“Road Transport Management System, A Key Component to Measure, Mitigate, Monitor and Manage Operational Risk in the Industry ”

2017 SABOA Conference and Exhibition
24&25 May 2017
CSIR International Convention Centre

Kathy Bell
Standard Bank
RTMS Basics

• RTMS certification requires an operator to demonstrate compliance to the standard, SANS 1395

• It’s main purpose is to encourage operators to implement a **structured management system** – as per the requirements of the standard

• This management system enables operators to **safely & effectively manage operations**, whilst embracing the philosophy of continual improvement
### RTMS Standard

- **Safety**

<table>
<thead>
<tr>
<th>Loading</th>
<th>Compliance</th>
<th>Driver Wellness</th>
<th>Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Fleet Inventory</td>
<td>- Vehicle Maintenance&lt;br&gt;- Basic Roadworthiness&lt;br&gt;- Minimising breakdowns&lt;br&gt;- Speeding Controls&lt;br&gt;- Accident Analysis&lt;br&gt;- Traffic violations</td>
<td>- Medical Fitness&lt;br&gt;- Chronic illness Management&lt;br&gt;- Fatigue Management&lt;br&gt;- Driving hours&lt;br&gt;- Wellness Initiatives (Nutrition etc.)</td>
<td>- Providing skills development to ensure drivers obtain and retain competency to be safe, compliant and a minimal risk on public roads</td>
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Responsibilities + Records + Trend Analysis + Corrective Actions + Performance Assessment = Continual Improvement
• RTMS Standards

• Safety/

• Loading
• Control
• - Fleet Inventory
• - Control of loading
• - Prevent Overloads
• - Optimise Payload

• Compliance
• - Vehicle Maintenance
• - Basic Roadworthiness
• - Minimising breakdowns
• - Speeding Controls
• - Accident Analysis
• - Traffic violations

• Driver Wellness
• - Medical Fitness
• - Chronic illness Management
• - Fatigue Management
• - Driving hours
• - Wellness Initiatives (Nutrition etc.)

• Training
• - Providing skills development to ensure drivers obtain and retain competency to be safe, compliant and a minimal risk on public roads

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### RTMS Standards

- (ARP 067/ SANS 1395/SANS 10399)

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**Compliance**
- Vehicle Maintenance
- Basic Roadworthiness
- Minimising breakdowns
- Speeding Controls
- Accident Analysis
- Traffic violations

**Driver Wellness**
- Medical Fitness
- Chronic illness Management
- Fatigue Management
- Driving hours
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<table>
<thead>
<tr>
<th>No</th>
<th>Fleet No.</th>
<th>Reg No.</th>
<th>Year</th>
<th>Make</th>
<th>Chassis No</th>
<th>Engine No</th>
<th>Type</th>
<th>Seated</th>
<th>Standing</th>
<th>GVM</th>
<th>Tare</th>
<th>COF Date</th>
<th>Licence Exp</th>
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<td>32</td>
<td>35,000</td>
<td>18,630</td>
<td>10/31/2012</td>
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</tr>
</tbody>
</table>
Loading Control (Buses)

• Driver Training – Prevent Overloading
• Permissible number of seated and standing passengers
• Use of various tools e.g
  » electronic ticketing system
  » census results
  » random inspections
### Random Inspection Results - Overloading

<table>
<thead>
<tr>
<th>2013</th>
<th>No Trips Inspected</th>
<th>No Buses Overloaded</th>
<th>% Overloaded</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>140</td>
<td>6</td>
<td>4.3</td>
</tr>
<tr>
<td>Feb</td>
<td>178</td>
<td>21</td>
<td>11.8</td>
</tr>
<tr>
<td>Mar</td>
<td>158</td>
<td>17</td>
<td>10.8</td>
</tr>
<tr>
<td>April</td>
<td>180</td>
<td>24</td>
<td>13.3</td>
</tr>
<tr>
<td>May</td>
<td>165</td>
<td>13</td>
<td>7.9</td>
</tr>
</tbody>
</table>

