



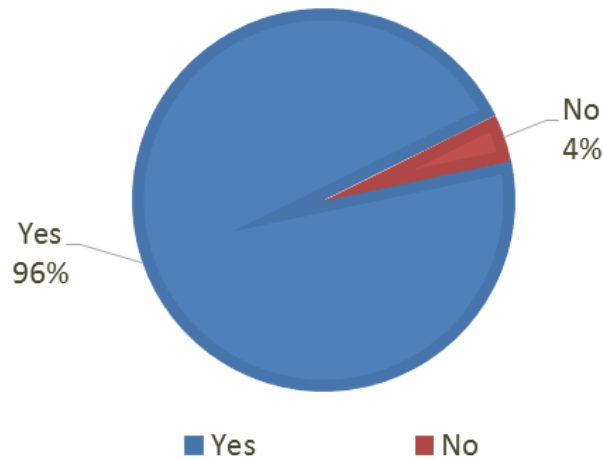
Motor Vehicle Incidents Study

This survey shows the different ways fleet professionals in the industry define and measure motor vehicle incidents as well as the strategies used to reduce the number and rate of motor vehicle incidents.

Over 116 Fleet Managers and Fleet Directors in North America participated in this survey effort with 101 qualified and completed responses.

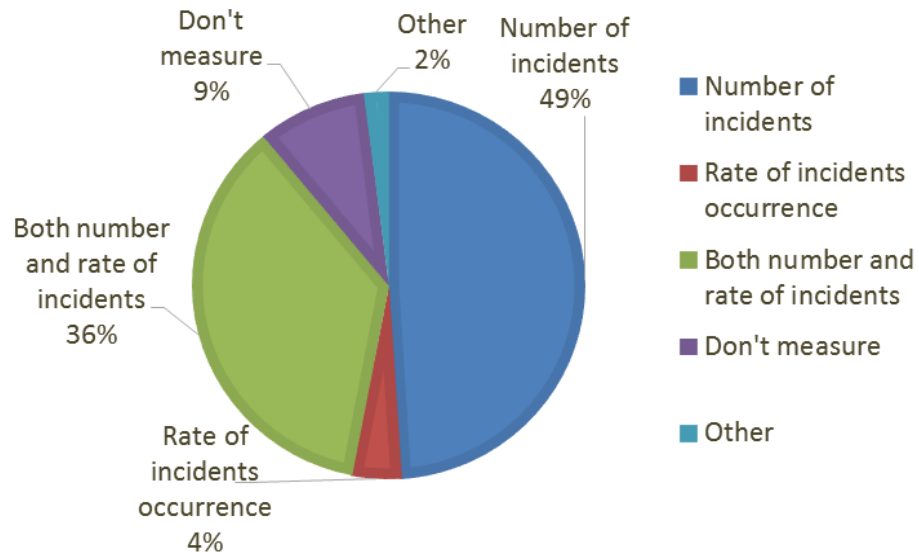
Tracking Motor Vehicle Incidents

96% of respondents track motor vehicle incidents while 4% of them do not.



Measurement of Motor Vehicle Incident Frequency

At 49%, the majority of respondents measure the frequency of their motor vehicle incidents using the number of incidents. 36% of respondents measure the frequency of their incidents using both the rate and number of incidents.



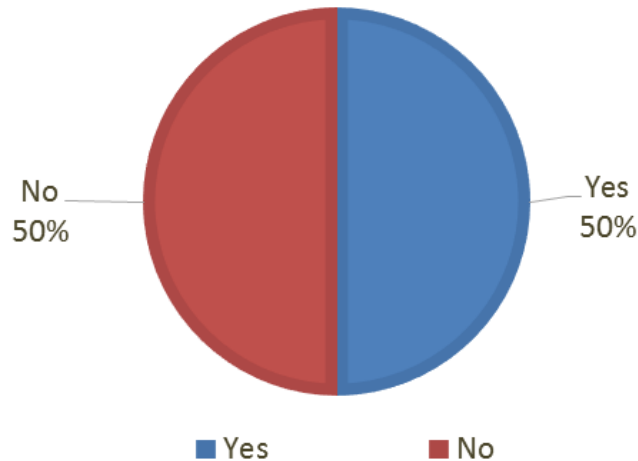
Measurement of Motor Vehicle Incident Frequency – Rate Calculation

Of the respondents who measure their incident frequency using rate of incident occurrence, the following list shows their rate calculation:

- (Number of events X 12) divided by (Fleet size X Number of months in period covered)
- Incidents per million miles
- Per miles driven
- Fatal accidents per million kilometers
- Compared to previous years and number of vehicles and mileage
- Incidents per million kilometers
- Number of accidents in total miles driven by calendar year
- Incidents per 200,000
- Incidents per section/division
- Incidents per mile
- Year over number of accidents
- Miles traveled by driver
- Incidents per 100K hours
- Accidents multiple by 1 million mile driven
- Incidents per 200,000 hours worked

Measurement of Motor Vehicle Incident Frequency – Target

Of the respondents who track the number or rate of incidents, half of them have a target.



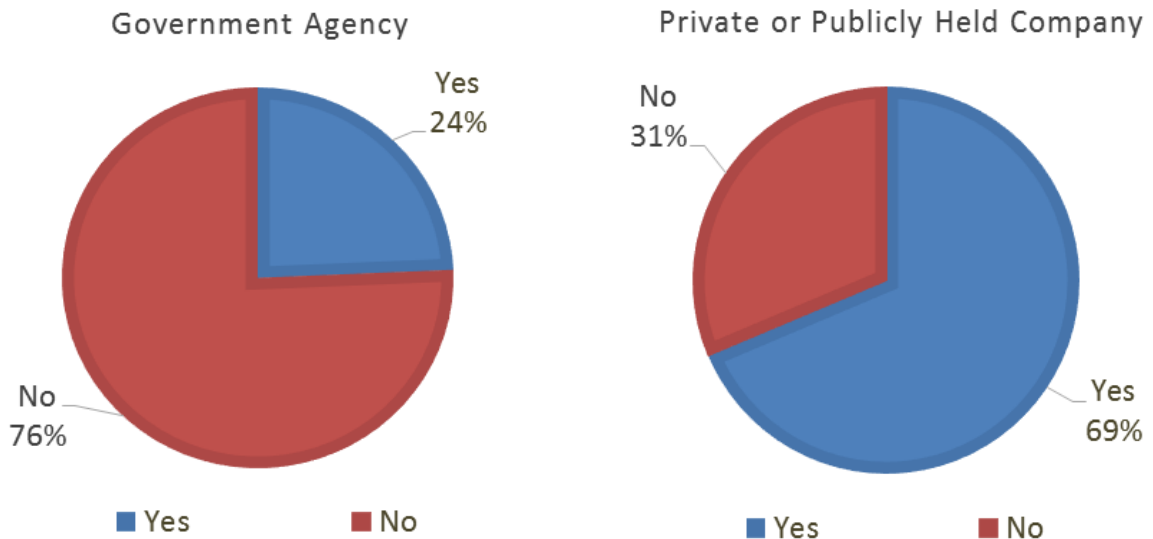
Of the respondents who have a target for the number of incidents or incident rate, their targets are as follows:

- 3.5 per mm
- 1 per million
- Less than 38
- 10% reduction per fiscal year
- Varies by location
- Less than 1 per million miles
- Zero reportable RTC
- The target is zero and incentive measurement is based on the number of days without a controllable accident
- 1 in 5
- 10% less than previous year
- Less than 11.5
- Number of preventable vehicle accidents
- Reduce 2% annually
- 6 events per year
- 7/MM
- 5% less than the last 3 year average
- 11 or fewer per year
- Improvement year on year
- Review panel

- 8
- 3.5 per mm
- Zero
- 1.88
- 3.3
- 5
- 35
- 0.155
- 2.12
- 5.12
- 4.22
- 4.53
- 2.69

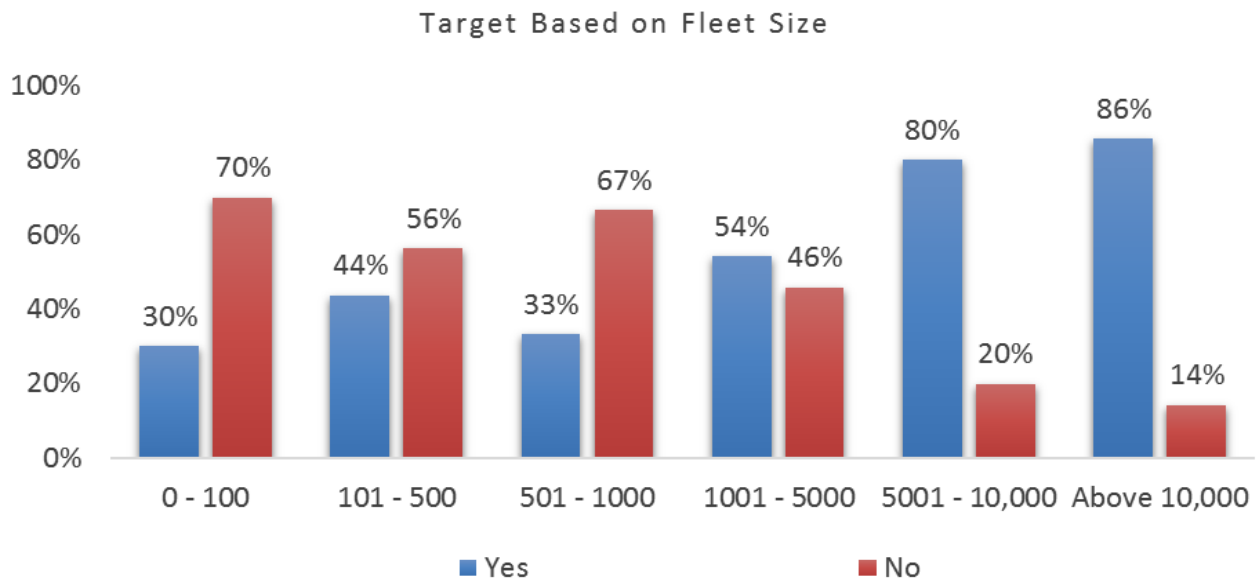
Measurement of Motor Vehicle Incident Frequency – Target Based on Vertical

Of the respondents who track the number or rate of incidents, 76% of those who belong to government agencies do not have a target. Of the respondents who track the number or rate of incidents, 69% of those who belong to private or publicly held companies have a target.



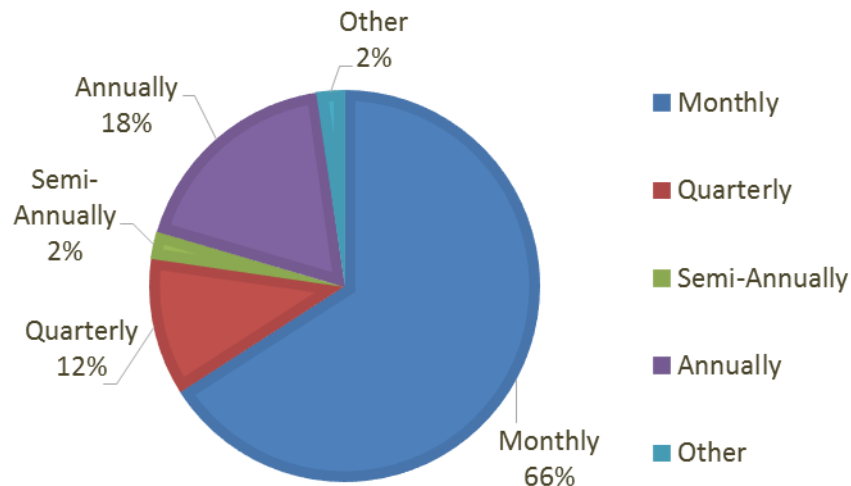
Measurement of Motor Vehicle Incident Frequency – Target Based on Fleet Size

Of the respondents who track the number or rate of incidents, over 54% of those who have a fleet size of over 1,000 vehicles have a target.



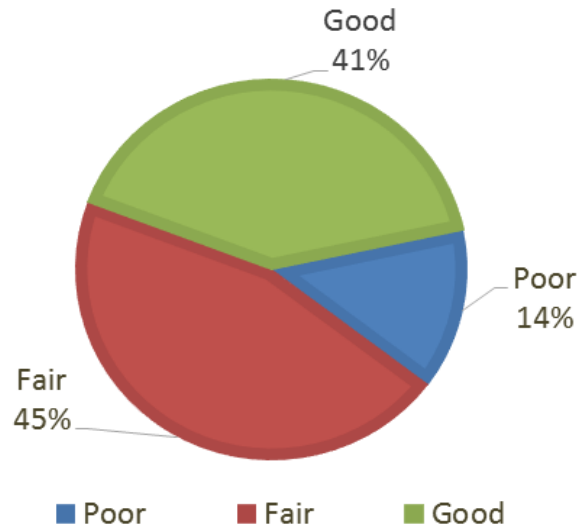
Frequency of Performance Review

Of the respondents who have a target for the number or rate of incidents that they measure, 66% of them measure their motor vehicle incident performance against their target monthly. 18% of them measure their performance against the target annually. 2% of them measure their performance against the target weekly.



Results of Performance Review

45% of respondents rate their motor vehicle incident performance against the target as fair and 41% rate their performance as good.



