

Azuga Fleet Customer Success Story

Misericordia University

Bob Zavada is the Director of Campus Safety and Security at Misericordia University located in Dallas, Pennsylvania. He manages a group of campus safety officers and all automobile insurance policies for every university vehicle across all departments. He is also responsible for investigating and coordinating with the university's insurance company on any kind of vehicle incidents.

“The biggest benefit is that we’ve been able to verify that our drivers are safe. If we see a particular vehicle that is driving at a higher rate of speed, we can track it down to a driver and the individual manager will handle it with the driver.”

Bob Zavada, Director of Campus Safety and Security



When Bob transitioned into his current role, the university did not have a fleet tracking solution, however, their insurance company, Philadelphia Insurance, offered them Azuga Fleet as a solution. Bob was approached by their rep who said, “We have a GPS fleet tracking program and it doesn’t cost you anything to use the platform”- so they ordered Azuga and enabled the service on all of their vehicles.

The primary challenge Azuga Fleet helps the university with is providing details when an accident or incident occurs with one of their vehicles out on the road. The university’s athletics department uses the vehicles for out of town recruiting and many times the drivers are not exactly sure of their location when an incident occurs. Bob and his team can log into the Azuga system and gather the details surrounding the incident - location, speed, etc., which provides real-world data and evidence to support the driver’s statements.

Azuga Fleet also helps the university monitor employee performance. If vehicles are idle or remain in the same location for an extended period of time, it may indicate that an employee is not completing the tasks or jobs assigned to them for the day. It adds a layer of inspection for management to track on a daily basis. Conversely, if an employee has traveled to several locations on campus, it implies that the employee is accomplishing their tasks and is an indicator of good employee performance.

A Stolen Vehicle

One evening in February of this year, Misericordia had one of their campus transportation vehicles stolen. The vehicle is a van used to provide off-campus transportation for students to the local downtown and shopping areas and is usually on the road with students in it.

The university driver was just starting his shift when he stopped to pick up some take-out food. While in the restaurant someone jumped behind the wheel and stole the vehicle. The university driver came out of the restaurant and tried to confront the thief, but they sped away in the vehicle, luckily there were no students in the van at the time. The university driver contacted the campus safety department who notified the local police.

The Police Pursuit

The suspect drove the van into a business zone, robbed a cell phone store, and jumped back into the van and onto the highway. Local law enforcement agencies

were alerted “to keep an eye out” for a large white van with the university name on the side of it. The van proceeded into several jurisdictions at high speeds where it was spotted by law enforcement and was chased through city streets. The chase became too dangerous when the van reached speeds over 90 mph with several hard-braking events. Police said during the pursuit, motorists had to take defensive action to avoid collisions. Due to safety concerns, the police opted to discontinue the chase and notified all local authorities to remain on the lookout for the van.

Tracking the Vehicle with Azuga

Bob quickly realized that he had access to the real-time location of the vehicle leveraging Azuga GPS tracking. Bob was able to access Azuga Fleet remotely from home, pulled up the breadcrumb for the stolen vehicle, and shared the real-time location of the vehicle with the authorities. As he reviewed the

breadcrumb, he could see where the stolen vehicle had traveled and how fast it was. When the stolen van had slowed down, Bob was able to track it on the map and notified the police exactly where the vehicle was parked.

A Successful Vehicle Recovery

The officers recovered the van damage-free, estimated to be valued at \$25,000, which helped the university avoid an auto claim and possibly an increase to their commercial auto insurance premiums. The suspect never looked for the discreet Azuga GPS device. It remained plugged in and untouched. Most importantly, everyone was collectively relieved that students were not on board the vehicle when it was stolen.

The suspect was eventually captured by the police and charged with several crimes and the university has been working in coordination with the prosecutors and various police departments in the months following.

Impact of COVID-19

With the onset of COVID-19, all of the university's vehicles have been moved to a central location to more easily manage the condition of the vehicles. The vehicles are started regularly to keep the batteries charged. The university can monitor unauthorized use with the Azuga Fleet system in place as advised by their insurance company, Philadelphia Insurance.

Conclusion

As a Philadelphia Insurance customer, Misericordia University has seen several benefits by participating in the PHLyTRAC program. The Azuga Fleet system has helped the university determine that their drivers are safe and provide supporting evidence when an incident occurs with one of their vehicles on the road. The department is also able to keep tabs on the daily progress for those employees who travel within the campus grounds to get their job done.

From a financial standpoint, by participating in the PHLyTRAC program and having GPS devices installed in all their vehicles, the university receives a discount on their commercial auto insurance premiums.

Looking ahead, Bob currently is the primary user of the system and recognizes there is more the university can do with the Azuga Fleet system, particularly to help manage vehicle maintenance.



It's great to back-up their information, for example, I was slowing down on an onramp and someone slammed into me from behind."

