Proposed Concept for an
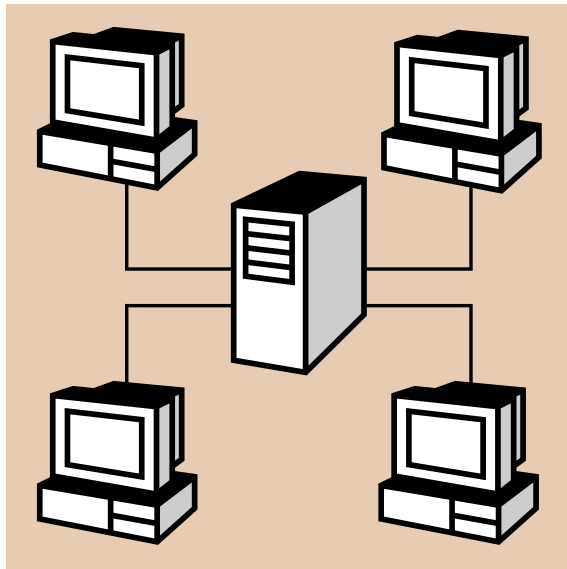# Operator Safety Rating System

Concerns

- Better information flows between LTSA and Police

- Better profile of operators based on information

- Better targeting of Police/LTSA resources

- ID and get rid of the poor operators
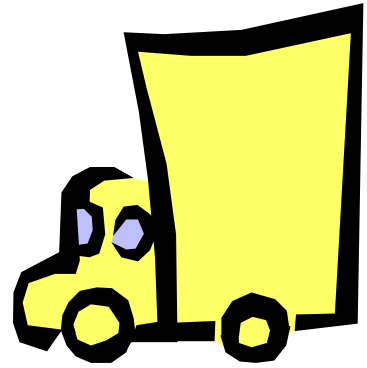
Concerns cont'd

- Operator accountability

- Build in possibility of rewards for good operators

- Transparent to:

  - operators

  - contractors

  - public

Proposed Solution

- Automate the collation of crash, vehicle, conviction and audit data

- Develop a safety rating for every operator

- Target resources to poor performing operators

- Make rating public

Set Standards

Legal Standards

Mandatory standards for all operators

Are the legal requirements

Used to formally rate operator's on-road performance

Industry Standards

Voluntary standards - could differ according to industry

Exceed legal standards

Basis for audits

Operator Identification

Critical that:

• Operator is known

• All info is linked back to the operator

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Exposure Data

Aim - compare all operators on a fair basis and could include:

- Number of Roadside Inspections
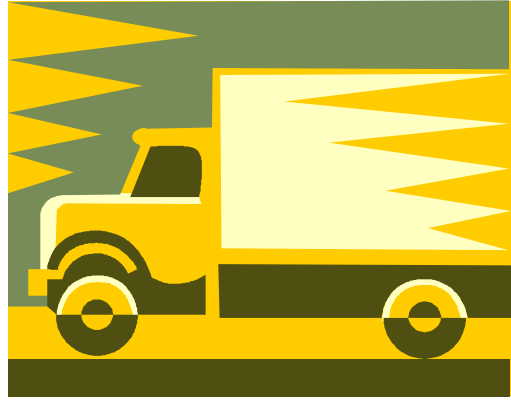
- Number of Vehicles Operated

Safety Event Data

Aim - see how at-risk an operator is

- Number of at-fault crashes

- Infringements

- Convictions

- CoF Inspection Results

Develop On-Road Rating

- Vehicle, Crash,and Conviction factors are weighted

- Overall risk score is calculated - the lower the score, the safer the operator

- Update using 24 months rolling data

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Categories

- Aim - to differentiate between good, bad, and new operators

- Possibly 3 - 6 categories

- Based on:

