



Case Study



“When you use DriveCam® services, you know there will be an objective witness to the incident.”

DAVID ANNETT
Co-Owner
Annett Bus Lines

COMPANY PROFILE

- Founded in 1976
- Family owned and operated company
- Owned and operated by brothers Brian and David Annett

DriveCam® is a registered trademark of DriveCam, Inc.

Thanks to DriveCam’s solution, Annett Bus Lines’ owner David Annett never questions what occurs in his fleet, and can rest easy knowing his company and customers are safer than ever.

Knowledge is Power for Annett Bus Lines

- DriveCam’s program arms Annett with unbiased facts and knowledge of exactly what happens on the road
- Footage reveals causal factors of the incident
- DriveCam’s program reduced cell phone usage while driving by 84% and reduced traffic violations by 61%.

As one of the most respected motor coach companies in North America, Annett Bus Lines’ reputation of quality, safety and reliability is not something co-owner David Annett ever takes for granted—or leaves to question. His charter-only fleet of approximately 40 motor coaches provides transportation for schools, churches, civic organizations and on-demand transit organizations among others. In addition to ensuring excellent driving practices to safeguard passengers, Annett is also concerned with being able to determine the at-fault party in the event of an accident, while protecting his business from fraudulent claims.

“Buses operating at highway speed take a long time to stop,” Annett explains. “When you’re transporting 50-55 people, safe driving operations in terms of your speed and following distance are absolutely essential.” Challenging driving areas like New York and Washington, DC further increase the need for Annett to operate at optimal safety levels.

“If our drivers are the cause of the incident, we need to know,” Annett said. “There’s the driver’s word, the passenger’s word and the video’s word. The video is the only one of these that’s objective. It’s the knowing—not subject to memory or bias—that’s important. The worst is not knowing.”



Implementing the DriveCam Solution

“When we first installed the video event recorders, we told our drivers this is going to be your friend,” said Annett. While this promise would prove true over time, the addition of the DriveCam program was initially met with skepticism by Annett’s drivers. Fortunately, objections quickly faded as the company leveraged the transition by educating and motivating drivers.



Benefits of DriveCam’s Program

For Annett Bus Lines, DriveCam’s ability to transmit events using cellular technology is critical. “While other video event recorders work with WiFi,” he explains, “we require cellular connection. Being so spread out throughout the state, we have a need to see timely DriveCam events in order to continually train and evaluate our drivers. “

With this integral benefit in place, the DriveCam program has also provided David Annett with the unbiased facts he is looking for to protect his business and passengers. In one case, a motorhome towing a car passed an Annett bus on the left and hit it. Thanks to DriveCam’s solution, Annett’s driver was exonerated. “With DriveCam’s program, you know there will be an objective witness to the incident,” Annett said.

Conclusion

“We’ve had five noticeably better years than we did before using DriveCam’s solution,” said Annett. “Reportable incidents have been reduced by 50% – we’ve had just one in the last 24 months. Our DriveCam camera was crucial in proving liability on the part of a third party for that one event.” In addition, since implementing the DriveCam program, Annett Bus Lines has:

- Reduced scored event frequency by 62%
- Reduced event severity by 58%.
- Reduced cell phone use while driving by 84%,
- Improved following distance events by 71%,
- Improved traffic violations by 61%.

Annett concludes, “I actually feel that the DriveCam program helps me sleep better at night, because if something happens, I’ll know exactly what occurred.

“The video speaks for itself.”

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As experts in compliance and the science of safe and efficient driving, DriveCam reduces collision-related expenses, fuel costs and the risk of audits and lost business for hundreds of commercial fleets worldwide. We identify and address the causes of poor driving by combining sight and sound with real-time, predictive analytics. With over 500 commercial and government fleet clients, DriveCam monitors 20 billion driving miles annually, while protecting more than 400,000 drivers worldwide. For more information, visit www.drivecam.com