





IRTENZ

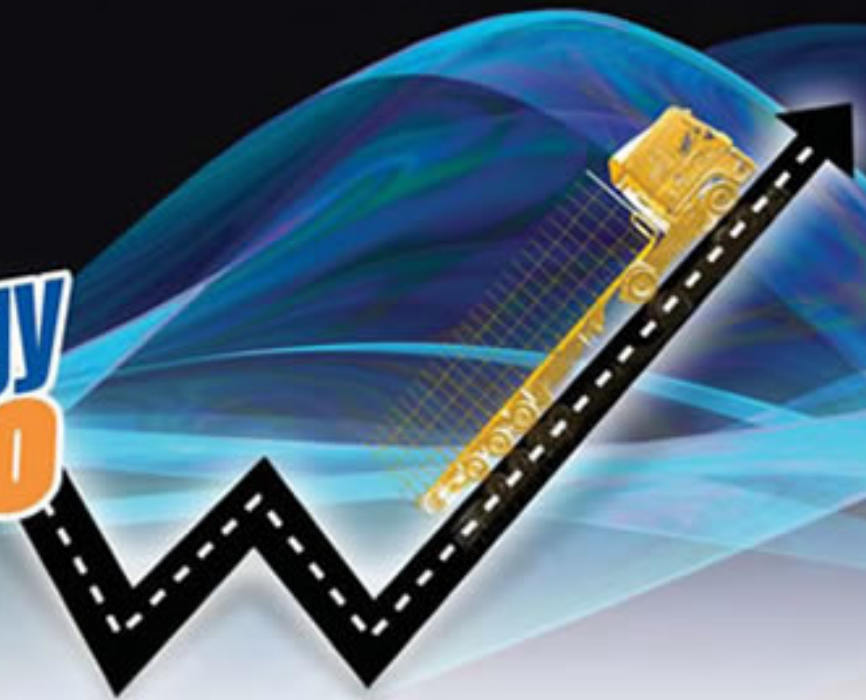
The Institute of Road Transport Engineers of N.Z.



IRTE NZ

**Transport Technology
& Productivity 2010**

Rydges Hotel, Rotorua 27th – 29th July



**Jim Wiles – NZ Torque Fleet Risk Manager
Lumley General Insurance (NZ) Ltd**



**Transport Technology and
Minimising the Risk!**



Seatbelt Improvements!

Let's Torque

Fleet Risk Management **101**

Transport Operators – The key challenges

- » To reduce collision related costs
- » Reduce vehicle damage
- » Improve driver safety
- » Improve fleet operating costs
- » Protect against fraud and incorrect blame
- » Maintain a strong public image

All these challenges are hugely influenced by the most variable element of the fleet.....

...the driver

Introducing Torque Fleet Risk Management

Vehicle incidents impact directly on company profitability

The Torque Fleet Risk Management team's objective is to help transport operators save time and money by aiming to reduce accident rates and therefore avoid losses in the first place



Torque aims to help transport operators reduce:

- » Insurance costs
- » Downtime
- » Vehicle maintenance costs
- » Accident Compensation claims and ratings

and increase:

- » Driver knowledge/skills/productivity
- » Profitability through reduction of accident rates



New Technology?