![Graph showing inspection results over months]

- **No Trips Inspected**
- **No Buses Overloaded**
- **% Overloaded**
• RTMS Standards
  • (ARP 067/ SANS 1395/SANS 10399)

- Loading
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- Public Feedback
- Inspections

12
### Vehicle Maintenance

#### SERVICE SCHEDULE/PLANNER

<table>
<thead>
<tr>
<th>Fleet No.</th>
<th>Date of Last Service</th>
<th>Tachometer Readings KM</th>
<th>Planned Service KM</th>
<th>Difference (KM)</th>
<th>Kilometres Current</th>
<th>Service KM Interval</th>
<th>Service Hours Interval</th>
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</thead>
<tbody>
<tr>
<td>60015</td>
<td>2009-09-21</td>
<td>320000</td>
<td>330000</td>
<td>6924</td>
<td>323076</td>
<td>10000</td>
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<tr>
<td>60016</td>
<td>2009-09-18</td>
<td>330000</td>
<td>340000</td>
<td>4743</td>
<td>335257</td>
<td>10000</td>
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<tr>
<td>60017</td>
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<td>370000</td>
<td>380000</td>
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<td>371362</td>
<td>10000</td>
<td>N/A</td>
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<tr>
<td>60018</td>
<td>2009-09-14</td>
<td>320000</td>
<td>330000</td>
<td>1376</td>
<td>328624</td>
<td>10000</td>
<td>N/A</td>
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<tr>
<td>60019</td>
<td>2009-09-09</td>
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<td>360000</td>
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<td>4961</td>
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<td>2009-08-31</td>
<td>1030000</td>
<td>1040000</td>
<td>6635</td>
<td>1033365</td>
<td>10000</td>
<td>N/A</td>
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<tr>
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<td>390000</td>
<td>1276</td>
<td>388724</td>
<td>10000</td>
<td>N/A</td>
</tr>
</tbody>
</table>

#### Type of Service

<table>
<thead>
<tr>
<th>Service Type</th>
<th>KM</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Service</td>
<td>10000</td>
</tr>
<tr>
<td>B Service</td>
<td>30000</td>
</tr>
<tr>
<td>C Service</td>
<td>90000</td>
</tr>
<tr>
<td>Close to service</td>
<td></td>
</tr>
</tbody>
</table>
## Daily Roadworthy Check

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>![Foot Brake Icon]</td>
<td>![V Belt Icon]</td>
<td></td>
</tr>
<tr>
<td>13. Handbrake (Operational)</td>
<td>29. Tip Deck</td>
<td></td>
</tr>
<tr>
<td>![Handbrake Icon]</td>
<td>![Tip Deck Icon]</td>
<td></td>
</tr>
<tr>
<td>14. Clutch (Operational)</td>
<td>30. Gears</td>
<td></td>
</tr>
<tr>
<td>![Clutch Icon]</td>
<td>![Gears Icon]</td>
<td></td>
</tr>
<tr>
<td>15. Hooter (Working)</td>
<td>31. Fire Extinguisher</td>
<td></td>
</tr>
<tr>
<td>![Hooter Icon]</td>
<td>![Fire Extinguisher Icon]</td>
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</tr>
<tr>
<td>![Emergency Kit Icon]</td>
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</tr>
<tr>
<td><strong>Before Shift:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Clean</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dirty</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Damaged</td>
<td></td>
</tr>
<tr>
<td><strong>After Shift:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Clean</td>
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<td>Dirty</td>
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</tr>
<tr>
<td></td>
<td>Damaged</td>
<td></td>
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**Supervisor Signature**

*Critical - if found sub standard, vehicle may not be operated!*
Speed Monitoring

