DE&S Secretariat Land Equipment

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[redacted]

Thank you for your e-mail of 11th February 2017 requesting the following information:

> *I am writing to politely request information on the following systems added to MoD vehicles and what statistics are available to the public: a. Trimble b. Telematics*
> *The information requested is as follows: Trimble*
> *a. The total cost of Trimble systems being added to MoD vehicles?*
> *b. What statistics are available on how Trimble has reduced accidents, saved money for the MoD and what evidence is there of the benefits of Trimble being added? This could be provided for the last 5 years.*
> *Telematics*
> *a. What are the total costs of Telematics procurement and being fitted to MoD vehicles which replaced Trimble?*
> *b. Are any statistics available on its use in the last 12 months?*
> *Your support in this matter would be most appreciated. This information has been requested to conduct an analysis project.*

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

A search for the information has now been completed within the Ministry of Defence, and I can confirm that some information, in scope of your request is held.

On 8 March 2017 I wrote to you to explain that we considered that elements of your request fell within the scope of the following qualified exemption: Section 43 (Commercial Interests). As such, it was necessary for us to decide whether, in all the circumstances of the case, the public interest in maintaining the exemptions outweighs the public interest in disclosure. We have completed this work and the conclusion is that the MOD has found in favour of releasing the following information.

The answers to your questions are as follows:

Trimble:

a. The cost of the Trimble system is £4.6 Million (ex VAT) inclusive of the installation cost.

Telematics:

a. The cost of Telematics to date is £1.3 Million (ex VAT) inclusive of the fitting of the systems.

b. To date not all vehicles have been fitted with the new Telematics system. The vehicles that have it fitted have been in use less than twelve months and, as yet, there is no statistical data available on its use.

Under Section 16 of the Act (Advice and Assistance), you may find it helpful to note that the information you have requested on Trimble is not held in a report format, meaning that raw data would have to be interrogated in order to provide it. The FOI Act does not cover information that is not already in existence, but would have to be created in order to respond. However, we can confirm that the information from Trimble was used to observe trends as well as track the utilization of vehicles to allow for efficiencies to be made. Managing instances of alleged inappropriate driving in the MOD is the responsibility of senior managers in the relevant team. Weekly reports were generated from Trimble with a summary being sent to the various teams who would then take the appropriate action. I have attached a copy of the

Defence Information Notice that explains the procedure. Monthly meetings were held to discuss the generated information, but responsibility for actions lay with the appropriate team so information was not collected or held centrally.

It is not possible to give a figure on savings because savings attributable to Trimble cannot be separated from savings in other areas under the Phoenix contract.

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for an Independent Internal Review by contacting the Information Rights Compliance Team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail cio-foi-ir@mod.uk). Please note that any request for an Internal Review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an Internal Review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD Internal Review Process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, http://www.ico.org.uk.

Yours Sincerely

DE&S Secretariat Land Equipment

Defence Instructions and Notices (Not to be communicated to anyone outside HM Service without authority)	
Title:	TLB Responsibilities for Managing Driver Behaviour
Audience:	All TLB
Applies:	Immediately
Expires:	When rescinded or replaced
Replaces:	Not Applicable
Reference:	**2013DIN04-063**
Status:	**Current**
Released:	May 2013
Channel:	04 Equipment and Support and the Defence Estate 06 Safety, Health, Environment, Fire
Content:	The provision of direction to TLB for the correct management of the TRIMBLE data regarding inappropriate driving behaviour
Sponsor:	Movement and Transport Safety Regulator, DSEA.
Contact:	[redacted]
Keywords:	TRIMBLE telematics, Project PHOENIX, White Fleet, Transport Management
Local Keywords:	Nil
Supplements: (Please click on the links to access >>>>)	Nil
Related Info:	[redacted]
Classification:	UNCLASSIFIED

ISSUE

1. Telemetric devices provided by TRIMBLE, are fitted to Project PHOENIX White Fleet (WF) vehicles primarily to record management information, but also monitor vehicle movement producing a report that can indicate driver behaviour for each journey. JSP 800 Vol 5 directs that all drivers of MOD vehicles are responsible for the safe use of the vehicle, that they must obey legislation (speed limits and road traffic signs) and take due consideration for environmental conditions. Observance of the requirements of the Highway Code is considered to be the appropriate standard that should be maintained, any driving outside this standard is considered inappropriate.

