

VTs - Frequently Asked Questions

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Access and use of VTS data

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. 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 be used to demonstrate how a vehicle had been driven prior to an accident, or at any given time.

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 system complies with the Data Protection Act. Essentially, the supplier will know the unique driver identifier, and NR, through HR Shared Services (HRSS) will do the rest, by matching the driver 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. 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 to demonstrate where a vehicle was at any particular time.

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.

In an emergency the VTS system can enable a vehicle location to be identified.

What is an emergency situation?

- Driver has failed to arrive at destination 30 minutes after expected.
- Vehicle occupants cannot be contacted by work phone
- Driver cannot be contacted by work phone (their phone should not be answered if driving)
- Staff cannot be raised on personal (non-work) phones (if known)

Then the emergency number can be called to identify the location of the vehicle

An emergency is NOT

- Driver has failed to arrive at destination 30 minutes after expected with no other checks on staff availability.
- I thought the vehicle should be here by now....I'll just check the VTS

- Where is my member of staff...I'll just check the VTS

Q. Can complaints from other road users about NR drivers / vehicles be analysed on VTS to check if they are false?

A. Most complaints of this nature relate to parking of vehicles rather than driving behaviours and so would not require access to the VTS system.

Question 4 above answers the driving issue.

Q. Can vehicle data be accessed to respond to a Freedom of Information request?

A. It is extremely unlikely that FOI requests would need to refer to specific vehicle data. All FOI request go through the FOI team and they will work with data protection and the road fleet team to ensure compliance with both the TU agreement and relevant legislation.

Q. Will journey times be checked against rostered hours of work?

A. No. We will not be reviewing individual driver journeys.

Anonymised 'VTS driving' data will be reviewed for projects relating to fatigue and reviewing how we can better plan projects and workloads. We will also be reviewing the times of day our teams are travelling, at corporate level, to see what safety improvements can be made.

Consequences, disciplinary and prosecution

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 may have their authority to drive revoked and the disciplinary process may be instigated, this would be based on the fair culture process determining if the process, system and/or managers are an impacting factor, and whether or not the employee's behavioural choices are the root cause.

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. 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.

Q. It seems that the system only alerts you when you are speeding by 10% above the limit, therefore we could still be caught speeding by a mobile speed camera. Why does it not warn you as soon as you are breaking the speed limit?

- A. The system warns the driver when the speed limit is exceeded. We want the system to encourage and enable drivers to drive within the speed limit, as is required by the road traffic laws. The specific criteria were those were agreed with our trade unions.

Driver ID and system log-in

Q. Who manages the Driver ID process?

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

Q. What if Driver forgets their password?

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

Q. I have not received a Driver ID, what do I do?

- A. If you are not registered as a Network Rail authorised driver (through electronic licence checking), your line manager will need to complete the 'VTS manual licence check form', available on safety Central: <https://safety.networkrail.co.uk/safety/management-of-occupational-road-risk-morr/becoming-an-authorised-network-rail-driver/> and email to VehicleTracking@networkrail.co.uk to confirm you are an authorised driver.

Once this has been completed, a Driver ID will be assigned and the VTS welcome pack will be sent to you.

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

- A. Each Driver is issued with a unique driver identifier.

It is each Driver's 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. How will contractors / agency staff log in on the VTS?

- A. Contractors must have completed an electronic licence check before they are authorised to drive a Network Rail vehicle. Once licence check is completed the Contractor will be issued a Driver ID and Password via HRSS.

Their home address is required for their licence check so HRSS will be able to be issued.

Form to completed can be found at:

<http://connectdocs/NetworkRail/Documents/UsefulResources/Travel/DVLAD796-Non-NR-Nominated-Driver-and-declaration.pdf>

For further information re: electronic licence checking please contact:

RouteServicesRoadFleet@networkrail.co.uk

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 matched. Where drivers fail to alert the fleet vehicle manager then the fair culture process would apply where a Driver undertakes a journey without their unique identifier.

Q. If partners or spouses have permission to drive your vehicle, as in line with P11D benefit, will they be given a Driver ID?

A. Current process for Partners and Spouses is they will not receive a Driver ID or password and the line manager will receive a notification of 'unassigned driver journey' to investigate who was driving. Authorised Driver will then confirm partner or spouse was driving and that the employee will submit a private mileage deduction claim form to capture spouses / partners private mileage.

For Partners and Spouses to be authorised to Drive NR vehicles, they must complete an electronic licence check. Form to complete can be found at:

<http://connectdocs/NetworkRail/Documents/UsefulResources/Travel/DVLAD796-Non-NR-Nominated-Driver-and-declaration.pdf>

For further information re: electronic licence checking please contact:

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Q. Do I have to log-in if using my car abroad?

