Toll NQX talks heavy vehicle safety

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General Manager
Toll NQX
About Toll NQX

- National B2B provider
- Three lines of business
  - Consolidated road service
  - Straightline and project services
  - Rail services
- National network of 32 branches
- 1900 staff
- 2000 dedicated road services per week
- Travel more than 100 million km on the road each year
Industry leadership in safety

- Accredited with NHVR for
  - mass management
  - maintenance management
  - basic fatigue management and
  - advanced fatigue management
- Voluntary membership of Trucksafe
- John King, National Manager Linehaul, was recently awarded the Industry Excellence Award from the QTA for helping make Australia’s road freight industry safer
Our customers include:

We survey our customers each year to measure satisfaction and engagement. Our aim is to reach best practice in the industry.
Speed management
• The average Australian travels 14,000 km per year*
• The average Toll NQX driver travels 220,000 km per year

*source: Roy Morgan
Think about your drive to work this morning....would you have travelled over the speed limit for more than 4 seconds?

That is how we are measuring our drivers
## Speed management

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Speed management

- 77% of these events were for 104-106km/hr and for under 10 seconds
- Speed events of greater than 10 seconds have reached our target of zero in the last quarter of the year (FY14)
- Managing speed has been a journey for us and we are proud of the point we have reached especially considering that each driver is travelling over 18,000 km per month on average (most Australians don’t travel this distance in a year).
Incident prevention
In-vehicle cameras

- Five years experience with in-cab cameras
- More than 140 Toll NQX prime movers are fitted

How it works:
- The camera is constantly recording and deleting unless there is activation by a G force event (e.g. harsh braking or swerving) or driver activated
- Provides vision and audio of both the road ahead and in-cab
- The camera footage includes eight seconds prior to activation and four seconds after activation
- The camera system is monitored by a third party provider who reviews all events and provides an email assessment of their safety observations.
Driver privacy is protected

• All drivers and managers participating in the camera process work with a ‘code of conduct’ which is designed to ensure proper custody and approved distribution of film whilst maintaining a strict recognition of driver privacy.

Driver acceptance:
• Most of our drivers accept the camera technology
• Some are still not comfortable
• While others are becoming strong advocates.
Any questions so far?
Camera footage

• The following videos are actual footage from our Toll NQX vehicles
• Driver consent has been obtained to share this footage
• In some cases the cameras have been driver-activated and in others, G-force activated
What to look out for

- The image on the left is looking inside the vehicle
- The image on the right looks externally to the road
- In each example I will let you know what to look for
Camera footage

- Driver trying to get things out of the fridge resulting in a rollover
  - Occurred on Bruce Highway north of Brisbane
  - G–force activated
  - Our learning is that the position of the fridge in the cabin layout must not be within reach of the driver and must be able to be locked while the vehicle is moving
  - Look mainly to the left screen
Camera footage

• Oncoming truck swerves over to our driver’s lane.
  – Occurred on Bruce Highway
  – The camera was activated by swerving
  – This footage was shared with Queensland Department of Transport and Main Roads to assist in their understanding of life on the road
  – Perhaps the other driver was distracted?
  – If there had been a collision we would have understood the cause
  – It’s cases like this one, that bring about drivers’ acceptance of cameras
  – Look mainly to the right screen
Camera footage

• A car overtakes between two Toll trucks.
  – Occurred on Bruce Highway
  – Driver activated the camera
  – Shared with Queensland Transport and Main Roads
  – Our driver remains cool – he said that this sort of thing happens every day
  – Look mainly to the right screen
Camera footage

- Dangerous overtaking
  - Occurred on Flinders Highway west of Townsville
  - Camera was activated by driver
  - Our driver’s actions (reducing speed and moving to the left) avoided a major incident.
  - Look mainly to the right screen
Camera footage

- A car made a u turn in front of a Toll truck.
  - Occurred at Walkerston near Mackay
  - Camera activated by braking
  - The truck clipped the tail of the car but the car drove off
  - Police were able to identify fault as a result of this footage
  - Look mainly to the right screen
Our learnings and insights
Outcomes to date

• Incident rate has decreased

• If an incident does occur, often a conclusive cause can be established in the time it takes to view the film

• There is a Toll Group initiative to work in partnership with Monash University Accident Research Centre to formally research driver behaviours with a view to working with equipment suppliers to optimise cabin layouts
Improvements seen

We have seen noticeable improvements in the following behaviours but there is still more work to be done:

• Drivers wearing seat belts
• Following too close, cornering too fast
• Using hand held devices
• Eating and drinking while driving
Sharing our learnings with our team

Our insights have allowed us to share best-practice driving behaviours with all Toll NQX employees – especially the dangers of distractions while driving.

For example: this poster was available in all branches and toolboxed with staff.
Tip #1
Only overtake when you are absolutely positive that it is safe to do so. Following this tip will save lives.

Tip #2
The truck driver will often deliberately try to maintain space between the truck and the vehicle in front. Be mindful of this space when cutting in.

Tip #3
Hold back from heavy vehicles while they are turning – they need space.
Questions are invited
Thank you for your participation today.

For further information on the topic, please contact:
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Website: www.tollgroup.com/tollnqx