



# Delaware Transit Corporation Case Study

The Delaware Transit Corporation (DTC) (also known as DART First State) is one of the most progressive transit programs in the country. A mid-sized agency and part of Delaware's Department of Transportation (DelDOT), it was named **"Most Outstanding Public Transportation System"** by the American Public Transportation Association (APTA) in 2003.

DTC has approximately 1,000 employees and more than 400 vehicles throughout the state. The agency has both fixed-route busses (standard 40-foot vehicles with a 40-45 seat capacity), and paratransit vehicles for disabled riders (30-foot, 16 passenger busses). DTC is, in fact, the first agency to implement paratransit training.

Passenger, pedestrian, and driver safety are among the DART's highest priorities. As such, DART finds Vigil Solutions' VigilVanguard Operator Training Solution an ideal complement to their operator instruction program.

With the introduction of the agency's initial VigilVanguard in 2007, DTC drivers were provided instruction in real vehicles, on real roads, and under real driving conditions. DTC's second VigilVanguard was purchased in 2009.

According to Andrew Markovitz, DTC Training Specialist, DTC relies on VigilVanguard to perform two types of training: 1) new driver training in which training performance is benchmarked so that the driver's progress (or conversely any regression such as accidents or other traffic incidents) can be tracked, 2) driver-enrichment training in which at-risk operators receive intensive safe driving instruction.

*The Delaware Transit Corporation  
relies on Vigil Solutions' VigilVanguard Operator  
Training Solution for an all-encompassing  
assortment of safety & accident reduction  
driver training programs*



DTC's goal is to reduce collisions by 15 percent and VigilVanguard is playing a key role in attaining that goal, according to Markovitz. "With VigilVanguard, operators can see almost instantly how they are driving and identify areas for improvement.

Likewise, enhanced customer service is an important element in maintaining and increasing ridership. "We emphasize to our operators that they have the 'best seat in the house'. As such, they should always keep the customer experience in mind. Put yourself in the role of the customer and make sure that their ride is smooth and safe."

The agency creates a variety of reports that are stored on an external hard drive and in hard copy. "We now incorporate the VigilVanguard into our training program for every new operator. In 2009, we used our VigilVanguard's system over 200 times in a variety of training activities."





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And what has the response been within the DTC? “VigilVanguard has been very successful!” according to Markovitz. “We have received a very positive response from both our workforce and the DTC Management Team, Now I’m asked why we’re not using it more often and we are.” That’s quite a compliment to Vigil Solutions, the VigilVanguard, and DTC’s Employee Development Section.”

DART First State is Delaware’s bus, train, and intermodal transportation provider. The Delaware Transit Corporation, a subsidiary of the Delaware Department of Transportation (DelDOT), operates DART First State.

DART First State services include:

- Contracted SEPTA commuter trains
- Intercounty bus
- Fixed-route bus
- Paratransit
- Seasonal resort bus
- Commuter assistance
- Operation Lifesaver
- Rail crossing safety
- Trespasser awareness programs
- RideShare Delaware ride-matching program

DART First State provides more than 11,185,000 passenger trips annually, removing up to 7,034,591 vehicle trips from area roadways.

In 2008, DART was recognized nationally with awards from the Federal Transit Administration for Enhancing Ridership programs and the American Public Transportation Association for first place in the annual Bus Roadeo.

For public information for all fixed route services statewide, please call 1-800-652-DART. Paratransit reservations and GoLink information is available at 1-800-553-DART. More information is available on the web at [www.DartFirstState.com](http://www.DartFirstState.com). For media inquiries, please call DelDOT Public Relations at 302-760-2080 or visit [www.deldot.gov](http://www.deldot.gov).



For more information about VigilVanguard contact Vigil Solutions by telephone at (800) 592-0269 or visit us on our website:

[www.vigil-solutions.com](http://www.vigil-solutions.com).

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