Strategies to Improve Performance

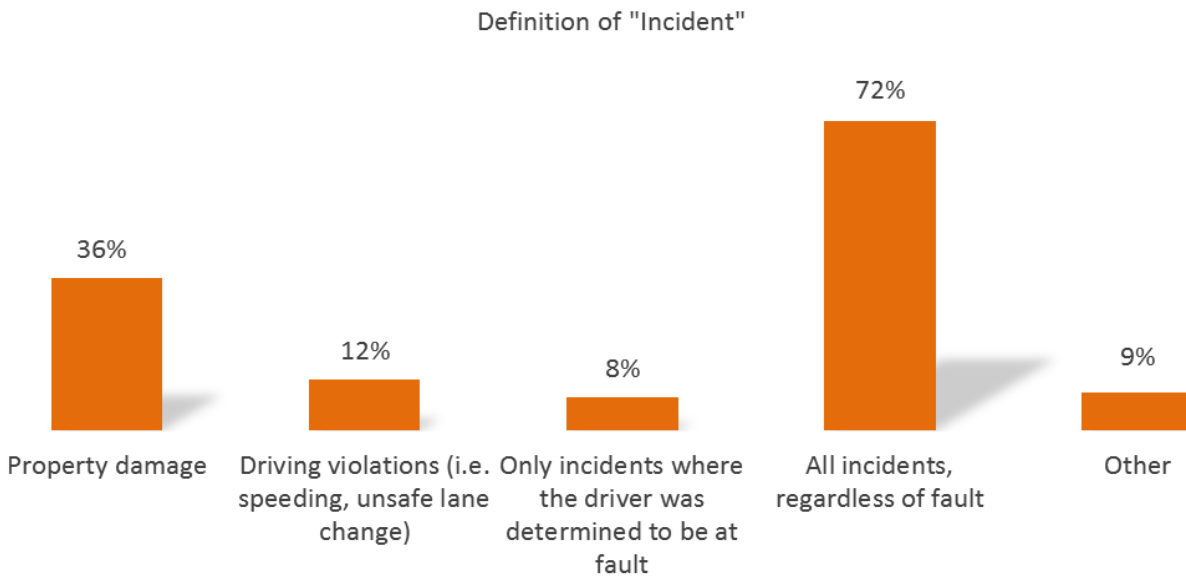
Of respondents who have a target for the number of incidents or incident rate, below is a list of strategies employed by them to improve motor vehicle incident rate:

- Smith defensive driving program and safety training
- Driver profiling and online training
- Walk around vehicle stickers, RFID tags located on vehicles for verified inspections, cone placement when parked, back-up cameras, weekly safety conference call with all managers throughout the company to discuss vehicle and personnel incidents, and alerts sent out via email along with being published in our monthly newsletter
- Safety training
- GPS system, accident review board where everyone who has had an accident must appear before, defensive driving training after the accident, overall score part of corporate score card for annual payout
- Performance measure safety review board quarterly reporting to department heads
- Investigations training vehicle performance modules
- Monitor driver behavior, preventable accident penalties, fleet policy changes, no spousal use

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- Safety incentives safety training driver behavior technology local safety team involvement
 - Safety training hands free units (cell phones). Starting to use telematics
 - Safer, newer fleet, driver education
 - Defensive driving training
 - Tie performance to compensation
 - Safety training, safe background courses, DDC and PDIC
 - Safety training along with disciplinary action
 - GPS installed in every vehicle and shared at safety meetings and all vehicle incidents are reviewed
 - We have a safe driving program with a team using groups. We do training, have on-going communications and discuss metrics at COO level monthly. Condition reports for accidents are read out to executives on a daily morning call
 - Defensive driving training with back-up camera and limit backing vehicles
 - Safety training and safe driver recognition programs
 - Driver training accident review board and weekly education reminders and accident policy
 - Custom developed driving training program that was rolled out to all company drivers, incorporated as component of new hire orientation, and two year refresher training requirement
 - DriveCam video system
 - Driver's alert and a review panel of all accidents
 - Incentives and training

Ways to Define Incident

72% of respondents define “incidents” as all incidents regardless of fault whereas 8% of respondents define “incidents” as only accidents where the driver was determined to be at fault.

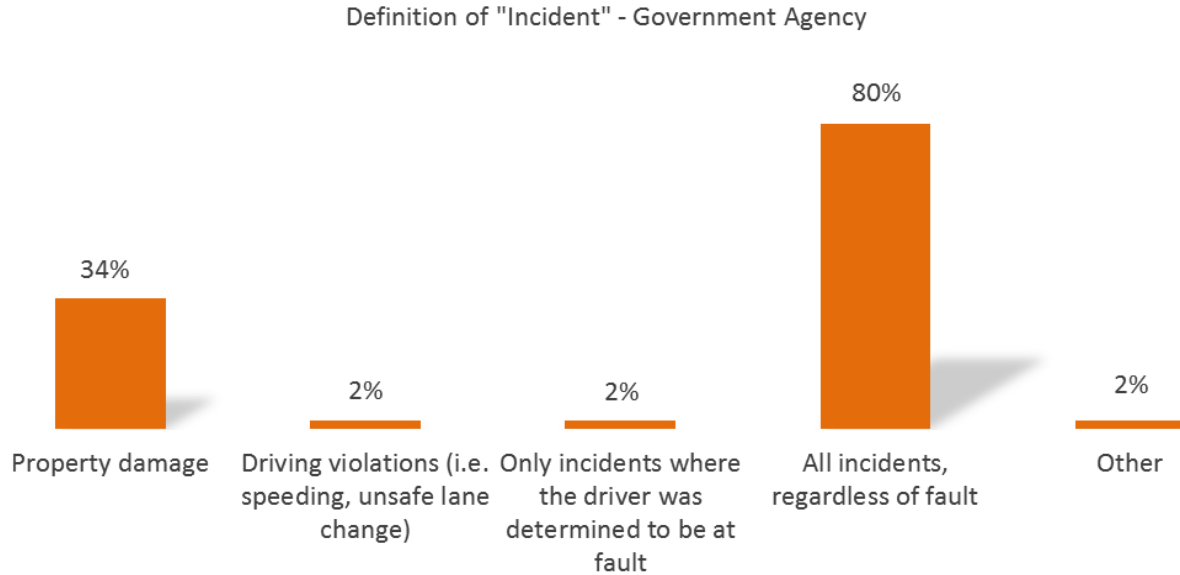


9% of respondents define “incidents” as the following:

