punch alert

Report, Respond, Resolve, Rapidly

Suffolk Transportation Service (STS) manages a fleet of almost 2,000 buses on Long Island that services dozens of school districts and transports thousands of children every day. As with any operation of this scale, there inevitably are incidents (mostly bus accidents) that need to be reported, managed, communicated, and resolved as quickly and effectively as possible. In the past, this has been done largely through radio, phone calls, text messages, emails, and paper reports. The end result was a very scattered set of messages with most people being uninformed or notified after the fact.

With Punch Alert and Synovia, this entire process is streamlined allowing STS to respond and communicate with real-time intelligence so they can resolve issues much faster and more effectively than ever before.

Here's how it works:

Every bus has Synovia installed for GPS tracking at all times.

When an accident occurs, bus drivers radio into to STS dispatch that there has been a problem (in Phase II, they can use a tablet on the bus to hit the red Punch Alert button instead of the radio).

Dispatch then goes to the Punch Alert web console and reports an emergency.

Dispatch enters the bus number which Punch Alert uses to retrieve from Synovia (via the integration) the current location of the bus including heading, driver name, and other information.
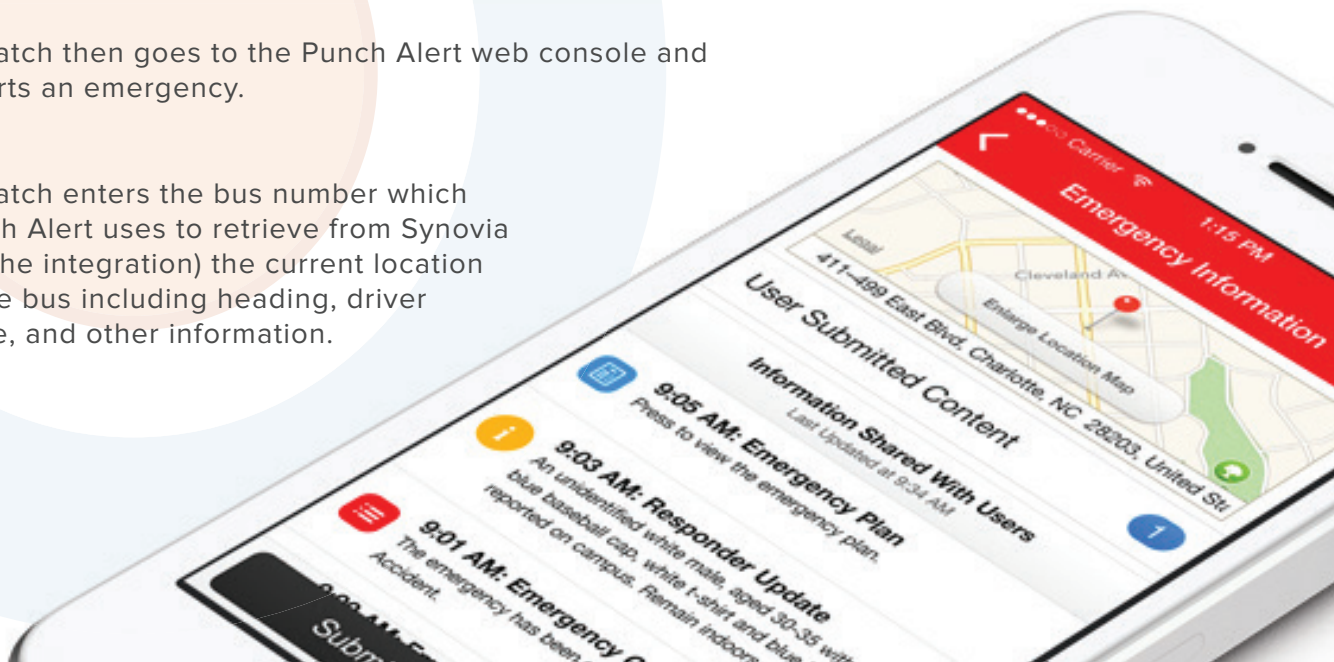
STS supervisors receive the Punch Alert emergency on their mobile devices (phone and tablets in their vehicles) informing them of the situation, the location of the accident, any other text, audio, photo, video submitted, including emergency plans instructing them of what to do. They can then communicate back with each other and dispatch to coordinate a response.

Dispatch will view the emergency map to see the location of all checked-in supervisors relative to the incident location and inform the appropriate supervisor(s) to drive to the accident site.

Supervisors on scene can take photos and videos of the accident as evidence which is immediately available to other STS supervisors and dispatch.

Dispatch also completes an accident report form on the Punch Alert console (which is automatically compiled with some information pre-selected). Once complete, they can send from Punch Alert via email to all relevant stakeholders in the organization. Forms are all archived and can be retrieved or printed at any time.

Dispatch may choose to "Release" the emergency to other employees or local law-enforcement if escalation or mass notifications are necessary.

Once the situation is resolved successfully, a supervisor or dispatch can "Resolve" the emergency notifying all employees involved that the situation is no longer active.

The emergency is fully archived in the Punch Alert web console and accessible by an administrator for later reporting and analysis. All media can be exported and chain of custody is maintained for evidentiary purposes.

The end result is a faster and more effective response, along with less paperwork and a more detailed record of the incident.

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For more information or to sign up for a webinar please contact us at
contact@punchalert.com or to discuss your specific needs with us call (530) 507-8624