

## Case Study:

# D&J Service Optimizes Passenger Safety and Business Efficiency with Connected Data



**Client Since:** 2011

**Industry:** Transportation

**Assets with IntelliShift:** 197

D&J Service provides prompt, courteous and affordable passenger transportation services in the greater New York area, specializing in OPWDD Day Centers (Office of People With Developmental Disabilities), adult day care centers and hospitals.

For Joe Gallitto Jr, D&J Service's general manager, overseeing a fleet of nearly 200 vehicles while ensuring passenger safety and delivering impeccable customer service, requires deep operational insight.

Before adopting IntelliShift, it was difficult for Joe to pinpoint the location of his vehicles or know how closely his drivers were following company safety and service protocols. As the business flourished, relying on a mix of spreadsheets and pen and paper to track, manage and analyze the data critical to decision making wasn't the answer. The lack of broad operational insight became a major pain point.

Ultimately, D&J Service chose to partner with IntelliShift because it provided on-demand access to reliable data, enabling the company to operate with greater visibility, speed, agility and safety.

## Challenges:

Outdated and cumbersome paper-based processes reduced operational efficiency

Lack of visibility when drivers and passengers were on the road made it difficult to identify and prevent safety and service incidents

Vehicle breakdowns or downtime quickly become passenger safety issues and lead to state violations

## Goals:

Implement a connected, real-time software platform for vehicles and operations proven to improve scheduling, budgetary processes, and reporting

Utilize GPS tracking and dash cam video to proactively monitor passenger safety, driver compliance, and provide improved driver training

Connect vehicle service and telematics to enable proactive maintenance and rapid response to incidents

## Life with IntelliShift

For a family-owned business, taking the journey from a paper-based processes to a digital platform required a big leap of faith. Especially after doing things the same way for nearly 20 years.

But for D&J Service, digitizing processes and connecting data sources across its operations was a game-changing investment in achieving its business and customer service goals.

## End-to-End Visibility to Maximize Safety

Transporting patients to and from OPWDD Day Centers, hospitals and adult day care centers requires the utmost care, safety and efficiency. Using IntelliShift to connect dash-cam video reporting with GPS, telematics and vehicle service information, Joe can monitor and continuously improve driver safety and compliance as well as identify preventable incidents.

“Actually seeing what’s going on was essential to us,” says Joe. By analyzing dash-cam video, managers are able to detect when drivers are drowsy or otherwise distracted behind the wheel. This, along with other metrics such as speeding, stopping and hard braking, is analyzed to improve operational costs, accident rates, and customer satisfaction scores.

And dash-cam video is an important proactive training tool for D&J Service. “It helps to show drivers exactly what they’re doing wrong rather than just saying, ‘You were speeding’,” says Joe.

## Exonerating Drivers From False Claims

“Too often, drivers get blamed for things they don’t do. And having the video has been revolutionary for us and our drivers,” says Joe. Dash camera video enables managers to review the incident and determine exactly what happened – which often leads to driver exoneration.

And after some initial hesitation, drivers began to appreciate the added safety and security that comes with having the video, too. “Drivers were able to say, ‘No, no, no, I didn’t cause the accident, go to the video,’” added Joe. Before long, drivers were asking to make sure their cameras were operating correctly, so they could be exonerated in the event of a false claim.

## Proactive Maintenance Drives Safety Improvement

At D&J Service, proactive maintenance plays a key role in safety management. The company uses IntelliShift’s Vehicle Service module to notify the maintenance team about upcoming oil changes and other service requirements, helping to prevent problems before they result in downtime. “It’s actually a state law that our passengers can only be in the vehicle for an hour and a half tops, so if a vehicle breaks down, that becomes a safety issue for us,” Joe says.

## Lower Insurance Costs

Dash-cam video, along with GPS and telematics data enables D&J Service to show insurance companies proof of its drivers safe and courteous driving practices. This, along with a commitment to leveraging the data to improve in-classroom and on-the-road driver training, have substantially improved the company’s loss runs, which help keep insurance premiums from rising.



“IntelliShift provides the digital tools we needed to grow our business and keep it running smoothly and safely.”  
– **Joe Gallitto, General Manager**

**20%**

decrease in preventable accidents

**15%**

decrease in insurance costs

**10%**

reduction in fuel consumption