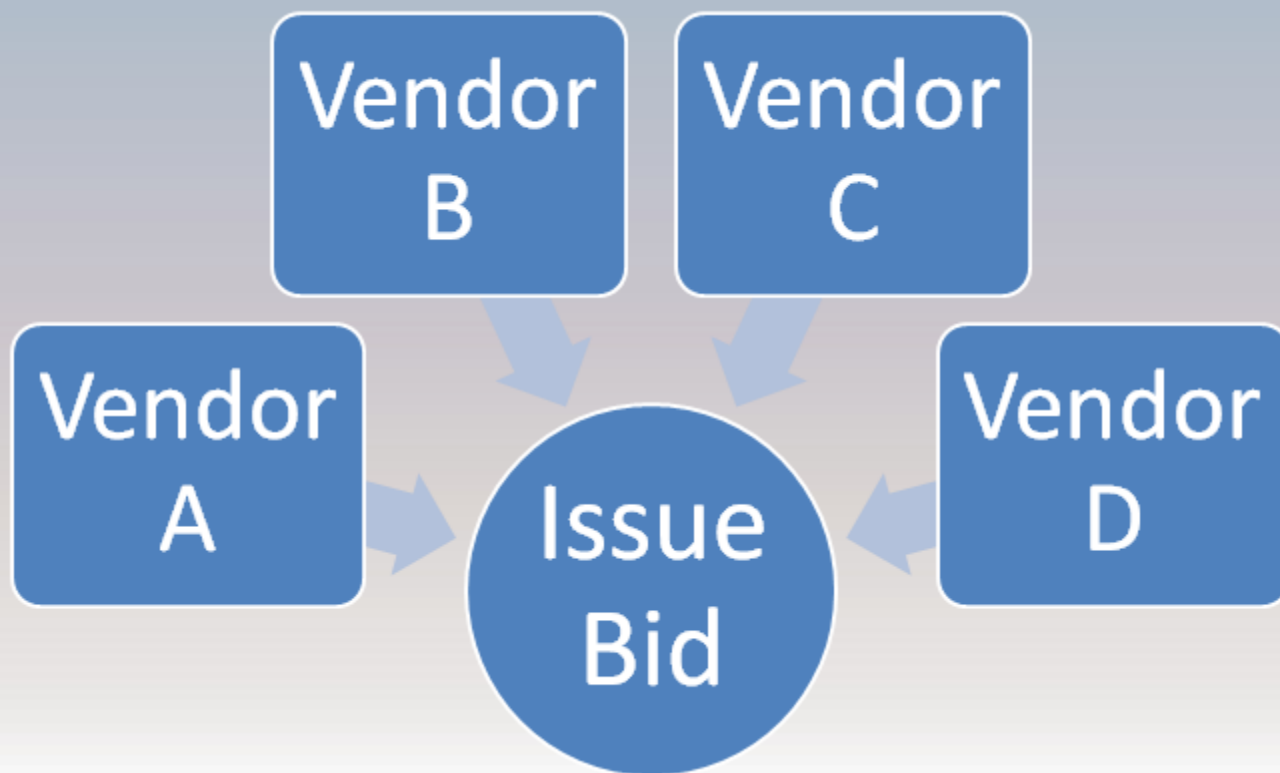
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Plan Implementation Project Carefully



Plan Implementation Project Carefully



Plan Implementation Project Carefully



KEEP CALM

AND

WRITE A

COMMUNICATIONS PLAN

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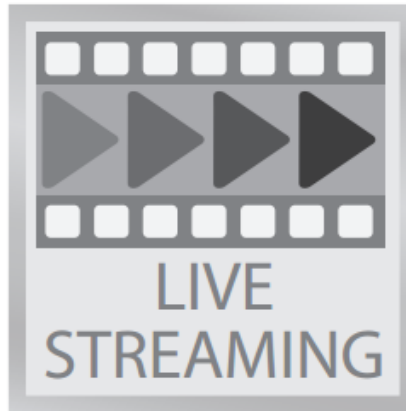
Future Proof



