



## CASE STUDY - Calgary HandiBus

### Challenge

The safety and comfort of passengers and drivers is a top priority for Calgary HandiBus, which is why they wanted tools in place to protect passengers and drivers from harassment, protect themselves from false liability claims, and ensure drivers could focus exclusively on the road while driving. They do a lot of pick-ups in alleys and operate in extreme hot and cold environments so equipment reliability is extremely important.

Calgary HandiBus delivers highly personalized door-to-door, shared ride service to anyone aged 3 to 103 with permanent or temporary physical and or developmental disabilities who are unable to use regular transit with safety and dignity.

**“We were dealing with a he said/ she said atmosphere. We didn’t have the evidence of what actually happened on the bus to back it up,” says Scott Kirchner, Supervisor of Employee Services of Calgary HandiBus.**



Their fleet of 107 vehicles, which includes buses dedicated to transporting pre-school children, perform approximately 400,000 trips each year.

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## Solution

After researching various surveillance system providers, Calgary HandiBus selected Gatekeeper Systems to outfit 54 buses with 504HD Digital Video Recorders (DVRs) that include integrated GPS mapping and S350 Wide Dynamic Range Cameras.

Two Wide Dynamic Range Cameras with audio are in each of the 54 vehicles. These cameras deal with the fluctuating lighting conditions inherent in bus environments. By correctly exposing the background, foreground, dark areas and bright areas of the bus a clear image is always captured. One camera faces the stairs where most trips, slips and falls occur, and the other camera shows what is happening on the bus, the longest of which is about 30 feet. The video from the buses is downloaded to Gatekeeper's G4™ Incident Management Software, that allows managers to quickly locate, save and share specific incidents.

## Featured Products



S350 Wide Dynamic Range Cameras



504HD DVR



G4™ Incident Management Software

## Result

Scott explains what influenced their decision: When we did our investigation many service providers had surveillance technologies with a regular hard drive, but Gatekeeper offered a solid state DVR. We do a lot of pick-ups in alleys and operate in extreme hot and cold environments so we wanted reliable devices. We have been very impressed with the quality of the 504HD DVRs.ints.

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## Improved Onboard Safety

After using the system for the last 18 months, Scott has found that it is helping them achieve their goal of improving onboard safety. Now, if there is a person who is disruptive on the bus we can look at our video and ensure that person always travels with an aid. In one example, Scott tells of a passenger who unexpectedly slapped the driver while he was operating the vehicle. The video gave Calgary HandiBus the evidence they needed to make sure that this passenger always travels with a caregiver, protecting the driver, other passengers and improving road safety

**“Some customers act out if they are having a bad day or if they haven’t taken their proper medications,” explains Scott.**

In addition to safety, reducing liability is a huge benefit of the system for Calgary HandiBus. If a customer falls we can look at the tape to ensure that the driver did everything right and that the fall was simply an accident, says Scott. Now we can prove that incidents like this aren’t Calgary HandiBus’ fault, so our insurance company is very pleased. If there is an instance where a passenger kicks and breaks a seat, for example, we have the

evidence we need to ensure that passenger doesn’t travel alone and it reduces costly damages.

Improved on-time performance is another benefit of the clear video captured by the system. If there is a customer who is slow at boarding the bus Scott can look at the video to see ways of improving the boarding process or can allot more time for that particular customer, helping with route planning.

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