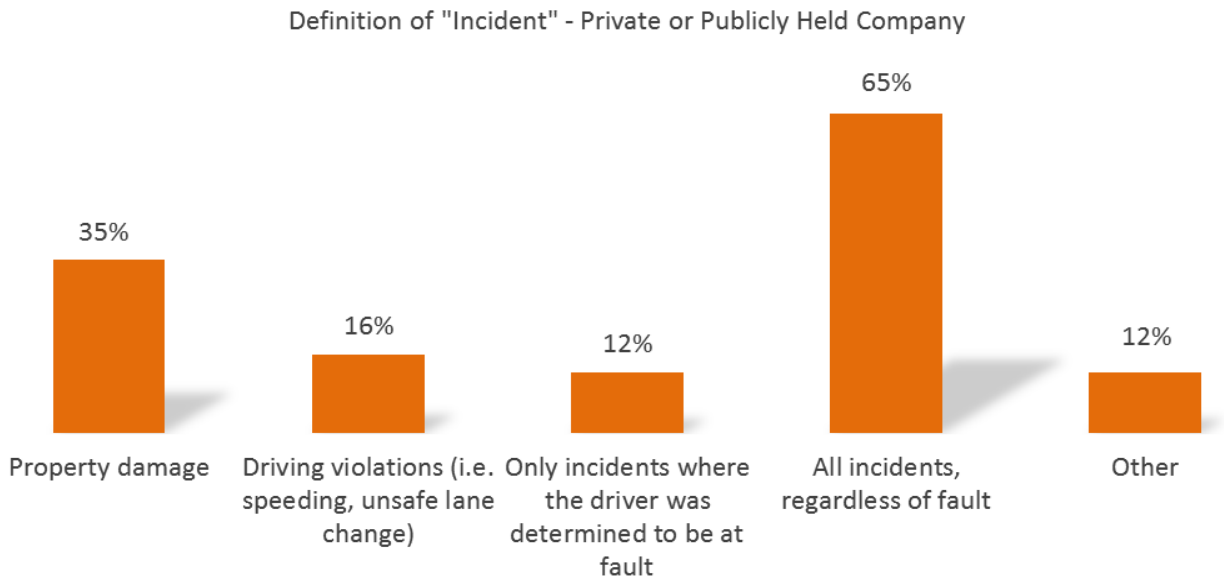
- Incidents due to inadequate or absent management controls are reported
- Incidents are other than crashes
- Injuries are included. Any of the three where the driver appears to be at fault. Rulings are done by our claims department and there is a challenge committee
- All vehicle related incidents reported to our insurance carrier, regardless of fault
- All on road incidents

Ways to Define Incident - Verticals

80% of respondents who belong to government agencies define “incident” as all accidents regardless of fault and 34% of them define “incident” as property damage.



65% of respondents who belong to private or publicly held companies define “incident” as all accidents regardless of fault and 35% of them define “incident” as property damage.



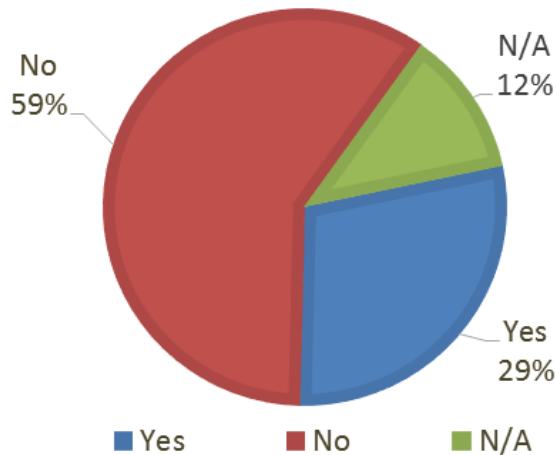
Ways to Define Property Damage

Of the respondents who define “incident” as property damage, they define “property damage” as the following:

- Any damage regardless of severity
- Any damage
- Damage requiring report – no minimum dollar amount
- Any damage or dollar amount above \$0
- Any or all accidents or damage resulting in an entry in our tracking system
- Property damage if hit a fixed object or damage greater than \$750
- All vehicle damage
- All property damages regardless of repair costs
- Any damage regardless of monetary value
- Damage over \$500
- All incidents are recorded with or without property damage when on road. For example off road (working in the field) incident of bending a bumper may not be recorded
- Any incident that requires repair
- Insurgence claim
- Any damage done to the vehicle resulting from normal operation. We do not count damage to a vehicle during off road usage
- Anything that is in need of repair
- Any reportable incident
- Any damage to a vehicle that requires repair. Any damage to citizen’s property as a result of the operation of our vehicle
- Currently any amount of damage is counted. But, we plan to change the process for 2013 where property damage does not count as MVI
- Visible damage
- Any damage to our own vehicles or the vehicle property of another. Damage is defined as any breakage, dents, scratches beyond normal wear and tear, or parking lot “door dings.”
- All vehicle damage that is reported
- Accident or wreck damage regardless of the amount
- Any incident resulting in vehicle damage that is outside our fair wear and tear guidelines
- Any repairable damage without any dollar limit
- Any damage caused to vehicle or property
- Vehicle not being able to move
- All dollar amount categorized by accident, vandalism, driver abuse, unknown, etc
- Any damage caused by driving. Not normal wear and tear or maintenance

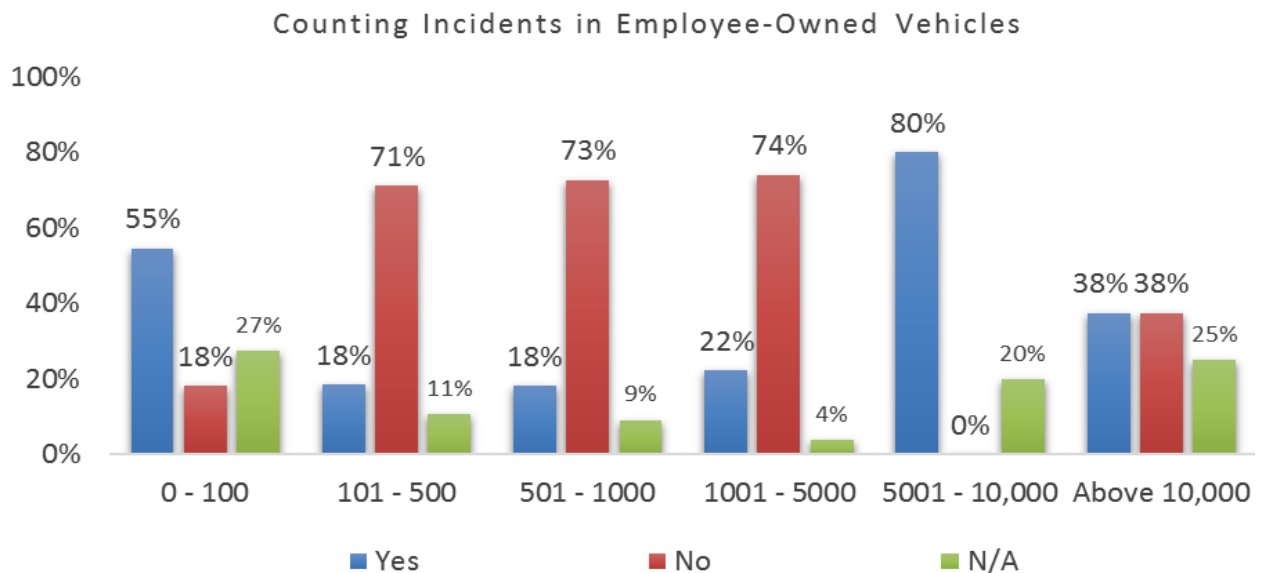
Conditions when Incidents are Counted

59% of respondents do not count incidents if the incidents occur when their employees are on-duty in their own vehicles. Regardless of vertical, majority of respondents do not count incidents if they occur when their employees are on-duty in their own vehicle.