2. The MOD is duty bound to take action when informed of inappropriate driver behaviour in its vehicles, to reduce unsafe activity and prevent reoccurrence, inappropriate behaviour in vehicles is specifically: unnecessary harsh manoeuvring and speeding. The TRIMBLE system provides a weekly summary report to nominated TLB representatives, highlighting cases where the drivers of vehicles have exceeded set parameters, and may be considered to be driving in an unsafe and inappropriate manner. TLBs must take action to promote a culture of improving road safety, which will not only help to prevent injury or worse through Road Traffic Accidents, but also reduce costs to the Department.

AIM

3. The aim of this DIN is to advise TLB of the actions to be taken on receipt of the TRIMBLE reports and to provide guidelines for dealing with inappropriate driving and misuse of MOD vehicles.

BACKGROUND

4. Project PHOENIX is a service provision contract to provide leased and hired WF vehicles. The primary aims of the project are to reduce costs of ownership and operation of WF through a better procurement service and optimising vehicle and fleet utilisation. To enable this, an improved suite of MIS is utilised, fed by data collected from TRIMBLE telemetric systems fitted to most permanent use WF vehicles based in UK[1]. A secondary, but vitally important, benefit is that the driver behaviour data collected can enable improvements to road safety[2].

DATA COLLECTION

5. TRIMBLE telemetric devices collect vehicle management data (engine performance, journey details, fuel use and exhaust emissions) and, through a high speed GPS tracker, information on the vehicle's location and travel. This data can indicate how the vehicle might be being driven (driving behaviour) in respect of posted speed limits, cornering, braking and acceleration. Telematics monitor activity during a journey, with data sent via a GPRS link to a secure server[3], which includes highlights of activity that exceed set parameters as agreed by MOD Road Transport SME Subject Matter Expert (SME). The system also provides feed-back to the driver by way of a set of LED on the vehicle dashboard, except for any speed violation, which will only be identified in the journey report.

6. The agreed parameters reflect the potential risk to safety at 4 levels for manoeuvring[4] (escalating from level 1 – a manoeuvre which may have some risk of losing control of the vehicle, to level 4 – a manoeuvre at high risk of losing control and may have greater potential of causing an accident) and 3 settings for violations of the posted speed limits colour coded in the reports as green (5-10% over the posted speed limit), yellow (11-19% over the posted limit) and red (20% or more over the posted speed limit).

7. The MOD supports the use of telematics following a 3 year trial, which showed that when drivers were advised of the risk they may have taken by exceeding safety thresholds, most adjusted their driving style, thereby reducing risk. This led to safer and less aggressive driving, reducing the potential likelihood and severity of accidents and gave tangible efficiencies of better fuel consumption, reduced repair charges and improved vehicle availability.

HEALTH AND SAFETY AT WORK ACT

8. Under the Health and Safety at Work Act 1974 (HSWA) the MOD has an obligation to provide a safe working environment for its employees. This includes taking appropriate action when advised of unsafe practise, to investigate the instances and take steps to prevent reoccurrence, or reduce activity risk to as low as is reasonably practicable (ALARP). In addition the HSWA places a duty on all MOD employees, including members of the Armed Forces, to take reasonable care of themselves and others who may be affected by their acts or omissions at work[5]. The MOD requires its staff to operate MOD vehicles safely and within the law. This requirement not only supports Health and Safety legislation, but puts in place a management system that recognises the risks posed by driving at work and seeks to ensure that this activity is as safe as possible for MOD employees and other road users.

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[1] Less some specialist vehicles and hire cars.
[2] TRIMBLE is the natural progression to DRIVES, which was a Defence Board directed initiative to improve road safety.
[3] Trimble Hosting Services (THS) has implemented an Information Security Management System (ISMS) as per ISO 27001:2005 in order to ensure security of internal and client information assets.
[4] The system measures the vehicles speed and harshness of cornering, braking and acceleration.
[5] This duty extends to members of the management or command chain. Managers who encourage risky behaviour or are responsible for addressing risks to health and safety and fail to do so may also be in breach of their duties under the HSWA.

TRIMBLE REPORTS

9. Automatically generated TRIMBLE reports will be available[6] through DII using the Geomanager application, accessed via the Phoenix MIS[7]. However, a weekly summary of suspected inappropriate driving is currently sent to nominated TLB representatives, which identify the TLB vehicles that exceed the set parameters, which are colour or number coded as described in paragraph 5 above. The reports do not identify the driver, but provide the Vehicle Registration Number (VRN), where and when the instance took place and the extent to which the parameter was exceeded; TLB are obligated to take action.

