

## NYC Parks Creates Fleet Instructional Video Library

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New York City Parks is expanding its video library for fleet operators with videos offering training and best practices for vehicle use. The program is an expansion of an initiative that began in summer 2016 to create a video library to promote safety and best practices, said Paris Apollon, chief of operations for citywide services, NYC Parks.

“Our video library is an effective instructional tool and a powerful communication medium that is easily accessible and provides answers to many of the questions that our vehicle and equipment operators have,” Apollon said. “Our intention is not to replace written materials, but to use videos to further enhance our formal training programs and promote vehicle best practices. Videos are more effective than text in terms of grabbing the attention of an audience.”

Training topics include how to charge an electric vehicle, perform a pre-trip inspection, check fluids and tire pressure, and operate a light tower, among other topics.

The Parks fleet staff spearheaded the project, and the video production team includes fleet supervisors, mechanics, and managers. Parks staff planned, organized, and completed the entire production process, and no costs were incurred in making the videos, Apollon said.

The library has received positive feedback from drivers, as it has improved communication and customer service as well as safety in equipment operation, he added.

Currently, every Parks Department employee has access to the video library through the agency’s intranet, and Apollon hopes to expand access to all New York City employees.

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