A. You would still record the journey type and log in appropriately. You will also have been required to arrange the necessary breakdown and insurance cover via Route Services Road Fleet if an NR vehicle is being taken aboard.

Q. If I just start a van up trackside to keep it warm will I have to log-in to the VTS?

A. No as you are not starting a journey where the vehicle will be moving, this will show as the vehicle being idle. Login is required prior to commencing the journey.

Q. Will the VTS system auto log me out at the end of a journey?

A. The system has been designed to allow a Driver to remain logged in for a delayed time of 5 minutes. This will enable drivers to exit the vehicle for a short period of time. For example for less than 5 minutes to open a site access gate then return to the vehicle and continue driving without having to log in again to the driver terminal. The Driver will be automatically logged out 5 minutes after the end of a journey when the ignition is switched off.

It is the driver's responsibility to ensure that they are completely logged out of the VTS Driver Terminal prior to anyone else driving the same vehicle after them. To log out of the system select 'menu' and then 'log out'. The system will automatically log you out if it is inactive for 5 minutes.

Q. Currently when my van goes into BT for any work they do a call collect service where one of their drivers pick the van up and drops it off as they don't offer courtesy cars, how do their drivers log onto VTS?

A. We will not require delivery drivers to login into the system therefore an exception report would be produced. They are not Network Rail employees. All vehicle data will still be logged.

General queries

Q. Why is the VTS fitted to the right of the steering wheel?

A. The locations of the units have been agreed with the ergonomics team and the engineers have been asked to fit to a specific method statement for each vehicle type.

We have carried out a review of alternative placements and those selected are the best options based on limiting impact on accessing the controls of the vehicle, and the safety of the driver.

Q. Will all Network Rail vehicles be fitted with VTS?

A. Yes, All Network Rail vehicles other than Road Rail Vehicles, including non-liveried personal issue cars and job requirement cars will have VTS units fitted.

Q. Has Network Rail any intention of introducing the 'driving profile' score as part of the 121s or performance reviews?

A. No, there is no intention to do driver profiling as part of 121s.

Q. Would Network Rail consider giving a vehicle allowance rather than a vehicle?

A. This is not being considered as part of the Management of Occupational Road Risk project. Vehicle allowances are only applicable to senior grades within Network Rail.

Q. Why is the device fitted and not removable from the vehicle?

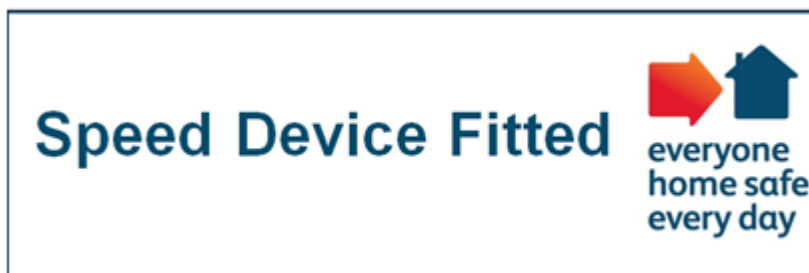
A. This is a business decision based on protecting the VTS units and vehicles from loss or theft. It also helps to ensure that all devices remain fitted in the chosen location.

Q. If the VTS unit is stolen or damaged can the vehicle still be driven?

A. Yes, but please ensure that the theft is reported via BT helpline and the Police for a crime number. If the Tom Tom unit is stolen it automatically ceases to function and cannot be used by anyone else.

Q. Can we have a sticker, made and supplied, to be applied (at the discretion of the driver if you wish) to warn fellow motorists that our vehicle speed is remotely monitored?

A. We are finalising the printing of such stickers. We have consulted upon the wording with our lead trade union H&S reps and agreed:



These will be available to order via iProcurement and will also be produced with a Welsh translation available.

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:

McGinley Support Services after 6 months has seen their Risk Score drop from 16% to 10% and it continues to decline. The driver score changed positively from 64% to 89% on average. The McGinley support team are also able to accurately manage and calculate mileage, servicing repair and maintenance.

Q. Should there be a maximum driving time/distance whilst driving for/at work, for the purpose of improved safety?

A. Line managers and staff are able to discuss the activity associated with the driving part of their work. This should, and can, allow arrangements to be put in place that best suit the employee and the work they are completing on an individual basis, rather than a blanket set of criteria for everyone.

Passengers and personal journeys

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. 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 identify where Network Rail's vehicles are and that Penalty Notices or Speeding offences were not relevant to the organisation's vehicles.

Q. Does the introduction of VTS mean I can be monitored and disciplined for activities outside my working hours?

A. No. For private journeys only the start time/location and finish time/location, together with the total miles travelled, will be recorded and this information will only be used for tax purposes. This mirrors the current log book process.

