The Fleet Operator Recognition Scheme (FORS)
Moderator

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Housekeeping

Webinar is = 45 mins
Question time = 15 mins

Transport for London

Proudly managed by: ARRB
GoTo Webinar functions

Please type your questions here
Today’s presenter

Peter Binham
Freight and Fleet Programme Manager for Transport for London (TfL)

www.fors-online.org.uk
FORS
Fleet Operator Recognition Scheme

Peter Binham
Agenda

1. Introductions
2. What is FORS
3. How it is run
4. Operator benefits
5. Client benefits
6. Lessons learnt
7. Summary
Introductions
Introductions

Transport for London

Buses, Underground, Tramlink, DLR, London River Services, Victoria Coach Station, Licensing and regulating taxi services, London Transport Museum, Cycle hire, cycle superhighways & grid...

... and Freight & Fleet

Peter Binham, Freight and Fleet Programme Manager
What is FORS
What is FORS

- FORS is a unique industry led accreditation scheme aimed at transforming road fleet activity
- Developed by TfL in 2007
- Now a national scheme, run by the FORS Community Partnership
- Open to any commercial vehicle/operator (vans, HGVs and coaches)
- Helps operators to ensure and demonstrate lawfulness and best practice

FORS is designed to improve:

- Safety, Efficiency, Environmental Protection & Compliance
# FORS Standards

<table>
<thead>
<tr>
<th>MANAGEME NT</th>
<th>VEHICLES</th>
<th>DRIVERS</th>
<th>OPERATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsibilities &amp; authority</td>
<td>Road worthiness</td>
<td>Training and assessment</td>
<td>Routing and scheduling</td>
</tr>
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<td>Competent Person</td>
<td>Insurance</td>
<td>Driving at work</td>
<td>Transport control</td>
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<tr>
<td>Communication</td>
<td>Fleet performance</td>
<td>Fitness and health</td>
<td>Fines and charges</td>
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- Fleet Operator Recognition Scheme Standard
  - Bronze
  - Silver
  - Gold
Routes to accreditation

- Register
- Audit
- Pass
- Progress
- Quality
- Actively
- Evidencing
- Improve Fleet Standards
- Compliance
- Safety
- Emissions
- Congestion
3677 OPERATORS
98,070 VEHICLES

807 OPERATORS
17,659 VEHICLES

217 OPERATORS
18,529 VEHICLES
How it is run
The FORS Community Partnership
FORS Governance Group
FORS Executive Group
Questions
Operator Benefits
Improving driving standards

FORS operators:

Are less likely to be involved in…

→ **76%** Licence/insurance offences
→ **64%** Most Serious Infringements (MSI) offences
→ **50%** drivers hours offences

Have demonstrated…

→ **41%** reduction in injury collisions
→ **25%** reduction in total collisions
Many customers now expect fleet operators to provide a demonstration of a commitment to sustainable fleet activities. FORS Accreditation shows this commitment and is a contractual requirement.
The TfL position

TfL must employ, and must be seen to employ, the safest fleet operators in London

To mitigate the risk of a vulnerable road user being killed or seriously injured by one of our suppliers, in February 2012, we introduced Work Related Road Risk (WRRR) clauses into our new and existing contracts –

Mike Brown TfL Commissioner
Improving manager skills

- Developing road transport policy
- Managing work related road safety
- Managing driver fitness and impairment
- Managing driver assessment and training
- Post-collision procedures and analysis
- Safe and efficient fleet management
- Reducing fuel use and minimising environmental impacts
- Minimising transport fines and charges
- Monitoring and measuring road fleet performance
Driver CPC Training

- Vansmart Driving
- Staying Legal
- O-Licence Compliance
- LoCity
- Collison Investigation
- Safe Urban Driving
E-learning modules:

- Road Safety
- Cycle Safety
- Van Safety
- Fuel Efficiency
## FORS Professional training register

