

Survey About

Fleet Management

and Driver Safety

Has Interesting Findings



By Donald L. Brown

Where Do You and Your Company Fit In?

The information provided in this article is the result of a research study conducted via mail in late 1996. As many of you know, for the past several years, the CNA Insurance Companies and The Association of the Wall and Ceiling Industries—International have been working together to provide the wall and ceiling industry with insurance programs that help reduce premiums while increasing safety awareness. Those involved in this study are member contractors of the association who are located in the United States.

The survey was conducted to evaluate the extent of interest

toward a CNA-sponsored fleet management/driver safety seminar during the AWCI Annual Convention, April 9-12, 1997, as well as the commercial vehicle safety needs of small-to medium-size wall and ceiling contractors. Ninety completed questionnaires were received by December 1996, and the results, printed here, may surprise you.

Key Findings

- Past driving experience and scheduled preventive maintenance are considered most important to respondents' fleet safety programs, followed by conducting face-to-face interviews, obtaining state motor vehicle records and administering substance-abuse tests.
- When questioned regarding the use of state motor vehicle

Vehicles in Company Fleet

Vehicle Type	Average
Pick-Ups	2.99
Straight Trucks	1.07
Passenger Automobiles	1.03
Vans	0.48
Tractors/Trailers	0.21
Motorcycles	0.01
Other	0.16

Average Number of Full-Time Drivers

Category	Average
Full-Time	3.43
Incidental	1.14
Part-Time	0.73
Other	0.43

records, almost half (47.6 percent) the responding contractors said, "My agent takes care of that." These records are never obtained by 28.6 percent of the respondent;, while 27.4 percent stated they obtain the MVRs prior to hire.

Training Programs

- Of the respondents 57.3 percent would invest in a formal defensive-driver training program for all of their vehicle operators, if the price were reasonable and the training time short.
- Of the contractors who would invest in a formal driver training program, 80.5 percent would include Family members who are allowed to drive company-owned vehicles.

AWCI/CNA Driver Training Tools

- More than half the respondents would use driver tool box

Who Is Operating the Company Vehicles?

	Number	Percent
Immediate Family Member	27	39.7
Spouse Only	20	29.4
Extended Family Member	8	11.8
Employees	4	5.9
Officers	2	2.9
None of the above	18	26.5
Base	68	

talks (52.9 percent) and fleet safety bulletins (50.0 percent), if driver quality training tools were developed through AWCI and CNA, while 47.1 percent would use defensive-driver courses.

Current Fleet Size

- On average, respondents currently have three pick-ups, one straight truck and one passenger automobile in their company fleet.

- Responding contractors employ an average of three drivers full time.

Regulations/Control

- Almost one-third of the respond-

Employee Use of Personal Vehicles for Company Business		
	Number	Percent
Employees use personal vehicles on company business	62	69.7
Employees do not use personal vehicles on company business	27	30.3
Base		89

Employee Use of Company Vehicles for Personal Use		
	Number	Percent
Employees use company vehicles for personal use	32	37.2
Employees do not use company vehicles for personal use	54	62.8
Base		86

Most Important Issues for Successful Fleet Safety Programs

Component	Avg*	Total**	Component	Avg*	Total**
Past Driving Experience	4.32	82.1	Fleet Safety Rules	3.38	55.1
Scheduled Preventive Maintenance	4.10	77.2	Driver Safety Meetings	3.06	43.0
Face-to-Face Interviews	3.94	75.3	Commercial Driver's License	2.89	42.5
State Motor Vehicle Records	3.93	72.4	Management Fleet Policy Statement	2.87	41.8
Substance-Abuse Tests	3.91	68.8	Driver Supervision	3.10	38.5
Fleet Accident Investigation	3.77	68.8	Road Tests	2.92	35.1
New Hire Application	3.71	68.0	Defensive Driver Training	2.68	28.4
Vehicle Inspection Procedures	3.82	67.1	Written Tests of Regulations	2.63	26.0
Annual MVRs	3.65	61.8	Motivation/Recognition Programs	2.45	22.7
Previous Employer Checks	3.45	57.9			
Disciplinary Procedures	3.47	57.1			

*On a scale of 5 to 1, where 5 = Very Important and 1 = Not Important
 **Number of respondents who answered "Very Important"

ing contractors (30.6 percent) stated their drivers are subject to the regulations of the Department of Transportation.

About the Author

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manages loss-control services for 12 national associations, including The Association of the Wall and Ceiling Industries-International.

Use of State Motor Vehicle Records of Employees			
	Number	Percent	
My insurance agent takes care of that	40	47.6	Ordered after an accident.....6.....7.1
Never obtain them	24	28.6	Ordered every three years. 2 2.4
Obtained prior to hire	23	27.4	Obtained on family members that drive company-owned vehicles 2 2.4
Ordered once a year	16	19.0	Other 3 3.6
Obtained if requested by our insurer	13	15.5	Base 84

■ Of the respondents, 39.7 percent said immediate family members of the assigned employee driver also are approved to operate the company vehicle, while approximately 29.4 percent stated that only the spouse of the employee driver is approved to operate company vehicles.

■ More than one quarter (26.5 percent) of the responding contractors said no one else is approved to operate the company vehicle except the assigned employee driver.

■ About 70 percent (69.7) of the responding contractors said their employees use their personal vehicles on company business, compared to 37.2 percent who stated that their employees use company vehicles for personal use. 