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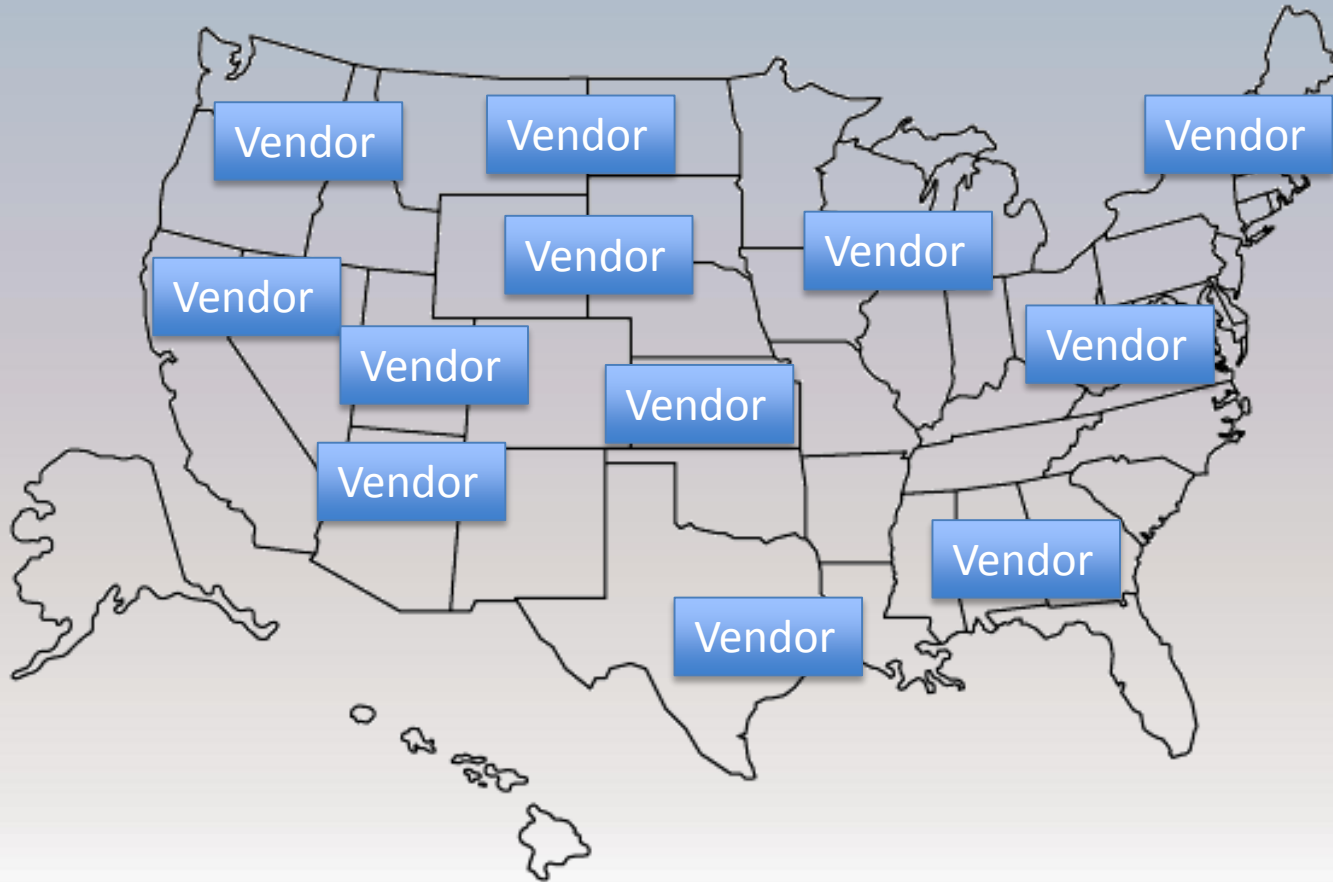
Future Proof



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Choose an Experienced Vendor



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Choose an Experienced Vendor



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Plan for the Future

Expansion and Upgrade Plan

Public Awareness Campaign

Maintenance Schedule

Video Policy

Thank You

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Questions????

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