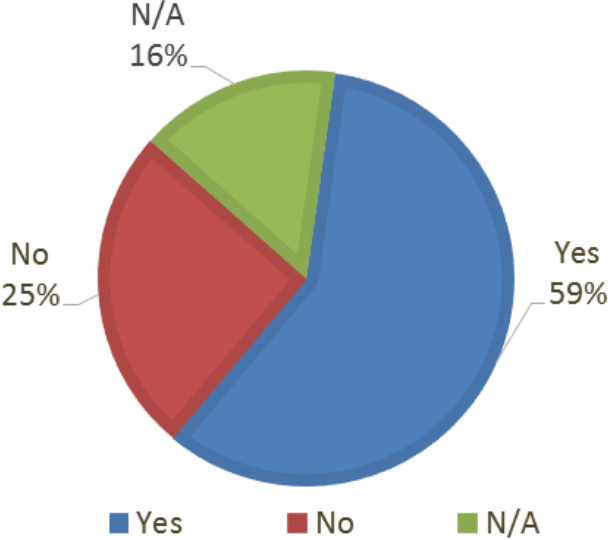
Conditions when Incidents are Counted – Employee-Owned Vehicle

Over 55% of respondents who have a fleet size of under 100 and 5,000 - 10,000 vehicles count incidents if they occur when their employees are on-duty in their own vehicles.



Conditions when Incidents are Counted - Rental Vehicle

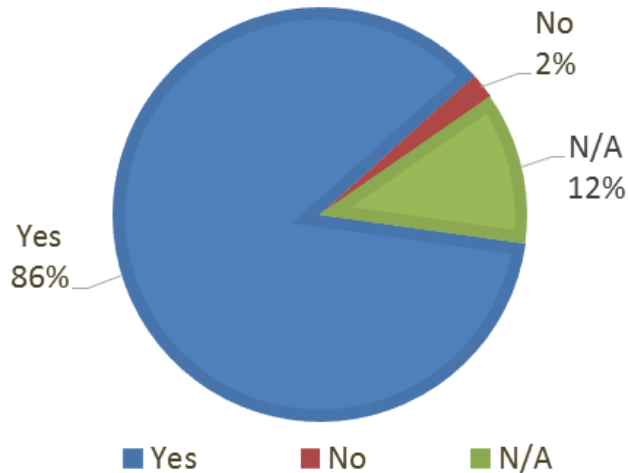
59% of respondents count incidents if they occur when employees are on travel in a rental vehicle.



Regardless of vertical and fleet size, over 50% of respondents count incidents if they occur when employees are on travel in a rental vehicle.

Conditions when Incidents are Counted – Off-Duty

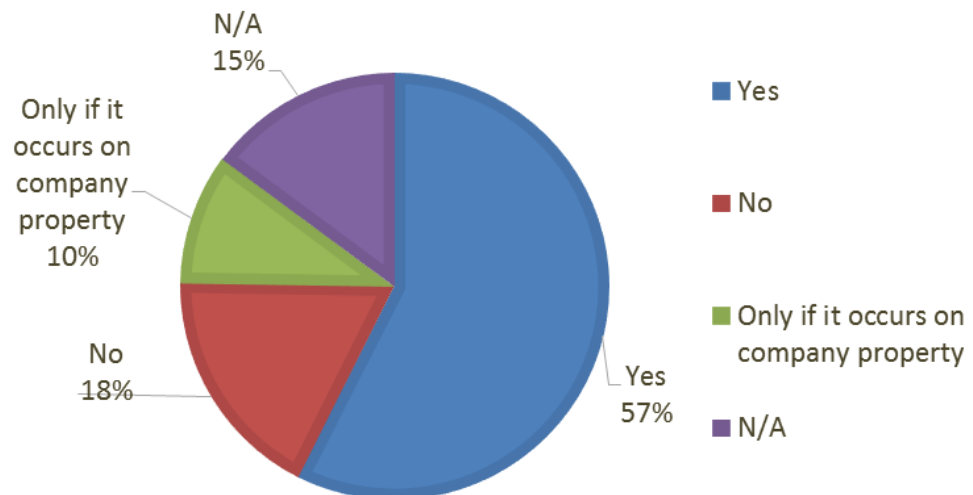
86% of respondents count incidents if they occur off-duty when employees are allowed to take the company's vehicle home.



Regardless of vertical and fleet size, over 73% of respondents count incidents if they occur off-duty when employees are allowed to take the company's vehicle home.