The VTS system will not be used to monitor speeding events for private journeys.

Staff should note that, staff driving in their own time within a vehicle that is owned by Network Rail are subject to the Life Saving Rules. This is detailed in the Network Rail driver's handbook. Staff should obey the road traffic legislation when using a Network Rail vehicle, so whilst Network Rail will not monitor speeding events of staff in Network Rail vehicles during their private time, the Police and other enforcement agencies may monitor driving behaviour and continue to report Notices of Intended Prosecution to Network Rail's attention. The existing system of staff being subject to breaches of the LifeSaving Rules in those circumstances will continue.

Q. If I just pop to the shops from trackside to get my team's lunch is this 'business' or 'personal' mileage?

A. It is personal mileage but is regarded as incidental by HMRC for assessing whether a benefit is charged or not.

Q. If I declare on the VTS that every journey is 'business' who will know any different?

A. There will be a review of journeys by Group tax that will look at starting point and finishing point. If these do not co-ordinate with known Network Rail addresses or track access points, then a query will be raised on the driver as to the nature of the journey. Additionally, line managers will be responsible for checking correct reporting.

Q. When will payment be taken for private mileage?

A. The current policy is for drivers to disclose their private mileage fuel payments every month via a private mileage deduction claim form direct to payroll. This policy will not be changing.

System capabilities

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 speed limit for that road. It is there to support staff to drive safely.

Q. Can the VTS system be programmed to know the maximum speed limit for the vehicle type?

A. The device is not designed to remove responsibility for driving correctly to the vehicle type or configuration from the driver. The in-vehicle speeding alerts are being provided using the latest TomTom maps.

Large vehicles such as trucks will be installed with a version of the TomTom software designed for larger vehicles that will provide alerts at the speeds suited to those vehicles.

Q. Can a driver input into the system that they are towing, as that impacts on the max speed the vehicle can then do?

A. The device is not designed to remove responsibility for driving correctly to the vehicle type or configuration from the driver. Once a trailer is connected to your vehicle the secondary speed limiter should engage. If your vehicle is not fitted with one please contact Road Fleet for the modification to be carried out.

Q. How often will the system update to know of any permanent road speed changes?

A. The solution that has been procured includes live map updates, due to the size of our fleet and the need for the system to remain functioning at all times, we will update the mapping as often as possible.

Q. Is the system a live system? Does it update to react to temporary speed restrictions on the motorway, for example when the speed goes from 70 mph to 50 mph due to an accident or road works?

A. The system uses the latest TomTom maps which will be updated periodically using over the air updates. There will be instances where the speeds do not match the road such as restricted speed limits on motorways and drivers must always obey the road speed. Importantly the variable limits are well sign posted. Drivers are expected to drive responsibly at all times.

Q. When the VTS speed does not match the road speed, what should I do? I don't want to get a report for speeding?

A. The devices are there to assist drivers in complying with the speed limit. We want all our drivers and any passengers to be able to comply with our life saving rule not to speed, because we know that driving within the speed limit is the safe way to drive. This enables Everyone Home Safe Everyday.

The Traffilog VTS units that Network Rail are providing, utilise the latest TomTom speed mapping data for the UK. These are updated periodically to keep the road speed data accurate.

There are locations that the mapping software may not get correct, however it is important to note the agreements that Network Rail has with our staff (via our Union Agreements <https://safety.networkrail.co.uk/wp-content/uploads/2016/11/VTS-data-collection-and-usage-assurance.pdf>) is that the device provides a warning alert to drivers. This allows drivers to return to within the speed limit. No action is taken against any member of staff if that driving exceedance is for a duration of no more than 60 seconds. Should the exceedance occur for more than 60 seconds then a far culture investigation would be undertaken.

Q. It has been noted that the VTS Driver Terminal has a microphone and camera functionality within the 'vehicle inspection app' does this mean that drivers are being filmed and voice recorded?

A. The VTS Driver Terminal system within the cab is not fitted with a microphone. The Camera takes still images only.

When the system was procured it did have the functionality to take photographs but **only** if the camera is switched on by the user. The camera can only be activated in the 'Vehicle Inspection App' and even then, it only takes still images.

When images are being taken, you can see the camera screen on the device and it makes a camera shutter sound as the image is taken.

We are updating the software that will remove the camera functionality so no photographs can be taken. The latest version of the software will be pushed out to all Driver Terminal on Monday 30th Jan to icons in the 'vehicle Inspection App'

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 data.

Q. The VTS prompted me to select an alternative route when I was already driving. How do I prevent this happening?

A. In terms of route mapping 'Ask me so I can choose' is the default setting. If a quicker route is identified, the system will give an audio notification and on-screen prompt to select the new route. This does not have to be pressed, simply following the new route suggested, or carrying on driving the current route will act as a selection for the system – and it will either re-route or carry on with original route.

