


AON

Fleet Management

Shannon Seefeldt, CSP  
Victor Malchesky, CDS

April 19<sup>th</sup> 2023



1

---

---

---

---

---

---

---

---


Identifying Your Fleet

» Non-Regulated Vehicles (10K or less)

- Passenger vehicles
- Light trucks

» Commercial Motor Vehicles

- Gross Vehicle Weight Rating (GVWR) over 10,001 lbs.
- Haul hazardous materials (HazMat)
- Combination vehicle increases (GVWR) to over 10,001 lbs.
- Gross or Combined vehicle (GVWR) over 26,001 lbs.
- Not just a Commercial Driver License (CDL)



AON

2

---

---

---


---

---

---

---

---



The Safety Management Cycle, or SMC, consists of the six Safety Management Processes, or SMPs, outlined in the graphic above.

AON

3

---

---

---

---

---

---

---

---

### SMC Elements

**Policies and Procedures** Policies establish the guidelines for how motor carriers and their employees behave in a given situation. Procedures explain how to accomplish policies.

**Roles and Responsibilities** clearly defines what each employee should do to successfully implement the policies and procedures.

**Qualification and Hiring** discusses recruiting and screening applicants to fulfill the roles and responsibilities for positions.

**Training and Communication** outlines a motor carrier's communication of its policies, procedures, roles, and responsibilities so that everyone understands the expectations.

**Monitoring and Tracking** concentrates on the need to have a system in place to monitor and track employee performance that enables companies to be aware of their employees' safety performance and compliance with its policies and procedures and how they execute their roles and responsibilities.

**Meaningful Action** gives motor carriers the tools to correct or improve employee behavior.

AON

4

4

---

---

---

---

---

---

---

---

### Written Safe Driving Policies and Procedures

- ✓ Policies to direct safe driving practices
- ✓ Defensive driving
- ✓ Seatbelts
- ✓ Training
- ✓ Driver selection – new hire and ongoing driver qualification
- ✓ Crash and incident response
- ✓ Fleet policy statement
- ✓ Distracted driving
- ✓ Driver coaching



AON

5

5

---

---

---

---

---

---

---

---

### Driver Selection Standards

- ✓ Age
- ✓ Specific type of license or endorsement
- ✓ MVR standards
- ✓ Pre-employment Screening Program (PSP) for CDL drivers?  
About 40% of motor carriers use to identify:
  - Roadside inspection
  - FMCSA recordable crashes
  - Previous employment history.
- ✓ New hire evaluation
  - Road test?
  - Training seat?



AON

6

6

---

---

---

---

---


---

---

---

### Best practices for checking driving records

- ✓ A copy of the driving abstract is required for drivers of commercial motor vehicles
- ✓ Past history, is usually a good indicator of someone's driving habits
  - Consider placing added emphasis on seat belt and cell phone violations
- ✓ Put the acceptable criteria in writing and share it with the drivers
  - 3 minor/1 major in 3 years most common
- ✓ What about questionable MVR's?
- ✓ Annual violation review is no longer required



**AON**

7

---

---

---

---

---

---

---

---

### Best practices for checking driving records

- ✓ If you only have drivers with WI driver licenses, you can enroll in PARS
  - Allows automatic employer notification
  - <https://wisconsindot.gov/Pages/dmv/license-drvs/rcd-crsh-rpl/pars.aspx>
- ✓ If you have multi state drivers, contact each state directly or use a multi-state service
  - Not all states have employer notification
  - Be careful with using employer notification in one state and not
  - Can require drivers to notify the employer of any conviction where employer notification is not available.
- ✓ Don't forget to include:
  - Spouses and other family members that are allowed to drive company vehicles
  - Employees who regularly drive their personal vehicles on company business

**AON**

8

---

---

---

---

---


---

---

---

### Program Evaluation

- ✓ Review current fleet related process at least annually
  - Driver selection / training / management
  - Vehicle controls
  - Collision investigation / review
  - Fleet performance safety metrics
- ✓ Take closer look:
  - What's working
  - Vehicle losses – going right direction or is additional action needed to control key causes of loss
    - Rear-end crashes
    - Intersections
    - Loss of control
    - Backing
  - Work with stakeholders to develop initiatives
  - Work the plan
  - Communication key



