

Long Beach Transit Case Study

Solutions for A More Efficient Transit Operator Training System

Long Beach Transit, recognized nationally for its efficiency, customer satisfaction, and safety performance, has an annual ridership of 29 million passengers provided by nearly 500 coach operators on 38 fixed routes. With passenger safety paramount, effective operator training programs are an essential component of the company's success. Conducted in-house by its Training and Development team, keeping pace with record-keeping, progress status reports, and report distribution to other departments throughout the company required a more efficient way to implement and track the progress of its various safety and training programs. The manual paperwork had become cumbersome and time consuming. "We began looking for products that would allow us to be more efficient, eliminate paper forms, and provide a way to query reports instantly," said Frank Spalding, Manager of Long Beach Transit's Training and Development department.

VigilPassenger – A Portable, Paperless Operator Training Assessment Tool

Vigil Solutions provided the product to meet Long Beach Transit's need. VigilPassenger for the Pocket PC offered instructors, supervisors, and management personnel with a compact, paperless way to document and provide feedback regarding an operator's driving performance. No larger than a small notepad, VigilPassenger vastly improved the quality and consistency of operator evaluations, allowing for the straightforward creation of profiles of driver traits. Featuring a graphical display of elements that comprise the driving experience – such as acceleration, braking and turning, reports could be generated instantly for print or electronic distribution.

While instructors found the device easy to use, non-technical users found it user-friendly as well. "We have individuals who are not necessarily computer-savvy assisting us with training and they have no problems using VigilPassenger," said Spalding. "The learning curve to become a proficient user of VigilPassenger is quite short."



"VigilPassenger was initially presented to Long Beach Transit as a ride-along tool to evaluate drivers who had been with the organization for a while who needed refresher training. However, we learned we could also use it as a training tool for new operators as well," said Spalding. "We found that VigilPassenger allows us to provide consistent evaluation and feedback to our operators. That means it doesn't matter which trainer instructed the training session, the message remained consistent, reinforcing the initial information the operator had received. VigilPassenger vastly improved recordkeeping and took it to a higher level."

Long Beach Transit Case Study

“A Great Marriage”

“This has been a great marriage for Long Beach Transit and Vigil Solutions,” said Spalding. “We have a great working relationship with the talented staff at Vigil Solutions and have discovered new ways to use VigilPassenger to save time, money, and boost productivity.”

Some of those innovations include:

- **Identifying Driving Trends.** “Our trainers like VigilPassenger’s features, which allow them to immediately discern driving patterns and identify trends,” said Spalding. “By identifying driving trends, Long Beach Transit develops specialized training courses highlighting specific accident prevention skills.”
- **Generating New Reports.** “This is the beauty of the VigilPassenger product,” said Spalding. “VigilPassenger takes recordkeeping to a higher level. For instance, by incorporating our forms into VigilPassenger, Long Beach Transit can provide operators with custom reports – without generating additional paperwork.”

Other reports include:

- New Operator Training Assessment
- Long-Term Absence Retrains
- Safety Retrain
- Ride-A-Long Evaluations



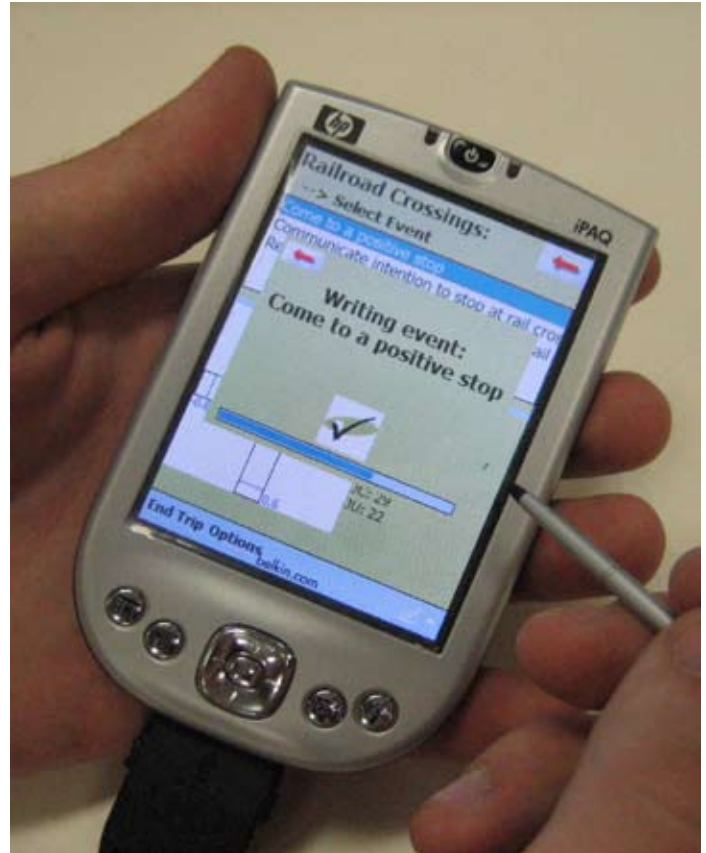
Long Beach Transit Case Study

"Thanks to a dramatic reduction in the amount of student paperwork, our training instructors save significant time," said Spalding. To date, nearly all 500 operators have been trained using VigilPassenger technology.

- **Promote Green Technologies.** As a leader in supporting green technologies, Long Beach Transit uses information gathered in reports generated by VigilPassenger to provide feedback to operators that identifies changes that can be made in their driving techniques to lower emissions and improve the company's carbon footprint.

Facts about Long Beach Transit services:

- A fleet of 228 buses, providing transportation along 38 routes in a 98 square mile area encompassing 12 cities in Los Angeles County. Long Beach Transit's fleet of fixed-route coaches are low floor and wheelchair accessible. Forty percent of the fleet is hybrid-electric.
- A 40-foot ferry AquaBus water taxi that economically transports up to 49 passengers to popular attractions on the Long Beach Harbor waterfront.
- A 68-foot catamaran AquaLink water taxi that transports up to 75 passengers to a variety of popular attractions at Long Beach Harbor and beyond.
- The company's Dial-A-Lift program provides curbside-to-curb, shared ride transit service for mobility-impaired passengers.



For more information about VigilPassenger, contact Vigil Solutions by telephone at (800) 592-0269 or visit us on our website: www.vigil-solutions.com.

This article illustrates a product or service offered to a Vigil Solutions or Vigil Systems customer. It is not intended to document specific features within each product. Products and product features are subject to change without notice.