THE CAUSE OF ACCIDENTS & INCIDENTS

LACK OF CONTROL



BASIC CAUSES



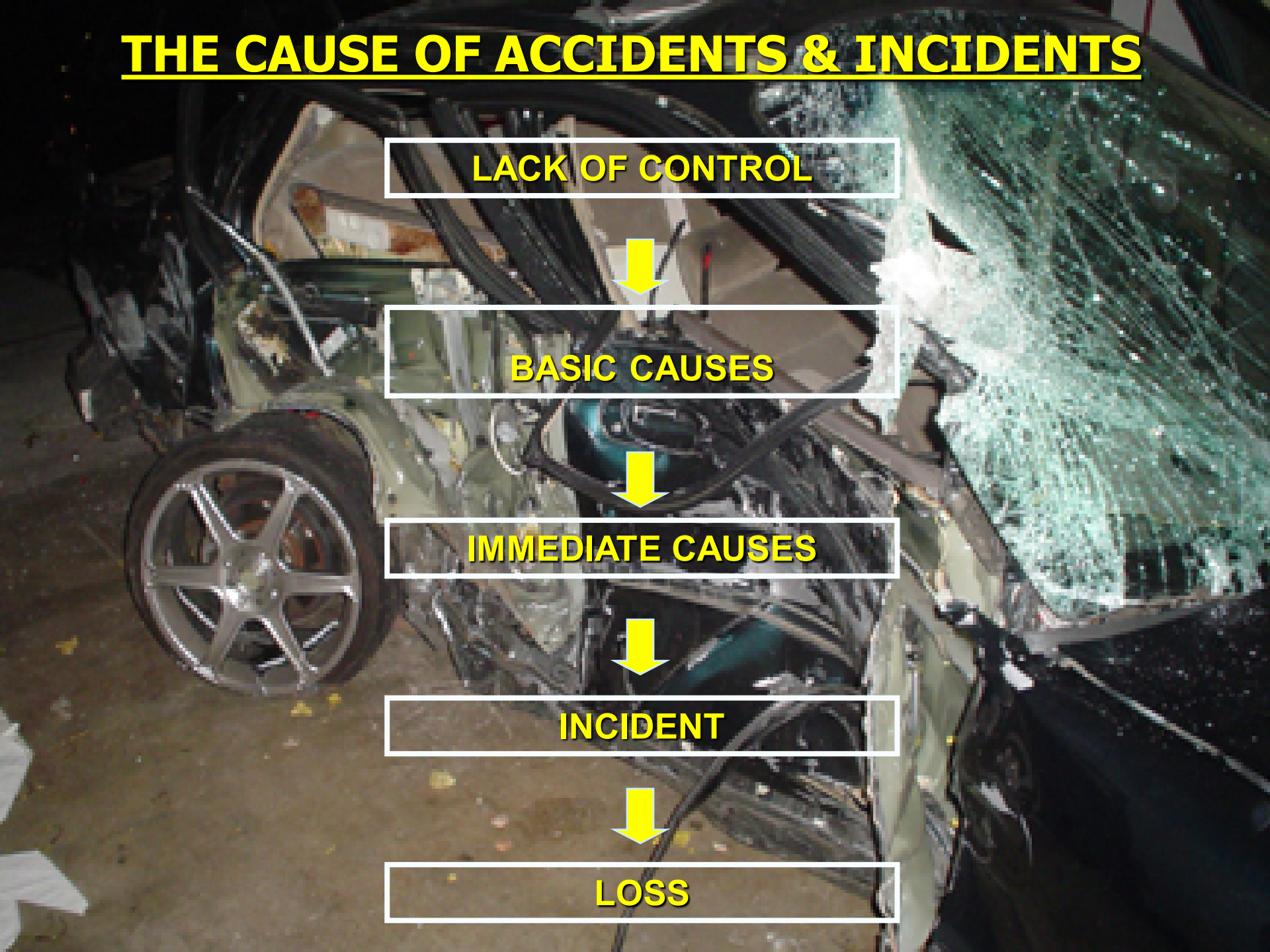
IMMEDIATE CAUSES



INCIDENT



LOSS





LACK OF CONTROL

1. INADEQUATE PROGRAMME
2. INADEQUATE PROGRAMME STANDARDS
3. INADEQUATE COMPLIANCE TO STANDARDS



BASIC CAUSES OF MISHAPS

A photograph of a severely damaged red car on a road, surrounded by debris, illustrating the consequences of a mishap. The car is crushed and mangled, with its body panels twisted and broken. Debris is scattered across the asphalt road and the surrounding grassy area. The background shows a flat, open landscape under a clear sky.

**1. PERSONAL
FACTORS**

**2. JOB
FACTORS**



BASIC CAUSES

Personal Factors



IMMEDIATE CAUSES

SUBSTANDARD
PRACTICES
AND
SUBSTANDARD
CONDITIONS



INCIDENT

CONTACT
WITH
ENERGY
OR A
SUBSTANCE





THE LOSS CAUSATION MODEL

LOSS

PEOPLE
PROPERTY

PROCESS

PERFORMANCE

PROFIT





**NO ONE HAS AN
ACCIDENT OR
CRASH ON
PURPOSE!!!!**





Cell phone
Distraction

HUMAN ERROR accidents happen

- **DESPITE** Management's commitment to spending on Skill and Knowledge Training
- ***HUMAN ERROR*** Accidents Mostly Caused by poor Safety Awareness (Attitudinal Factors)

**POOR SAFETY “ATTITUDES” CAUSE
MOST ACCIDENTS**



U 78
←

Oberhausen 31 ↑

Almost every equipment failure can be traced to three major reasons -

- ✓ Direct abuse of the equipment
- ✓ Inappropriate use - The wrong tool for the job
- ✓ Not doing regular maintenance

✓ Direct abuse of the equipment???

