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More Californian Transit Organizations Embrace Vigil

Vigil Systems' innovative 'behind-the-wheel' driver training tools are now the most popular risk management systems among California transit authorities. The latest organizations to benefit from the unique Vigil approach to driver training are Alameda-Contra Costa Transit (AC Transit) and Golden Gate Transit, both in the San Francisco Bay Area. Both became Vigil customers in May 2006.

They have joined Californian counterparts, Orange County Transportation and LA Metro (the U.S.'s second largest transit authority), in introducing Vigil Systems' unique products. They are already reaping rewards by being able to access the best technology available to train, evaluate and manage their bus operators.

This means almost 8,000 bus drivers in California are now able to be trained, re-trained, assessed and informed using Vigil Systems' unique technology so they can minimize the risk of accidents.

It also means approximately 540 million customers per year will be riding on safer transport. Transit authorities are already conscious of these two significant benefits, and are eagerly predicting the financial benefits of reduced accidents.

Client satisfaction

It is clear why leading transit authorities are relying on Vigil ...

Mark Anderson, Director of Operations Training, LA Metro:

"Vigil Systems' products give us the chance to make fundamental changes to the way we do business. In the past we have waited and managed situations after accidents have happened. Using VigilManager, we can change that and adopt a very proactive approach by making safety observations before accidents happen.

"Insurance companies have determined that 'x' amount of unsafe acts lead to an accident, 'x' amount of accidents lead to a serious accident, and 'x' amount of serious accidents lead to a fatality. If we can cut these unsafe acts off at the bottom of that chain, we can change the culture and prevent accidents.

"It's not a matter of getting someone in trouble – that's not the point – we need to know what these drivers are doing so we can change their behavior. When faced with the choice of being reprimanded after an accident when they are about to receive a warning letter, or being told "we are telling you now so you can avoid getting into an accident in the future" we think they will prefer this proactive scenario."

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**Mike Flocchini, Senior Employee Development Representative,
Alameda-Contra Costa Transit (AC Transit):**

“Vigil technology has opened doors that we never thought possible. We see the value in its unique ability to capture and document visual and graphic data that can address both driving performance needs and the characteristics of our diverse fleet of buses. As a result, our training staff is excited by the potential ROI to AC Transit. We are now in a better position to improve training and performance standards.”

Mark Andrews, Senior Bus Instructor, Orange County Transportation (OCTA):

“The primary advantage of Vigil is the ability for an operator to personally view behavior that needs improvement or change. In other words, an individual is provided the opportunity for a concrete self analysis. It isn’t someone else telling them what they are or are not doing; it is them observing for themselves what they are or are not doing. Without awareness of a behavior, you cannot change it. This makes them emphatically aware of their driving behaviors.”

“The software is very useful in assisting drivers in the awareness of their own driving behaviors, good and bad. We use it primarily for retraining operators with performance issues and training Behind-the-Wheel Trainers to enhance their observation skills for the purpose of documenting student driving performance. In the future, we will continue to expand the use of Vigil in these areas.”

About Vigil

Vigil Systems is a leading global driver management company. We have developed unique software systems which saves lives and costs by closely managing and improving unsafe driving behavior, and reducing the risk of accidents.

Our advanced, ‘behind-the-wheel’ driver training and assessment tools identify risky and dangerous driving, and then proactively manage and correct them in a way that cannot be done by any other company. This has led to improving fuel economy, as well as reducing vehicle damage, workers’ compensation and personal injury costs by 30%.

With offices located in the USA and Australia, Vigil Systems is a globally recognized market leader, providing unparalleled on-road training, assessment and driver management products.

Vigil Systems works with some of the largest transport organizations worldwide to achieve strategic goals of performance excellence through effective driver management. Vigil Systems is satisfying customers throughout the United States, Canada, Hong Kong, Singapore, and Australia. Rapid market adoption is set to continue with leading transport organizations around the world.

It's all about having the edge

Vigil offers the ultimate tools for guaranteeing driving excellence. Vigil has the edge because its unique systems are realistic, holistic, interpretive and corrective.

No other driver training systems succeed in reducing risk by proactively predicting accidents and correcting driver behavior.

Real-world training

Other driver training programs use Simulators and Computer Based Training (CBT) for classroom sessions. Vigil is superior because it operates in the real world, providing a method of training and evaluating drivers on the road for realistic and more accurate assessments.

How VigilVanguard works

Video cameras impartially record every aspect of the driver's skill and behavior. The system also allows trainers to record their own observations directly into the system throughout the ride.

Both computer and non-computer information automatically converge to produce the most detailed, clear and accurate history of a training session possible. This is in the form of four simultaneously running on-screen presentations – a line-ride 'biography'.

This biography is then played back to the driver so he or she can see clearly all their actions. They can see where their actions either constituted an unsafe driving event, or could have constituted one. Their behavior is then proactively improved to prevent accidents and reduce risk.

Proactive risk assessment

Other driver monitoring systems are designed to catch bad drivers out and apportion blame; their emphasis is on a reactive and often punitive approach, offering criticism but no education to improve driving.

Vigil's systems go many steps further and focus on *all* drivers – even those who have never had an accident. The systems are proactive and just as beneficial for drivers as for trainers and managers. A Vigil driver gets a rounded and detailed look at exactly how they are driving and the impacts of all their actions. They learn how to drive more safely and avoid accidents.

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Holistic video monitoring

Other driver monitoring systems video-record events from a forward-looking viewpoint only. Vigil is superior because it takes the science to another level, recording from *all* angles, documenting not just what is happening on the road but also the driver's actions and movements.

There is one monitor facing forwards through the windshield, two watching the sides of the buses (view towards the rear) and one focused solely on the driver. This allows a direct correlation to be made between driver actions and real-time events. A driver can see exactly how his or her actions have caused an event or how they might cause one in the future.

Interpretation and correction

Vigil's unique visual software relays all recordings back to drivers, allowing them to see their own behavior clearly and on-screen, and observe its direct relation to driving incidents. This irrefutable self-analysis is proving extremely useful for drivers and managers, as they can easily interpret events, identify root causes of unsafe driving, and then correct driver behavior.

Our Products

Vigil's product offerings, VigilVanguard, VigilPassenger and VigilManager, set new benchmarks for training. They offer versatility, portability and flexibility, all leading to a more cost effective way to manage risk and create operational excellence among professional drivers.

Vigil Systems helps transit agencies to reap a comprehensive range of financial and operational benefits, including:

- Reduced accidents and incidents
- Greater fuel efficiencies and less wear and tear on vehicles
- Improved training productivity and consistency of bus operator evaluation and training outcomes
- Unbiased feedback on operator performance
- Powerful management data on operator performance

For more information on Vigil Systems and their product offerings, visit their website at www.vigilsystems.com or email or info@vigilsystems.com

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