  on-road performance

  or

 on-road performance + audit result

Categories

- *Superior* *OR + A*

- *Good* *OR + A*

- Satisfactory OR

- Conditional OR

- Unsatisfactory OR

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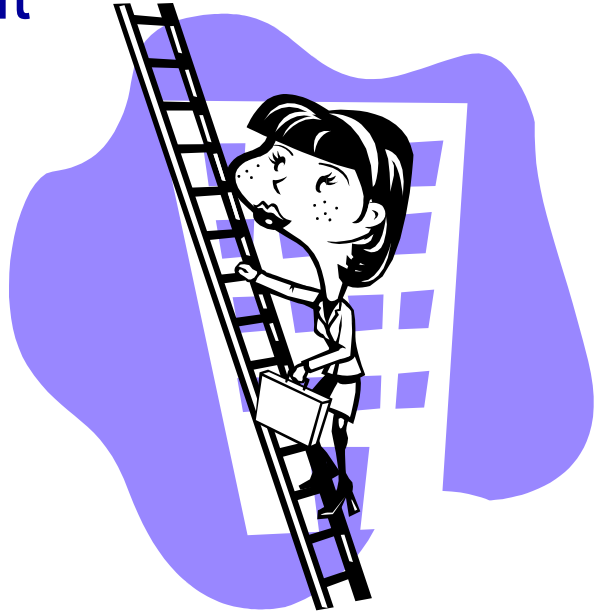
Potential Incentives

The message we have been receiving from industry groups is that any potential incentives need to relate to operators' bottom line and not too costly to get to. A suggested incentive might be:

- Less frequent CoF inspection
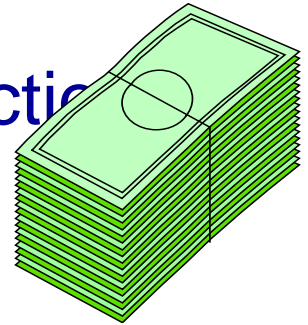
Categories

- Higher rating

  - more potential for incentives

  - less enforcement

- Lower rating

  - less incentives

  - increased enforcement

Potential Disincentives

- Hit bottom line and encourage operators to be at least satisfactory(i.e. meet all the legal standards).

- Possibly more frequent CoF inspections

Targeted Enforcement

- Hard to achieve at present

- Aim - give Police roadside access to rating information on any operator, which identifies safety performance in each of the categories I.e. crashes, vehicle inspection, convictions.

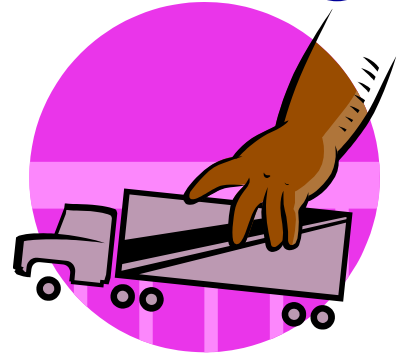- This would allow Police to vary inspection action
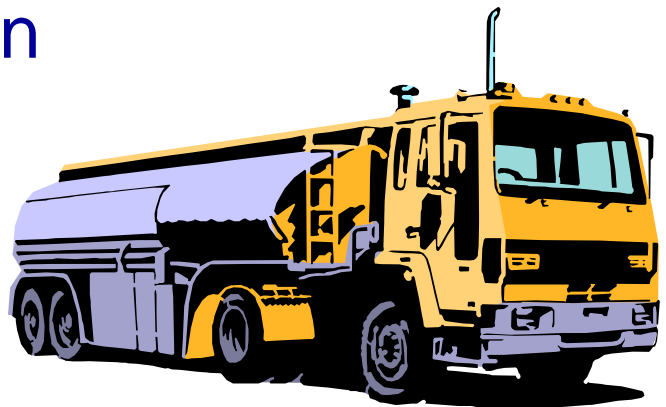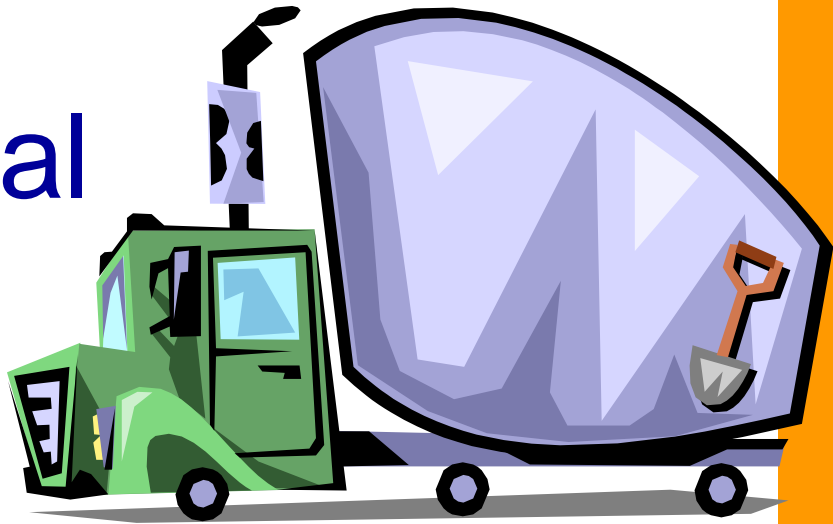
Unsatisfactory Rating