MANAGING INAPPROPRIATE DRIVING

10. Managing instances of alleged inappropriate driving in MOD vehicles is the responsibility of commanders and line managers and reported occurrences are to be investigated accordingly, no matter the rank or grade of the driver. TLB Units are to ensure that:

a. Drivers are informed of their responsibilities under the Highway Code and MOD Drivers Standing Orders in Annex A to Part 3 Chapter 1 of JSP 800 Vol 5, specifically:

(1) That it is against the law to drive in excess of the posted speed limit, unless exempt[8].

(2) That the MOD seeks to impose a zero tolerance to speeding in its vehicles.

b. Drivers are made aware that the TRIMBLE telematic system records aspects of driving behaviour and that action will be taken if they are identified as having infringed traffic laws, or drive in a manner considered to be unsafe to themselves and/or other road users.

c. Take action to rectify the behaviour of those drivers found to be placing themselves and/or others most at risk, ***in particular*** those cases of persistent or repetitive risk taking and monitor all other cases of alleged inappropriate driving to identify trends.

11. Furthermore, TLBs are to bear down on inappropriate driving by:

a. Assessing the TRIMBLE summary reports for suspected breaches of the agreed safety parameters, investigate and where necessary take appropriate action against:

(1) All cases highlighted as red for speeding or a level 4 manoeuvre.

(2) Any single journey with prolonged or repetitive instances of speeding highlighted yellow or multiple level 3 manoeuvres.

(3) Where the same driver is suspected of persistent risk taking, for example is recorded with multiple events over successive journeys.

And monitor with a view to taking action for:

(4) All green speed events and level 1 & 2 manoeuvres identified as persistent inappropriate activity.

b. Applying the process outlined below to seek an improvement in the driving standard for those individuals identified as driving MOD vehicles inappropriately.

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[6] On rollout of IE8.
[7] Access to individual reports will only be granted to appropriate Line Managers/MT SME.
[8] Such as when operating under blue light responders' status (i.e. MOD Police or SF) or under Police Escort.

IMPROVING DRIVING BEHAVIOUR

12. Key to the success of reducing the level of risk to MOD personnel is to use the reports of alleged inappropriate driving to educate drivers that this behaviour is not acceptable. It is acknowledged that drivers may not be aware that legal or safety parameters have been exceeded and furthermore, that over time, individuals may pick up 'poor driving techniques' which they may not themselves consider to be unsafe. The MOD plan focuses on the provision of guidance and remedial training and the phased approach below is designed to assist Line Managers achieve this. Dealing with inappropriate driving should be a progressive process to educate an individual away from unsafe and risky actions and thus improve their driving skills.

a. **Consultation and Co-operation**. The driver is to be advised by their Line Manager or a Transport SME, that a telemetric report indicates alleged inappropriate or unsafe driving. The circumstances are to be discussed and the driver informed that unsafe driving is unacceptable and they are required to amend their driving behaviour to be safe and within legal limits.

Depending on the level of infringement, a number of instances by the same individual may be dealt with at this stage, however, when the Chain of Command considers the individual is not improving and is further identified as driving inappropriately, pro-active development should be considered.

b. **Pro-active Development**. The Line Manager or Transport SME is to interview the driver to discuss why the same or similar alleged unsafe actions are being repeated. Drivers should be advised of the standard of driving to be achieved. In addition, the Line Manager should consider whether further training is appropriate such as a driving assessment with a qualified instructor/examiner, continuation training or attending a behavioural driving/speed awareness course[9].

Where it is evident that despite any remedial training and support as above, a driver is continually found to be driving inappropriately and is putting themselves and/or other road users at risk, line management must consider direct action.

c. **Accident Prevention**. In order to reduce the likelihood of an accident Line Managers are to take preventative action and consideration should be given as to whether the individual is fit for driving duties.

FURTHER INFORMATION

13. Advice or assistance should be sought initially through the Unit Chain of Command, although details and policy documents, in particular JSP 800 Vol 5 (Defence Movements and Transport Regulations - Management and Operation of Road Transport), can be found at the MTSR website http://www.transportsafety.dii.r.mil.uk.

[9] Such courses would have to be locally procured and funded, pending the investigation of central MOD funding.