✓ Inappropriate use - The wrong tool for the job???



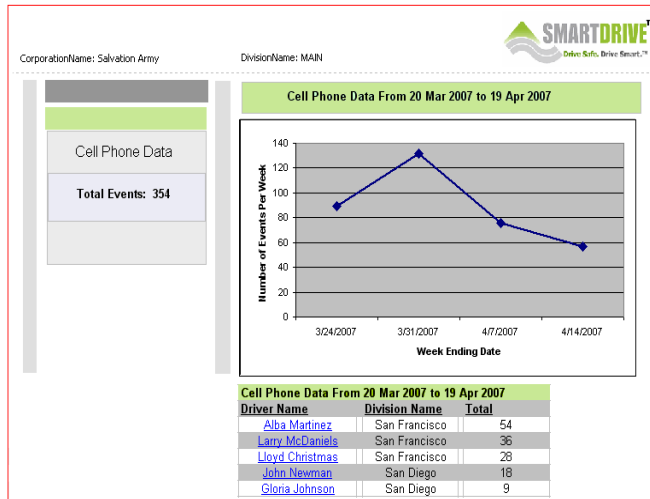
✓ Not doing regular maintenance???



SmartDrive Measured Safety Program



- In-car 2-way camera, microphone and shock sensor.
- Wireless upload of events.
- Web service application offering a professional incident review, scoring, counseling, diagnostics & reporting.



Self managed stand alone dual camera system



Idiot!



Who is to Blame?



Protecting the driver!



Vehicle Maintenance and design is Important!!!



Personal Maintenance

Research overwhelmingly shows professional attitudes reduce breakdowns, repairs and lost work hours due to sickness and injury

Professionals always perform better than amateurs

Fatigue



Fatigue



The Professional Gives The Amateur The Right to be Wrong!



Look out for this sign ...

***Lumley Approved
Quality Repairer***

In House Expertise



Lumley Crash Scene Assistance ...