- Lowest category

- Most unsafe operators, being those with an unacceptable on-road rating

- Subject to investigation - aimed at licence revocation unless can get immediate improvements

Unsatisfactory Rating (cont)

- **I**f continue operating - are subjected to very heavy targeted enforcement action

- Possibly - 5% of operators

Conditional Rating

- Operators with below average on-road rating

- Opportunity to improve - audit to see if appropriate industry standards can be put in place

- Possibly - 10% of operators

Satisfactory Rating

- Safe on road - either with or without an audit

- Gain no incentives

- Subjected to random enforcement plus moderate targeted enforcement
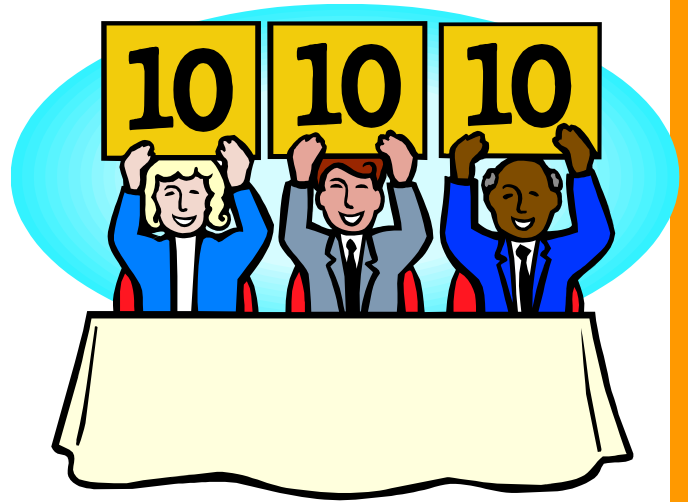
- Possibly - 70% of operators

Good Rating

- Operators with good on-road rating and good audit result

- Gain limited incentives

- Subjected to random plus minimal targeted enforcement

- Possibly - 10% of operators

Superior Rating

- Highest rating

- Operators who are excellent on-road and received an excellent audit result

- Rewarded with greatest incentives and only subject to random enforcement

- Possibly - 5% of operators

New Entrant

- Wait 12 months to establish on-road data, or

- Seek voluntary audit earlier and get rated Satisfactory - if good results received

- No incentives

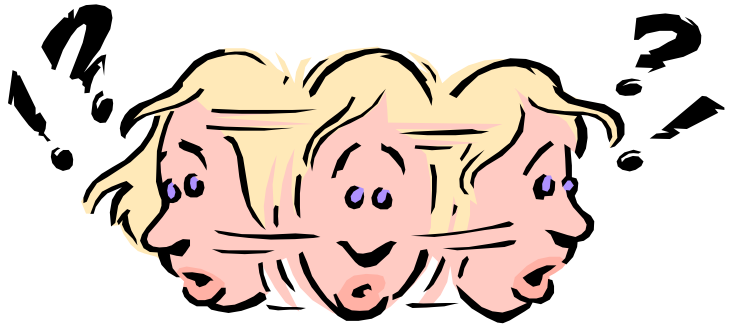- Subjected to random and moderate targeted enforcement
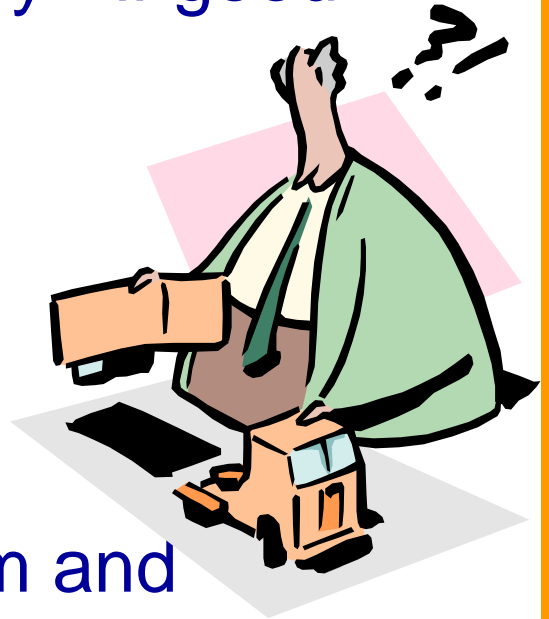
Movement Between Ratings

