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FLEET INTRODUCES CUSTOMER SURVEYS FOR DRIVERS

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Thanks to Vision Zero, the City is now training record numbers of city drivers in defensive driving. Over 12,000 staff were certified in 2014 from over 50 agencies. Classes continue daily through DCAS and at fleet agencies.

As part of this effort, DCAS has introduced the first citywide survey of fleet services and safety aimed at City vehicle operators. The survey will be conducted as part of the defensive driving class. The survey will cover issues of fleet acquisition and design, safety, maintenance and repair, and the quality of the training course.

We have already completed the first 1,400 surveys. In very early results, over 90% of participants rated the safety course positively. Seventy one (71%) percent of drivers indicated that they operated vehicles powered by alternative fuels. Participants were asked to offer suggestions for improving fleet services or vehicle design. Some early common responses were concerns about blind spots and the desire for more backup cameras.

As the customer survey effort unfolds, DCAS will develop regular reporting on the survey results for the City's fleet managers. We will use these results to help inform the development of a Safe Fleet Transition Plan (SFTP) for improving safe vehicle and truck design moving forward. We plan to offer a version of the survey at our DCAS fleet website as well. We look forward to the active engagement of our citywide fleet drivers as we work to further improve fleet services in general.

Thanks to everyone for your continuing support of the Vision Zero fleet initiatives and happy new year.

SAFE WINTER DRIVING

MAHANTH S. JOISHY



The year 2014 ended with good vehicle safety news: NYC pedestrian deaths fell to their lowest level in over a century, when the City began tracking this statistic.

Winter however is now upon us and can be the most dangerous driving season due to sleet, ice, snow, freezing rain, and reduced daylight. Please remind all agency vehicle operators of basic precautions that can help keep everyone safe.

- 1) **Don't drive unless absolutely necessary** during icy or stormy conditions. Use public transport and delay trips whenever possible.
- 2) **Do a pre-trip check.** Clear ice and snow from the vehicle before each trip, especially off headlights, windshields, windows, and roofs in order to improve visibility. Make sure the tailpipe is clear. Check anti-freeze levels and tire pressure.
- 3) **Drive slowly and cautiously.** When there is ice or snow on roadways, apply the gas slowly while accelerating to maintain traction and avoid skids. Allow extra time to slow down in traffic or for a stoplight or stop sign, because it takes longer to slow down on icy roads.
- 4) **Increase following distance.** In good weather, 3 to 4 seconds of following distance behind the vehicle in front of you is acceptable. In winter weather, the recommended level is 8 to 10 seconds.

For additional winter driving and maintenance tips, please visit the AAA website at <http://exchange.aaa.com/safety/roadway-safety/winter-driving-tips/>