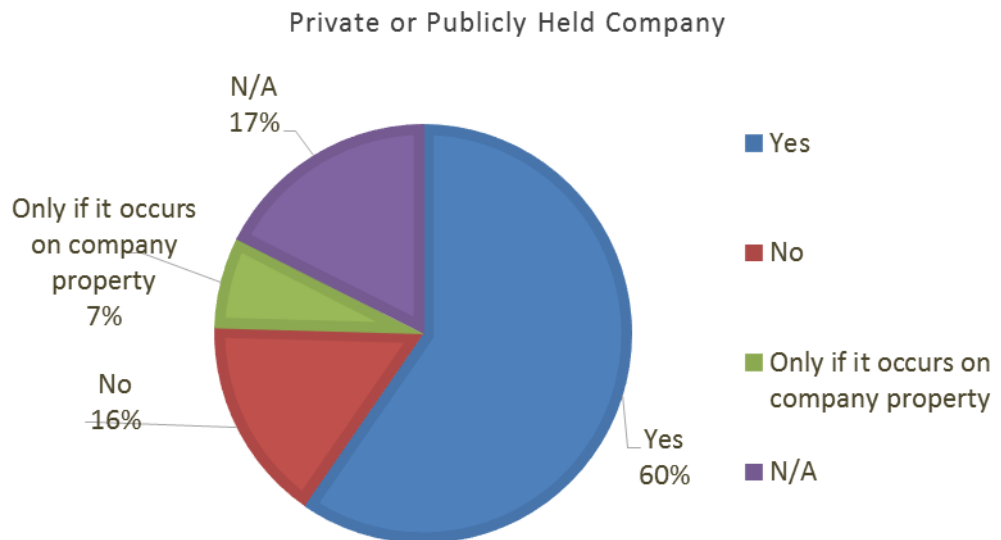
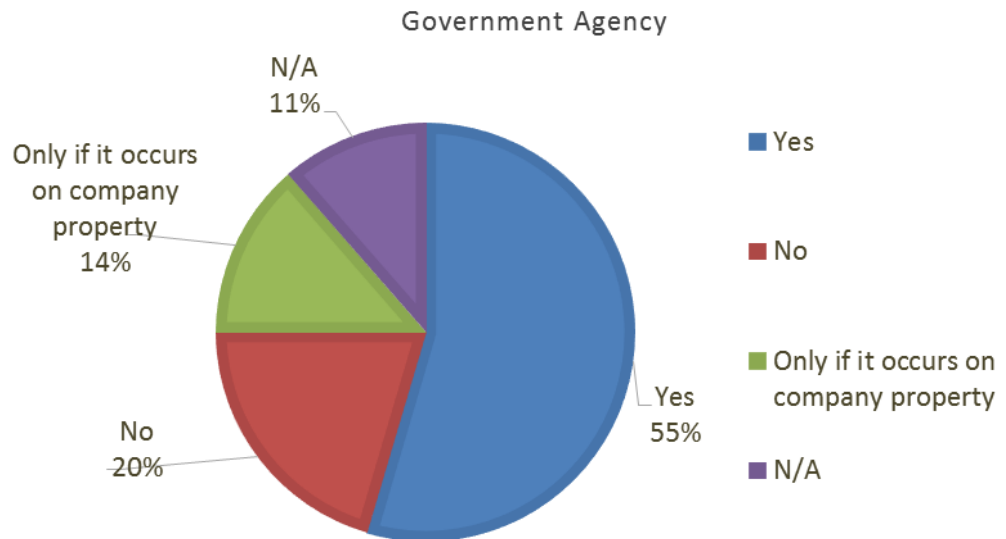
Conditions when Incidents are Counted – Driving to Work

57% of respondents count incidents if they occur when an employee is coming to or driving home from work. 18% of respondent do not count incidents if they occur when an employee is coming to or driving home from work.



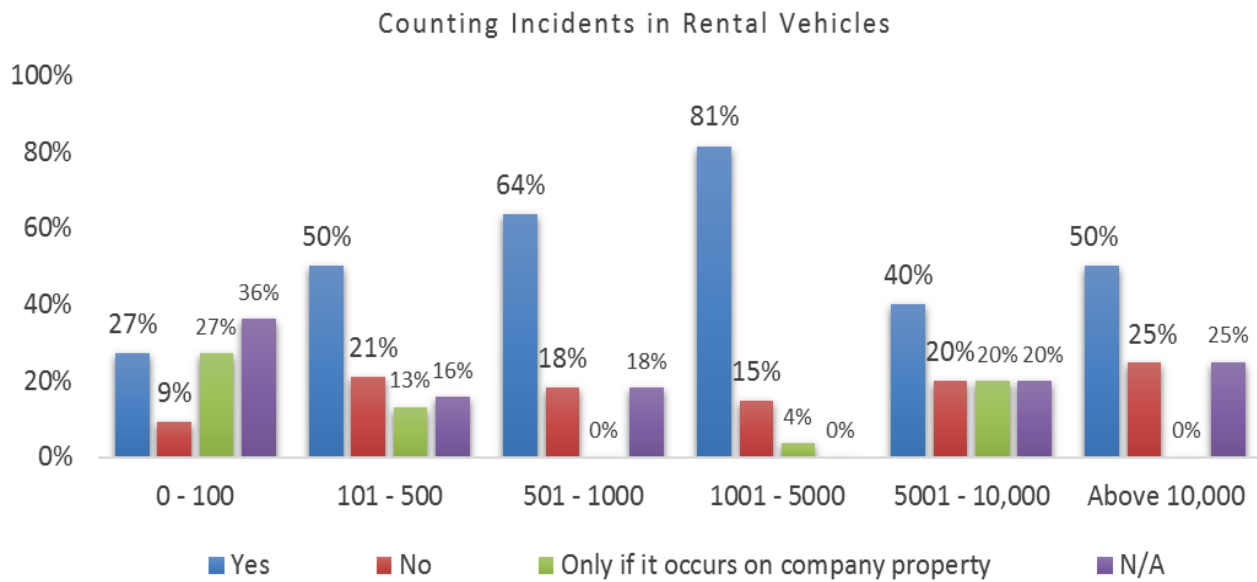
Conditions when Incidents are Counted – Driving to Work Based on Vertical

Regardless of vertical, more than 55% of respondents count an incident if it occurs when an employee is coming to work or driving home from work.



Conditions when Incidents are Counted – Driving to Work Based on Fleet Size

Over 50% of respondents with a fleet size of over 100 vehicles count an incident if it occurs when an employee is coming to work or driving home from work. Only 27% of respondents with a fleet size of less than 100 vehicles count an incident if it occurs when an employee is coming to work or driving home from work.



Conditions when Incidents are Counted – Clarifications

Majority of respondents who made clarifications indicated that they count incidents only if it involves the company's vehicle when the employee is coming to work or driving home from work. The following list shows clarifications that respondents made to questions 7 through 10:

- Company vehicles only
- An incident is counted only if it occurs when an employee coming to work or driving home from work is using a company owned vehicle or equipment
- Any or all incidents in a company owned or leased vehicle is counted
- We are international so globally we only track fatal accidents but countries themselves track all incidents
- We only count incidents that occur in state owned and rental cars being used for state business
- Incident would be recorded and investigated if the incident occurs in an at-work location
- Collisions are investigated only if they are operating company vehicles (either owned or rented by the company)
- We have very few incidents during off-duty hours. A significant percentage of our incidents involve emergency vehicles in performance of their duties
- We only track incidents when an employee is driving a company car or when driving a car rented by the company, regardless of where they are going or what they are doing.
- Unless it is a worker's compensation case, we track only those vehicle incidents involving company vehicles
- Any time a city owned vehicle is involved, it is reviewed and perhaps counted if the driver of the city owned vehicle is at fault
- Only if the accident occurs in a city vehicle. We (vehicle maintenance) only track damage to city vehicles. The MMIA (insurance) tracks damage to private owned vehicles and property.
- Private vehicles used for business purposes are counted. Commutation in a company vehicle is counted.
- All incidents are counted if the employee is driving a state vehicle
- We do not allow company vehicles to be taken home
- We discounted the use of take home vehicles. Vehicles are only taken home if someone is on duty call (the employee to drive the vehicle home as duty call-out. These employees may respond to situations for the purpose of connecting, restoring and maintaining the distribution of electricity or water services.