Alternatively, 'Always take the fastest route' can be selected as the default setting on the VTS. This will mean the device will automatically switch to faster routes without requiring confirmation from yourself. To update this you will need to go into 'menu', select 'settings', choose 'route planning' and select 'Always choose the fastest route'.

Q. My VTS is displaying 'Traffilog has stopped' what does this mean?

A. This is a known bug with the system, and should be rectified on the next release of software at the end of April 2017. This will be an upgrade to the current v2.7. In the meantime, if this message appears, press the back button (bottom left of the screen) a few times to cancel any instances on the unit which should help.

Tax

Q. Will employees with TUPE protected T&Cs for personal journey tax liabilities have their T&Cs changed?

- A. First and foremost as Network Rail is now a re-classified organisation and therefore must comply with the tax laws in that respect. That said, we are aware of employees who have TUPE'd into Network Rail or who may have local agreements regarding the payment of tax for personal use vehicles, in these circumstances the agreements that are in place will stand for existing employees.

Given we are an arm's length public sector organisation, we reserve the right to amend such agreements, however will consult with our Trades Unions on this matter should the need arise.

If you have specific queries regarding your T&Cs please contact your Local HR Business Partner.

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. Some 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, we now have to provide that information to HMRC as it is statutory information.

Q. Will VTS be fitted to 'job requirement vehicles' where people have a large personal tax liability?

- A. Yes, irrespective of tax liability all Network Rail fleet vehicles will be fitted with a Vehicle telematics system.

Q. I have a personal vehicle and pay full tax will I also be having VTS fitted?

- A. Personally owned vehicles that are used for work purposes with such insurances in place are excluded from VTS fitment.

Q. For tax purposes, how are journey types defined?

- A. Business mileage is journeys made whilst on business, this also covers the on call journeys. Commuting relates to journeys between home and work. Commuting for cars is a personal journey, whilst commuting for vans is business. Personal will be any other journeys.

Q. Does the introduction of VTS impact Terms and Conditions of Employment and Personal Use Vehicles?

- A. Network Rail will not be altering employment terms and conditions for our employees as a result of the fitment of the VTS system. Our employees require fit for purpose (safe, sound and reliable cars) to undertake their role. The vehicles employees have been supplied with are, in the main, a requirement for the role.

The Company will not buy out the benefit of the vehicle or altering terms and conditions of employment in respect of cars.

Q. What do I need to know about Tax Liability and Private Usage / Mileage?

A. Network Rail will at all times comply to the HMRC guidelines regarding personal taxation. We seek at all times to apply sound processes and protocols for employees to record their business and personal business mileage. VTS will enable our employees to record what is 'business' and what is 'personal' mileage more accurately. For further advice on what is classed as business or personal business usage please refer to the Drivers' Handbook and Business Travel and Expenses Policy as published on Connect.

Q. For home based employees (aka Home Start) is their journey to and from work location i.e. Depot taxable?

A. To and from your normal place of work, i.e. where your line manager is located and you go there for work instruction, will always be classed by HMRC as commuting. Therefore is taxable if you are in a car. However, if you are driving a van this is not taxable based on HMRC rules.

Q. For any journey to and from a work site (which is not your normal place of work), is this deemed as a business commute?

A. Yes this is a business commute. This would be an On Call situation and therefore no personal tax liability.

Q. What is commuting and what is classed as business mileage?

A. In summary, business mileage is journeys undertaken whilst on business. Commuting relates to journeys between home and normal place of work / sites, and personal will be any other journeys. Commuting for cars is personal and commuting for vans is business for tax purposes. This is the HMRC regulations.

Vehicle documentation

Q. Will log books still be required?

A. Yes but only temporarily.

As we roll out VTS and develop the system we will be able to remove the need for log books as journey type and driver will be identified at each log on.

Vehicle checks will need to be completed and the VTS system will enable this to occur electronically. We are working to develop an interface where faults reported on the VTS unit would be automatically sent to the fleet management provider. All faults identified for now will still need to be phoned in. For Tax purposes drivers will be able to download their journey logs for their tax returns.

Q. Can drivers now stop completing the daily walk-around check sheet?

A. All vehicle checks need to be completed via the current paper process for now. We are working with the VTS provider to develop an interface where faults reported on the VTS unit would be automatically sent to the fleet management provider from the VTS driver terminal. All faults identified through vehicle checks for now will still need to be reported via a phone call. Once the interface is in place, the driver terminal in the cab will be updated automatically and will inform drivers when the electronic vehicle inspection app is live.

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

A. The Drivers Handbook contains basic guidance for the use of Network Rail vehicles. Yes we are updating the document to include VTS.