- Aim

  - avoid daily rating fluctuations

  - encourage all operators to rate at least "Satisfactory"

- Achieve by:

 - Rating downgrades to be set at a minimum of six months

Policy Issues

- Waiting for decisions from new Government.

- How to deal with contractors who control operations of owner operators - chain of responsibility

- Need to stop revoked operators from re-entering the industry - corporate veil concept

- Sufficient enforcement to get on-road information?

Policy Issues (cont)

- Privacy impacts

- Rating must reflect reality if LTSA is going to make it public

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Medium Term Projects
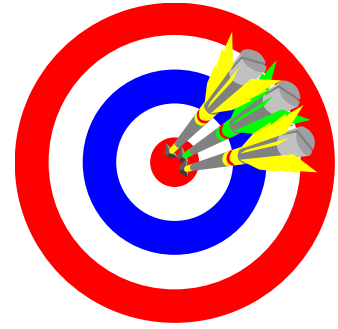
- Develop rating or performance measurement system as an internal targeting tool for LTSA and Police

- Develop a Categorisation of Vehicle Defects system based on road safety risk - integral to rating system and other areas of LTSA

Effectiveness

- Current system is subjective - unable to measure effectiveness

- Research findings - system found to be most effective is operator rating(US and Ontario)

- Operators with no accountability had crash rates 9 x higher than those who took appropriate actions (USA, 1994)

Effectiveness (cont)

- 1997 and 1999 research showed that the US system (which targets only bad operators) can:

- Identify operators who will have subsequent high crash rates

- Act as an incentive for bad operators to reduce their crash rates

Effectiveness cont'.

- Better targeting by Police and LTSA Compliance to risk

- More objective benchmarking as all Operators would be rated - fairness

- Improved information collection

Meets Needs?
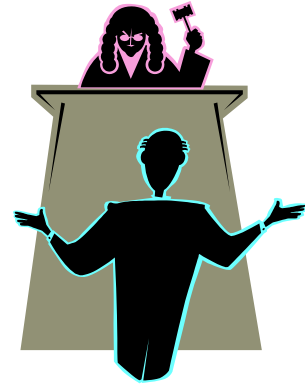
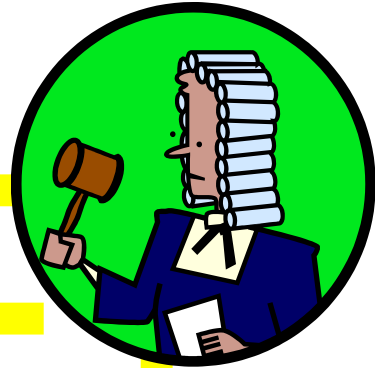Effective use of LTSA info

Better targeting by LTSA

Better targeting by Police

ID unsafe operators

ID high performing operators

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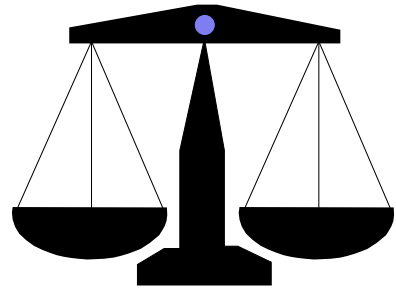# Meets Needs? (cont)

Transparent

Rate all operators

Operator accountability

Development of best practice standards

Public ratings

Trial Outcome

- Trial included several volunteers within log transport industry

- Driver details not available - but able to be factored into equation

- Proved conclusively that data is available to rate operators

- Provided feedback on where to from here.

Next Steps

- Further trial of road-side data collection by CVIU.(First trial completed late 2001)

  - Continue to trial rating in other sectors

- Improve LTSA data collection

- Update Transport Licence Register

- Complete development of LTSA datawarehouse

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