VTS - Frequently Asked Questions

Q. Who manages the Driver ID process?

A. *The process is managed by HRSS, logging each bespoke unique driver identifier to a specific employee record.*

Q. What if Driver forgets their Driver ID?

A. *There is a facility and process to reset the password.*

Q. What happens if the Driver ID is used by Another Driver?

A. *Each Driver is issued with a unique driver identifier. It is the Drivers responsibility to keep their ID & password secure. The system will not allow this to happen unless the Driver has shared his/her driver ID and password.*

Q. Can the police request information from Network Rail from the VTS data?

A. *Yes, there are protocols in place for such a request particularly if the vehicle has been involved in an accident. It has been found from other organisations that the information provided by VTS helps to provide helpful evidence regarding the Driver's performance particularly if they have been driving safely.*

Q. What if a Driver undertakes a Journey without logging into the system?

A. *Drivers are expected to use the system as it is being introduced to reduce a key safety risk to the individual and the organisation. We recognise that staff may forget their unique identifier. In such instances the driver can notify the fleet vehicle manager within 24 hours to ensure the driver and journey can be lined up. Where drivers fail to alert the fleet vehicle manager then the disciplinary process would apply where a Driver undertakes a journey without their unique identifier.*

Q. What if a road has been de-classified and the database/VTS has not been updated?

A. *This is a rare occurrence but the position of the vehicle can be established using VTS and the driver would of course be exonerated.*

Q. What happens if a Driver is not modifying their behaviours and continues to appear on Exceedance Reports despite interventions already put in place?

A. *We want the employee to drive safely and would expect them to respond to the alerts they receive when driving. If the employee persists in poor driving behaviour then the employee would have their authority to drive revoked and disciplinary process may be instigated.*

Q. What happens in a case where a driver is consistently infringing the speed limit by up to 10%?

A. *Normally, it would be expected that the driver would have some coaching and /or training recommended by their manager. Network Rail Course NR NFE004 Speed Awareness Training is available.*

Q. **If after an Investigation, an individual is found to have exceeded the speed limit, is Network Rail obliged to inform the police?**

A. *No*

Q. **Should drivers expect a bill from HMRC at the end of the tax year?**

A. *If Drivers have permission to make personal journey's using the organisation's vehicle, then this must be recorded and reported to HMRC by the organisation and the individual, this has not changed. However, the information will now be provided electronically to the individual and the organisation before submission to HMRC.*

Q. **Drivers have never had a tax bill before for personal mileage from HMRC as it was always understood that NR took care of this?**

A. *NR as a public body has an obligation to provide such information to HMRC, it may not have had the facilities to report such information in the past but that is no longer a valid excuse going forward, it is statutory information.*

Q. **Some Drivers have permission to carry a passenger on some journeys as it is on the normal route to work, will the classification of the journey be business or personal mileage?**

A. *If it is on the Driver's route to work and the Drivers Line Manager is aware and given written permission to the individuals, it will be recorded as a business journey. However, if the vehicle has to divert the journey in excess of 5 miles, then it should be recorded as a personal journey.*

Q. **Can VTS be used to prove a driver was driving safely prior to an accident/collision?**

A. *Yes, the information stored on the portal can establish/prove that the driver had been driving within the speed limit consistently and in a smooth and safe manner in the lead up to the collision.*

Q. **What if the Network Rail fleet vehicle has been cloned (i.e. a duplicate number plate) and a driver has been issued with a speeding offence as a result?**

A. *VTS will be able to prove where Network Rail's vehicles are and that PN's or Speeding offences were not relevant to the organisation's vehicles.*

Q. **If a member of the public makes an allegation of drivers being in inappropriate places or behaving poorly on the roads, can VTS information be used as part of the investigation?**

A. *VTS data can be used in such instances and be able to prove whether the driver was/was not in the alleged location.*

Q. **Will my Line Manager be able to track my every move?**

A. *Line Management will not be given the facility to track you or the vehicle. In emergency circumstances VTS could be utilised to locate a vehicle. An example could be a team were known to leave a site inspection at 10.30 and return to their base depot for a meeting at 11.30. At 11.45 the vehicle and team had not returned. Calls to staff phones are not answered.*

The fleet vehicle manager could utilise the VTS system to locate the vehicle, supporting the emergency services to locate the team to check they are all ok. Network Rail will work with our trades union colleagues to define what constitutes as an emergency during our VTS Data Governance Panel meetings.

Q. **Why was there a need for the warning covering speed limit + 10%?**

A. *The provisions of the audible and visual alarms enable staff to change their behaviour to return to compliance with the law. It is there to support workers drive safely*

Q. **You mentioned other organisations, including those within NR's supply chain, have successfully improved this risk for example; Balfour Beatty claims they have halved their road traffic collision incidence within three years of introducing VTS. Are there others?**

A. *Statistics from other organisations that introduced VTS are as follows for information:*

McGinley Support Services after 6 months has seen their Risk Score drop from 16% to 10% and continues to decline. The average driver score change positively from 64% to 89% on average and are accurately able to manage and calculate mileage, servicing R&M and proactive vehicle maintenance.

Q. **In 2013 we reached an agreement with our trade union colleagues that, when it came to handheld devices and Vehicle Tracking Devices and in particular if technology is a benefit, employees will not be expected to bear the tax cost, or may opt out of using the equipment. Is this still the case?**

A. *With regards to taxation, we have since become a public sector body, and we can no longer give the undertaking to pay tax on behalf of employees. This would not mean that employees can opt out of using VTS.*

Q. **Will the Drivers Handbook be updated to include VTS?**

A. *The Drivers Handbook contains basic guidance for the use of Network Rail vehicles. It is guidance only; it does not form part of the Policies and Procedures of Network Rail but has links to Fair Culture and other NR Policies which have been consulted through the Trade Union Collective Bargaining Process.*

A Management of Occupational Road Risk Standard will be developed which will refer to the updated Drivers Handbook.

Q. **Is data being held by 3rd parties – how will that data be managed?**

A. *We have worked carefully with our data protection team to ensure our employee data is not held by a third party and that our proposal complies with the DPA. Essentially, the supplier will know the unique driver identifier, and NR will do the rest, by matching the number to a specific employee record held within our Oracle system. The personal data remains managed in-house by our HRSS team.*

We have invited our trade union colleagues to join our VTS Data Governance Panel which will enable NR to better understand our occupational road risks and instigate improvement initiatives and evidence driving improvements we achieve through the introduction of VTS.

Q. **What happens at 'Go Live' and everyone appears on the Exception Report because they are adjusting to the new system?**

A. *Our research shows that most employees adjust immediately to the new technology and we shouldn't see large number of employees appearing on Exception Reports.*