With DriveCam powered by Lytx™, B&L Service takes taxi-cab fleet utilization to new levels by dramatically reducing collisions and the resulting “down time” needed for repairs.

B&L Service Improves Driver Behavior and Increases Productivity with the DriveCam Program

- Solution helps taxi cab service identify and correct risky driving behavior
- Company reduces at-fault incidents by 56% and claims exposure by 40%—and further guards against fraudulent claims and hidden damages
- With no cabs out for collision-related repairs, fleet utilization rises to 99%

It's well known that improving driver behavior can considerably lower the frequency and severity of accidents. But how significantly can it impact a fleet's productivity and utilization levels? For B&L Service, Inc., a 24/7 taxi-cab company in Broward County, Florida, the answer was positively surprising.

B&L operates up to 30 million miles or 17 million revenue miles per year, primarily in congested urban areas. With parent company Yellow Cab in Ft. Lauderdale experiencing increased claims over the course of eight consecutive years, and with a number of its own cabs constantly out for collision-related repairs, President John Camillo remembers, “We needed a solution.” In an effort to modify driver behavior and increase compliance with safe driving standards, Yellow Cab decided to implement DriveCam powered by Lytx across B&L’s entire fleet of 548 vehicles.

Implementing the DriveCam Solution

“I can’t think of any safety issue that our drivers don’t see day in and day out,” said Camillo of the high-risk nature of taxi-cab driving. Much more than just a camera in a
car, according to Camillo, the DriveCam® video-based solution was implemented to ensure that drivers were in fact operating their vehicles as safely as possible.

When the DriveCam Program began revealing risky driving behavior that B&L management was unaware of, drivers were initially defensive. “We finally understood what drivers were doing in their cars, and that we needed to take action to modify their behavior,” Camillo said.

Today, the majority of B&L drivers are now enthusiastic about the solution because they see the benefit of the solution. “They understand that it really has made them better drivers,” said Camillo.

Guarding Against Fraudulent Claims and Hidden Damages

The drivers also see how the DriveCam Program protects them against fraudulent accident claims and exonerates them when they were not at fault. “We had a motorcyclist who pulled out in front of a taxi cab and the taxi cab hit the motorcycle—our risk manager sent the attorney a copy of the video and the claim was dropped,” said Camillo. In another case, a driver was charged in an intersection accident by the police. “We provided his attorney a copy of the video, and the case was thrown out because it clearly showed our driver had the green light and the right of way.”

B&L also reports that far fewer “hidden damage” issues are occurring thanks to the DriveCam Program. “We inspect our cars weekly and it used to be that a driver would come in and say ‘I don’t know what happened, but this is bent, or this has happened.’ Now we’re able to go back to the event recorder and find out what actually happened.”

Improved Compliance—Reduced Accidents, Increased Productivity

According to Camillo, the presence of the DriveCam video event recorders has made B&L drivers better and more safety-compliant. “We were finding over 100 non-seat belted drivers in a week—now it’s down to 20 or less,” Camillo reports.

When the DriveCam Program was first implemented, “Our coaching effectiveness score was in the teens,” said Camillo. “Now Yellow Cab has achieved and is maintaining a 70% coaching effectiveness score.”

This dovetails with a 56% reduction in collisions, an approximately 40% decrease in claims exposure—and a remarkable 99% vehicle utilization rate.

Why the sudden spike in productivity? It’s simple: with far fewer collisions occurring, and their cabs no longer in the body shop, B&L now has nearly all of its 548 vehicles available for use.

The DriveCam Program Works—“If They Do”

“The DriveCam Program is paying for itself,” Camillo remarked. “Our risk manager, who is a licensed adjustor, spends less time dealing with accidents and more time looking at the root cause of accidents.”

If asked by a colleague whether he’d recommend the DriveCam Program, Camillo said he would, adding, “I would also tell them that dedicating some internal resources and time to employ the DriveCam solution is easily manageable and helps ensure that they modify their drivers’ behavior. “If they do, they will find that it will more than pay for the Program through improved results.”