<table>
<thead>
<tr>
<th>Name</th>
<th>Organisation</th>
<th>Module Name</th>
<th>Type</th>
<th>Completed Date</th>
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<tbody>
<tr>
<td>Peter Binham</td>
<td>Transport for London</td>
<td>Cycle Safety</td>
<td>FORS Online</td>
<td>Jun 2017</td>
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<tr>
<td>Peter Binham</td>
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<td>Smart Driving</td>
<td>FORS Online</td>
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<td>Safe Urban Driving</td>
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<td>Transport for London</td>
<td>Workshop 1 – Developing fleet management policy</td>
<td>Classroom</td>
<td>Aug 2014</td>
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<tr>
<td>Peter Binham</td>
<td>Transport for London</td>
<td>Workshop 2 – Managing work related road risk</td>
<td>Classroom</td>
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<td>Peter Binham</td>
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<td>Workshop 3 – Managing driver fitness and health</td>
<td>Classroom</td>
<td>Aug 2014</td>
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<tr>
<td>Peter Binham</td>
<td>Transport for London</td>
<td>Workshop 4 – Managing driver training and development</td>
<td>Classroom</td>
<td>Sep 2014</td>
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<tr>
<td>Peter Binham</td>
<td>Transport for London</td>
<td>Workshop 5 – Collision procedures and analysis</td>
<td>Classroom</td>
<td>Sep 2013</td>
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<tr>
<td>Peter Binham</td>
<td>Transport for London</td>
<td>Workshop 6 – Safe and efficient fleet management</td>
<td>Classroom</td>
<td>Sep 2014</td>
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<tr>
<td>Peter Binham</td>
<td>Transport for London</td>
<td>Workshop 7 – Reducing fuel use and minimising environmental impacts</td>
<td>Classroom</td>
<td>Sep 2013</td>
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<tr>
<td>Peter Binham</td>
<td>Transport for London</td>
<td>Workshop 8 – Minimising transport fines and charges</td>
<td>Classroom</td>
<td>Oct 2014</td>
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<tr>
<td>Peter Binham</td>
<td>Transport for London</td>
<td>Workshop 9 – Measuring and monitoring road fleet performance</td>
<td>Classroom</td>
<td>Oct 2014</td>
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Improving Training

➡️ Raise quality of training
➡️ Recognise approved quality training
➡️ Promote
Client Benefits
Communicate and engage with hard to reach

Number of accredited companies by fleet size

- 0-10 vehicles: 59.4%
- 11-20 vehicles: 16%
- 20-51 vehicles: 15.4%
- 51-101 vehicles: 15.4%
- 101-200 vehicles:
- 201-500 vehicles:
- 501-1000 vehicles:
- >1000 vehicles:

Company trade associations affiliation

- CPT: 13.5%
- FTA: 22.2%
- MPA: 57.7%
- RHA: 13.5%
- BIFA: 22.2%
- Not a member: 57.7%
- Other:
- Other:
Enforcing the Standards

- Ability to remove operators who:
  - Provide false information at audit
  - Fail to maintain the standard
  - Damage the reputation of the scheme

- Termination/Suspension/Action Plans

- Document Compliance Matrix
Questions
Addressing Priorities

- Air quality
- Vans
- Buses
- Motorcycle
- Non-urban operations
- Security and Terrorism
- Embedding Priorities
Why are HGV lorries so dangerous and how can the industry make London's streets safer for cyclists?

Lorry drivers have no more excuses when it comes to cycling blind spots

Sixth London cyclist dies in 13 days in lorry crash in Camberwell
Key findings

- Work related road safety is not considered as important as on-site health and safety
- Lack of awareness and ownership of road risk
- Blind spots on construction vehicles can be 50% greater than other HGVs
- Construction vehicles disproportionately represented
- Collision data lacking
Key recommendations

- A nationally recognised standard on work related road risk
- Health and Safety Executive should extend reporting to include on-road collisions
- Vehicle manufacturers should work to improve vehicle design
- Blind-spots need to be better understood
- The issues should be addressed by stakeholders from across the industry
CLOCS objectives

Improving vehicle safety through manufacture and design

Addressing the safety imbalance between on site and work related road safety

Encouraging best practice in the construction logistics industry
Quality operation: fully aligned

**FORS Silver**
Any FORS silver accredited operator will also be CLOCS compliant
Lessons Learnt
Lessons learnt

- Create demand
- High level support
- Enforcing standards
- Industry buy-in
- Fleet not Freight
- Auditing geographical coverage
- Willingness to pay
- Schemes own identity
Industry decision makers want one standard

"85% of industry want one common standard"

Commercial Motor
November 2015
Summary
FORS is a success
- Benefits both operators and clients
- Compete on quality and cost
- Operational confidence
- Evolves to address issues / priorities
- International opportunity

www.fors-online.org.uk
Thank you

peterbinham@tfl.gov.uk
Questions
Thank you for your participation today

Please stay tuned for our next NRSPP webinar that is coming up:

xxxxxxx