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- If a company owned vehicle is involved, it is counted no matter what or how it occurs. If it is an employee owned vehicle, it is counted as an incident only when it happened when the vehicle was used for business and was being reimbursed
 - Our employees must meet DOT requirements in over 80% of instances even if they are on private time. If the incident leads to a moving violation, it is counted
 - All vehicle related incidents reported to our insurance carrier, regardless of fault and is used in determining count and rate
 - It is counted as an incident only if there is damage to company property
 - We only consider vehicles used from our fleet
 - If it is not a company owned vehicle or if the employee is not on official duty, we don't use any incident that occurs against them

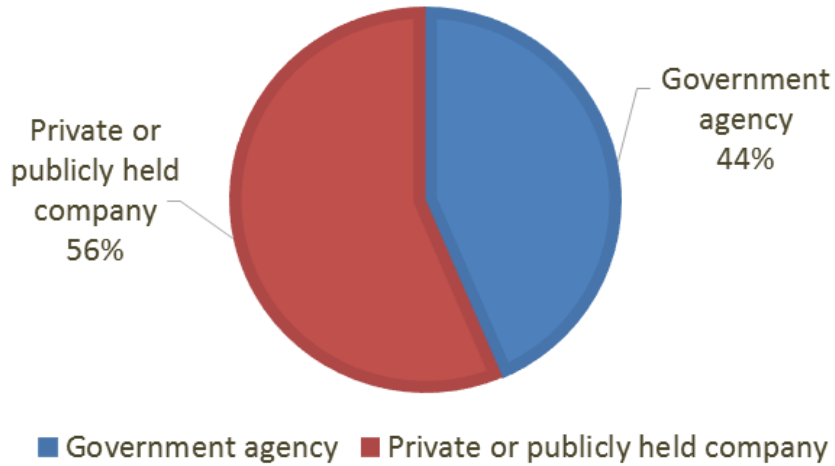
Valuable Information on Incident Tracking

The following list shows the information on incident tracking that respondents believe is of value:

- We differentiate between several different departments
- We count any incidents that involve company vehicles or vehicles being rented by company employee
- Driver license status is reviewed quarterly as well
- It will be worth counting all incidents if the company considers travel to work as official whether in company vehicle or not
- We are evaluating our methodology and expect to exclude small dollar property incidents
- Where we record and learn from all incidents, it is only those that the company's management controls were lacking or inadequate that we report
- Having the resources/staff to do it having a dedicated position to do investigations, training, etc
- Traffic violations are tracked as well but recorded separately from collisions
- Tracking allows you to look for trends or areas to address
- If a city owned vehicle is rear ended, we cannot hold the driver accountable for the actions of other drivers beyond their control
- All incidents are reviewed by an incident review committee
- Years ago, we looked at preventability vs. non-preventability. However, the idea was abandoned due to complexities. With the training implementation and weekly incident monitoring similar to the other lagging indicators we have driven the incident number down along with severity. Pockets of management grumbling happens over the recording of all incidents regardless of fault
- Track the repair cost per incident to determine if shop costs are being reduced
- We use a 800 drivers' alert. All accidents are reported if a company's vehicle is involved and the employee has to go to a review panel

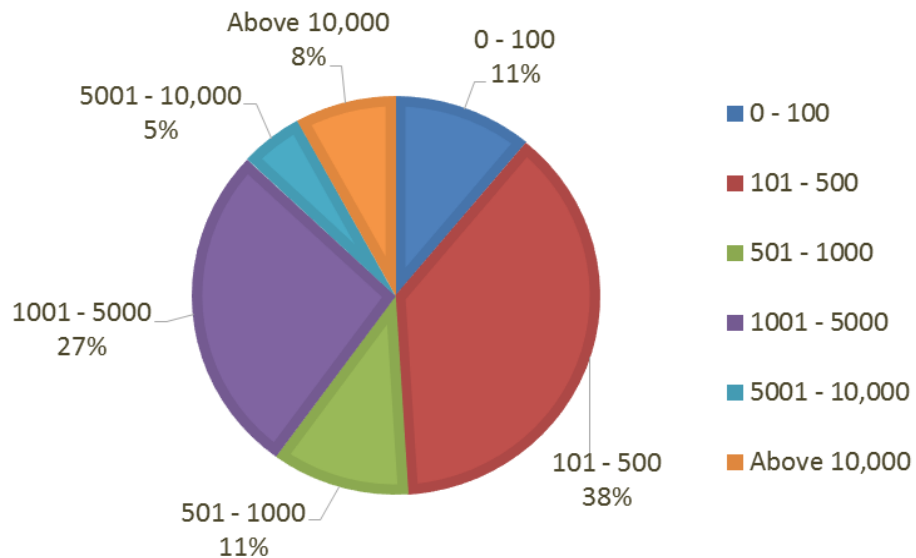
Professional Position within Vertical

56% of respondents hold professional positions within private or publicly held companies. 44% of respondents hold professional positions within government agencies.



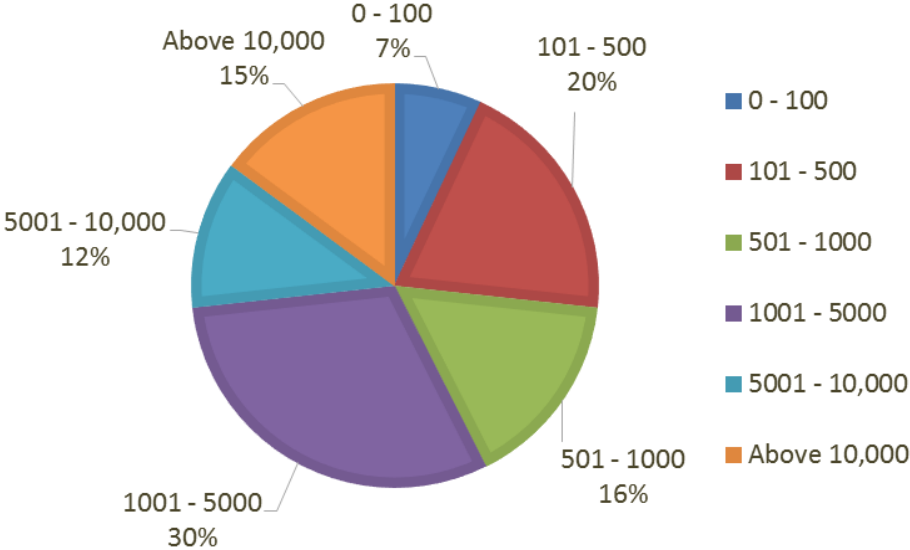
Fleet Size

51% of respondents have a fleet size of more than 500 vehicles. 38% of respondents have a fleet size of 101 – 500 vehicles.



