

In-Vehicle Camera Systems

what to consider



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Introduction

This document has been developed in conjunction with Griffith University as part of the Eyes on Fatigue research project that was funded by the Motor Accident Insurance Commission (MAIC) to investigate the effectiveness of emerging driver monitoring technology in reducing the incidence of driver distraction, inattention and fatigue.

This resource is a guide to inform road freight operators who are considering implementing in-vehicle camera systems (IVCS) into their fleet.

In-Vehicle Camera Systems

what to consider

Top 6 Tips

01

Know the why

02

Is your business ready

03

Choosing a system and supplier

04

Get prepared

05

Installation and Implementation

06

Monitor, Report and Review

Top 6 Tips

01

Know the why

- Are current Safety Management Systems (SMS) in place and effective?
 - If No, you are not ready
 - Refer to the NHVR SMS Set Up Guide
 - If Yes, consider the following points:
- Technology is not a silver bullet, but rather a tool to complement ongoing safety management systems
- Is there a specific problem trying to be solved?
- What risks are trying to be managed?
- Will the technology complement current SMS processes?

Top 6 Tips

02

Is your business ready?

- There are challenges with introducing change in your business
 - Do not underestimate the challenge of introducing new technology with all staff in your business
 - Consider getting advice on how to manage change
 - There are special change management experts if needed.
 - Talk to other fleets on how to manage acceptance and adoption of IVCS
- Have drivers and staff been communicated with about the introduction of IVCS?
 - If so, what has the response been?
 - If negative, there is work to be done to gain acceptance
 - Engage your drivers early in the process
 - Reinforce your purpose of implementing IVCS
 - Share information with driver's families to increase acceptance
- Consider the increased workload for staff - are there adequate compliance staffing and resourcing requirements to manage the system?
 - If operations 24/7, on call staff will be needed.
- Consider the privacy and confidentiality implications
 - Managing captured video, who is authorised to see it?
- Consider a staged approach to implementation to enable drivers and staff to get used to managing the technology progressively

Top 6 Tips

03

Choosing a system and supplier

- Research different systems and ask lots of questions
 - cost of installation, who does the installation, data plan requirements, connectivity needs, ongoing costs
- Suppliers will highlight the features of the technology so investigate and understand limitations of the technology
- Ask about the challenges of using the technology (from driver and operations perspective)
- Look into integration options with your current technology, how does that work? Find out how warranty claims are managed (supplier or manufacturer).
- Understand the full costs - initial purchase price; monthly fees; mobile data
- Know how long it takes for units to be installed (vehicle off road)
- Ask about after sales support and response times, talk to other operators about their experiences with different systems.
- Find out if the reporting is adequate for your needs
 - cost, frequency, detail, access, format, ease to interpret
- Find out if system comes with current software update and how are software updates managed (ongoing cost, time)
- Keep going back to why you want the system and will it serve the purpose
- Find out how promptly/where repairs to IVCS can be done. Will the vehicle need to be off road and for how long?

Top 6 Tips

04

Get prepared

- Plan a staged implementation of units to manage initial challenges of acceptance and incident management processes
- Set up a confidential system and intervention plan to review critical incidents/alerts with drivers
- Consider how to resource 24hour alert management (if needed)
- Develop a Code of Conduct covering privacy and how captured video will be viewed and/or used.
- Select drivers who have indicated a positive attitude towards the technology to have first units installed.
- Keep drivers informed of the process and timelines for installation

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Top 6 Tips

05

Implementation and Installation

- Allocate time for vehicles to be off the road for installation
- Allocate time for drivers to be adequately trained
- Inform drivers of the Code of Conduct and get signed off by drivers
- Be prepared for initial complaints from drivers and staff once alert notifications are turned on.
- False alerts/alarms will occur, advise drivers and staff to be patient
- Listen to driver concerns and feedback to iron out initial issues
- Test intervention processes and modify plan if needed

Top 6 Tips

06

Monitor, Report and Review

- Understand importance of effectively managing unsafe driving practices and implications under OHS and CoR legislation
- Apply a consistent approach to actioning reportable alerts
- Have an effective back office structure and accountability ethos to manage alerts/alarms
- Hold drivers accountable for all breaches and supervisors responsible for the implementation plan to address reported events
- Provide drivers with regular positive feedback and have strategies to encourage safe driving behaviour and modifying bad driving habits
- Avoid complacency by addressing reportable incidents with drivers in a timely manner
- Regularly review intervention processes
- Analyse data to determine where and when alerts are occurring
 - can changes be made (e.g. to rosters/routes) to reduce risks?
- Address any underlying health issues with individual drivers that may be contributing to alerts
- Do the reports you get from IVCS give you the data/information you need to manage the problem/risks you identified in Step 1?

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