**AON**

9

---

---

---

---

---

---

---

---

### Training

- ✓ Basic defensive driving training at time of hire and refresher
- ✓ Distracted driving awareness training
- ✓ Remedial training – focused on driving history and telematics results
- ✓ Critical crash or incident countermeasure training

10

---

---

---

---

---

---

---

---

10

### Tracking Driver Performance

- ✓ Ride alongs, complaints, or trail reports?
- ✓ Data from telematics
  - # of hard braking events different between regions?
- ✓ Establish metrics- lagging vs leading
  - # training courses completed
  - # of vehicle inspections
  - How long are pre trip & post trip inspections
  - Does maintenance find issues not reported on pre/post trip inspections

11

---

---

---

---

---

---

---

---

11

### Telematics

---

---

---

---

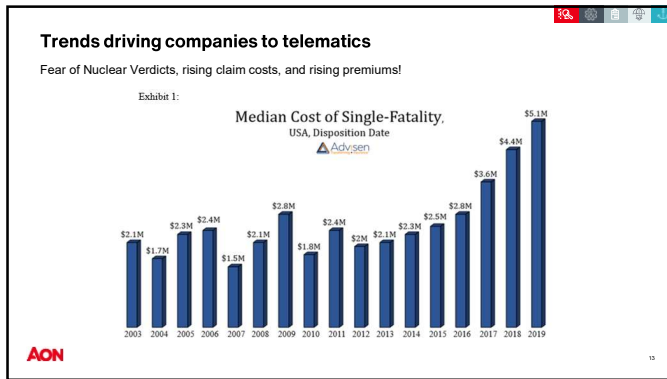
---

---

---

---

12



13

---

---

---

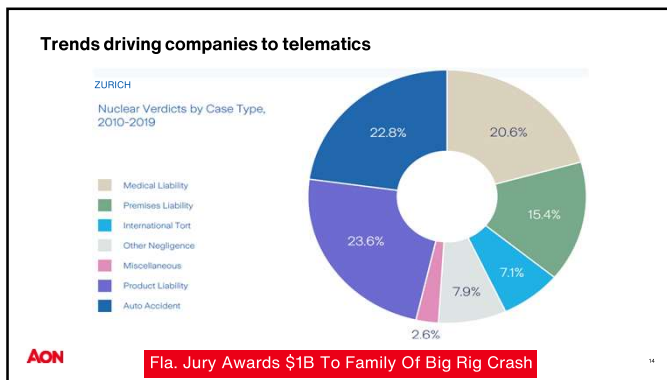
---

---

---

---

---



14

---

---

---

---

---

---

---

---

**Consider using telematics for your fleet**

What is driving your decision?

- Accidents
- Culture
- Proactive mitigation
- High insurance premiums

What is your main goal?

- Reduce accidents
- Lower insurance premiums
- Change behavior
- Move from lagging to leading indicators
- Provide real time data for litigation defense

AON

15

---

---

---

---

---

---

---

---

### Selecting telematics for your fleet

- ✓ Cameras
  - Not just about catching drivers doing wrongful acts
  - Can be a major asset in proving who was at fault
  - Real time eyewitness
- ✓ GPS tracking
  - Can provide data on hard starts, hard braking, speed, etc.
  - Added benefit of seeing where the vehicle has been taken
  - Theft prevention
- ✓ ELD's are now required on all commercial motor vehicles when required to keep HOS records unless:
  - Keep paper logs no more than 8 days in a 30-day period
  - Driving a vehicle manufactured prior to 2000
- ✓ Data Points
  - Set perimeters (what's your risk tolerance level)
  - Coaching points

16

---

---

---

---

---

---


---

---

### Final Consideration

Do you have a serious loss process?

- Telematics is a huge part of this!
- Who is capturing what?
  - Are you relying on your Insurance carrier or TPA?
- Be proactive in securing information
  - Have a list and plan
- Who is our 30B6?
- Get trained before depositions are scheduled



17

---

---

---

---

---

---

---

---



18

---

---

---

---

---

---

---

---

Contacts

Shannon Seefeldt, ASP, CSP

Aon - [www.aon.com](http://www.aon.com)

Email: [Shannon.seefeldt@aon.com](mailto:Shannon.seefeldt@aon.com)

Victor Malchesky, CDS

Aon - [www.aon.com](http://www.aon.com)

Email: [Victor.malchesky@aon.com](mailto:Victor.malchesky@aon.com)

AON

19

---

---

---

---

---

---

---