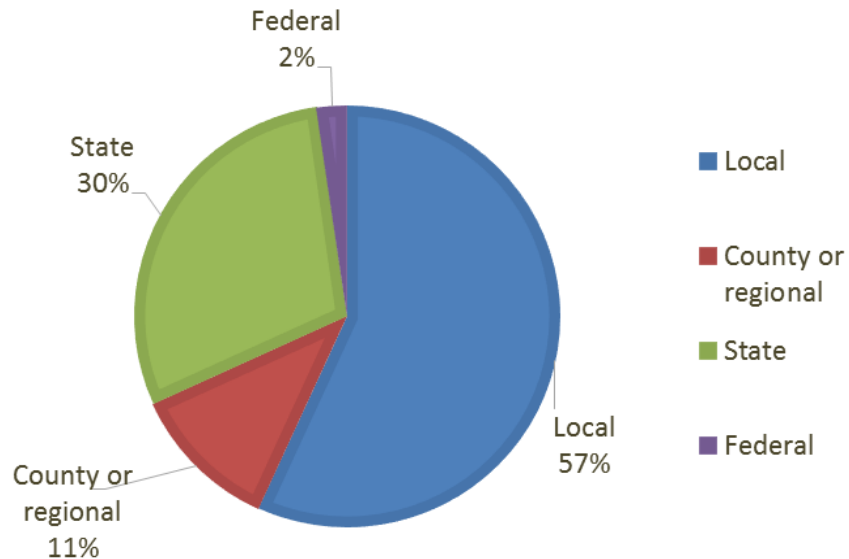
Company Size

73% of respondents belong to companies with over 500 employees and 20% of respondents belong to companies with between 101 and 500 employees.



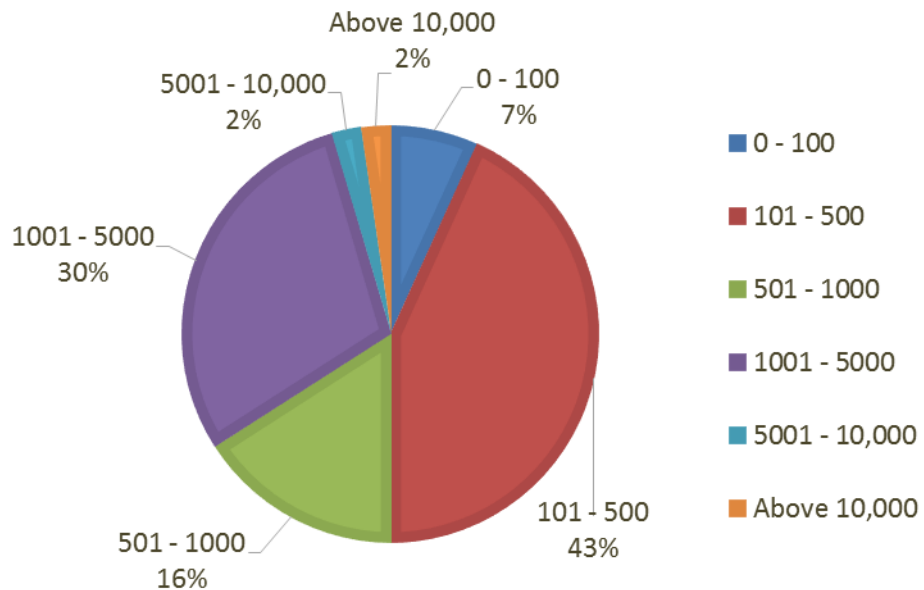
Overview of Government Agency

Of all the respondents who hold professional positions within government agencies, 57% of them belong to local government agencies, 11% of them belong to county or regional government agencies, and 30% belong to state agencies.



Government Agency – Fleet Size

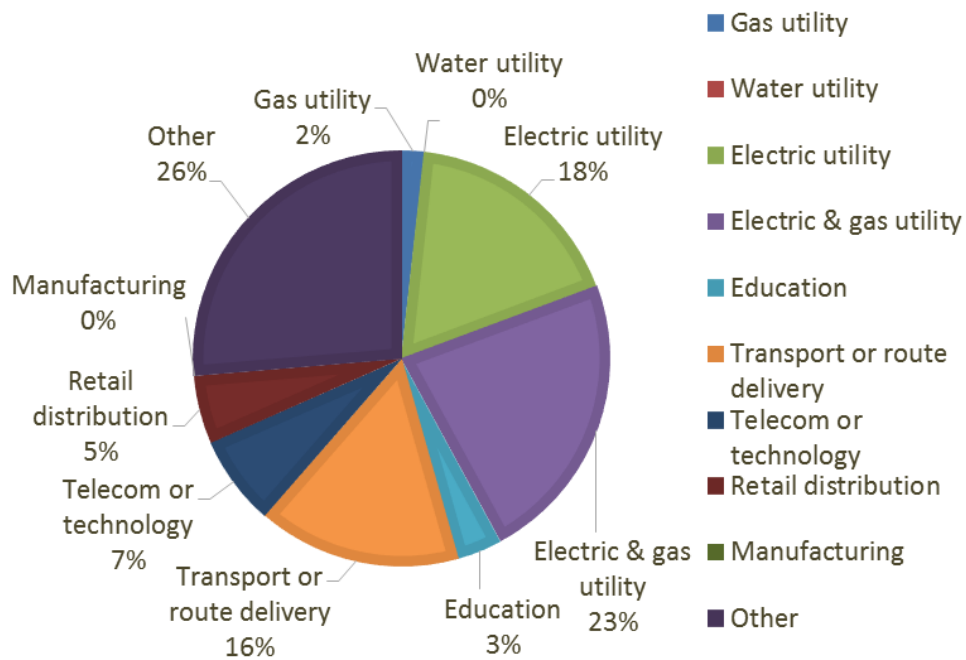
43% of respondents working for government agencies have a fleet size of 101-500 and 50% of respondents have a fleet size of more than 500 vehicles.



Overview of Private or Publicly Held Company

Of all the respondents who hold professional positions within private or publicly held companies, 23% of them belong to the electric and gas utility industry. 18% of respondents belong to the electric utility industry and 16% of respondents belong to the transport or route delivery industry.

26% of respondents who indicated 'other' in their responses belong to an assortment of verticals from construction, non-profit organizations, pharmaceuticals, oil and gas production, mining, accident management, medical, wholesale food and beverage distribution.



Private or Publicly Held Company – Fleet Size

52% of respondents working for private or publicly held companies have a fleet size of over 500 vehicles and 34% of respondents have a fleet size of between 101 to 500 vehicles.