FG +0.0 SG +0.0 Time -15.00
Front View

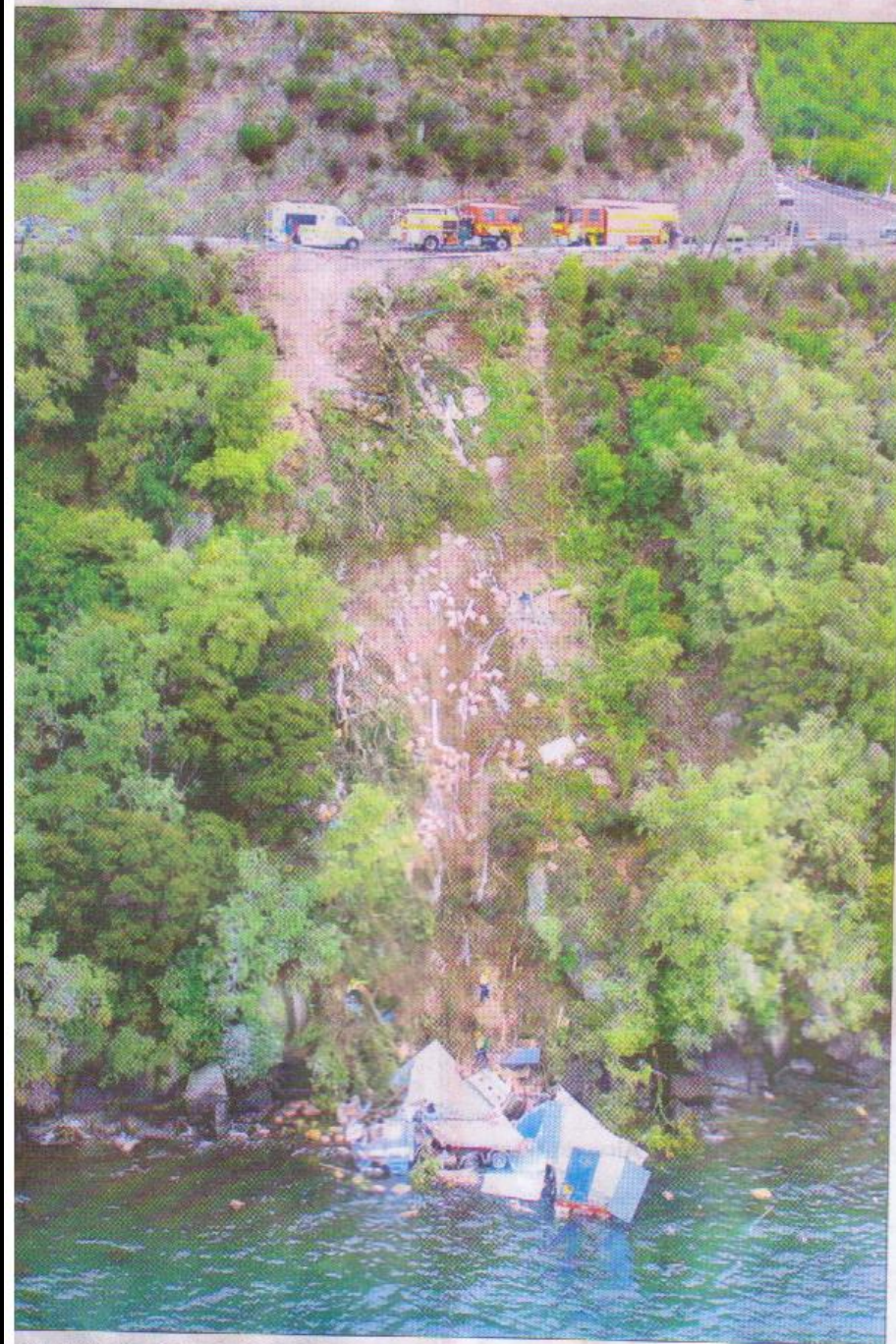
Fatality Napier - Taupo



Remember

**A TRUE PROFESSIONAL
GIVES THE AMATEUR
THE RIGHT TO BE WRONG!**





by Rachel Tiffen
police reporter

A man is dead after the meat truck he was driving went over a cliff and plummeted 25m into Lake Taupo yesterday.

An off-duty woman police officer driving behind about 11.35am on State Highway 1 near Ahanga Pt stopped and tried to resuscitate the 21-year-old Tauanga driver, but was unsuccessful. Paramedics also tried to revive the man.

Traffic was reduced to one lane from just before midday until early this morning while police waited for a crane to remove the truck. There was nobody else in the truck at the time of the collision and no other vehicles involved.

Taupo police Senior Sergeant Fane Troy said speed was clearly to blame.

"The truck rounded the right-hand bend that has a 25km/h speed limit and the driver was obviously travelling too

DRIVING ADVICE

- Drive to the conditions.
- Observe speed limits, particularly on reduced speed corners.
- If sleepy, pull over and have a break (where safe to do so).
- Allow plenty of space between vehicles.
- When overtaking, allow for a 100m gap at the end of the passing manoeuvre.
- Allow extra time for journeys at peak times, or long weekends.
- Drive considerately.

fast for the corner and the truck has begun to roll, gone through the barrier and dropped 70ft to 80ft into Lake Taupo."

He said the off-duty officer confirmed the truck driver was speeding and there were suspicious tyre marks on the road.

The fatal accident brings the national road tally to 15 deaths since last Friday, a statistic that has led police to label New Zealand roads "killing fields".

Mr Troy said eight fatal crashes had occurred in Taupo alone since the start of April.

Three fire appliances and four police car crews attended the scene, as well as Turangi Coastguard and St John paramedics.

The man's body was removed by the Coastguard.

Meanwhile, a funeral for members of the Taitapanui-Kemp family who died in a five-person collision in Taupo on Friday, will be held at the Kutarere Marae near Opoitiki on Wednesday.

Friends and relatives will gather at 11am to honour Lottie, 45, Anna Marie, 22, and Ratapu, 3, Taitapanui Kemp.

Driver dies in
plunge down
cliff.
28 April 2009
"Police said the
truck driver
took a corner on
State Highway
1 near Ahanga
Pt too fast and
crashed into
Lake Taupo"

RE MARKS: Police said the truck driver took a corner on State Highway 1 near Ahanga Pt too fast and crashed into Lake Taupo.

PICTURE: YOUTHTOWN TRUST RESCUE HELICOPTER

Lumley Torque Fleet Risk Management

Assisting organisations
to develop and improve
areas of Safety
Awareness in order to
Minimise the Risk

Experience.

Our Difference

Enjoy Your Conference!

“Wide Awake” written, composed, produced and sung by Ant Wiles