Satellite Tracking Systems

Tachograph Charts

Random Inspections
## Compliance to Speed Regulations

<table>
<thead>
<tr>
<th>Driver</th>
<th>No. Overspeeding Incidents</th>
<th>Longest duration (s)</th>
<th>Highest speed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Musa</td>
<td>26</td>
<td>183</td>
<td>92.0</td>
</tr>
<tr>
<td>Petrus</td>
<td>34</td>
<td>107</td>
<td>87.0</td>
</tr>
<tr>
<td>Moloi</td>
<td>46</td>
<td>125</td>
<td>88.0</td>
</tr>
<tr>
<td>Henry</td>
<td>33</td>
<td>84</td>
<td>90.0</td>
</tr>
<tr>
<td>Vilakazi</td>
<td>27</td>
<td>99</td>
<td>96.0</td>
</tr>
<tr>
<td>Mdunge</td>
<td>38</td>
<td>245</td>
<td>87.0</td>
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<tr>
<td>Mahlangu</td>
<td>41</td>
<td>17</td>
<td>88.0</td>
</tr>
<tr>
<td>Vuyani</td>
<td>17</td>
<td>64</td>
<td>106.0</td>
</tr>
</tbody>
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overspeeding = >80km/h for more than minute
> 20 violations per week = counselling
> 40 violations per week = disciplinary
> 50 violations/>100km/h = final written warning
Compliance to Speed Regulations

Speed Policy
The following speed limits will apply:
Maximum speed limit – 80km/h
Exceptions tolerated:
Speeds of up to 85km/h under 60 seconds tolerated
Speeds of up to 90km/h under 30 seconds tolerated
Maximum no of exceptions per driver per month = 5

Corrective action
The following corrective action will apply:
More than 5 exceptions per month – counselling session
91 km/h or higher. Immediate disciplinary action
Accident Investigation & Analysis

Root cause analysis / costs - summary of incidents 2011

- 3rd Party, 238700
- Driver Fatigue, 117400
- Other, 80000
- Animals on the Road, 3000
- Pedestrians, 50000
Major - Accidents

<table>
<thead>
<tr>
<th>Year</th>
<th>F2010</th>
<th>F2011</th>
<th>F2012</th>
<th>F2013 YTD</th>
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<tbody>
<tr>
<td></td>
<td>0</td>
<td>4</td>
<td>5</td>
<td>4</td>
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Accident Investigation & Analysis
Traffic Infringements/Violations

Traffic Fine Analysis

- Overloading: 19%
- Speeding: 13%
- Indicators: 11%
- Brakes: 8%
- Other: 5%
- COF: 2%
- PDP: 1%

Total: 100%
Alcohol Screening
RTMS Standards

(ARP 067/ SANS 1395/SANS 10399)

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Responsibilities + Records + Trend Analysis + Corrective Actions + Performance Assessment = Continual Improvement Inspections
Driver Wellness

• **Medical Fitness**
  - Annual medical fitness certificates
  - Identification of chronic conditions (e.g. diabetes, hypertension, defective vision)

• **Fatigue Management**
  - Shift schedule/Driver Roster – Rest Day Allocation
  - Monitoring of driving hours – Long Haul
  - Fatigue evaluation
- **RTMS Standards**
  - (ARP 067/ SANS 1395/SANS 10399)

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Training

- **Training Plan**
  - Planned training interventions
  - Defensive driving, specific route risks and operational risks
  - Verification Records to be available (certificates, registers)
  - Feedback from Operations – included in training interventions
  - Does not need to be formal, classroom based in all cases
  - Training to assert positive driver behaviour
    - Awareness Posters
    - Newsletters
    - Driver Rating System
• RTMS Standards
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  - Fatigue Management
  - Driving hours
  - Wellness Initiatives (Nutrition etc.)

- Training
  - Providing skills development to ensure drivers obtain and retain competency to be safe, compliant and a minimal risk on public roads

Responsibilities + Records + Trend Analysis + Corrective Actions + Performance Assessment = Continual Improvement
• RTMS Procedures – RTMS Manual

• Supporting documents

• Standard Does not prescribe the specific mechanism by which compliance is achieved

• Principle of corrective actions

• Goal of continual improvement so that objectives are achieved
  ✓ Preserve road infrastructure
  ✓ Improve road safety
  ✓ Prioritise vehicle roadworthiness
  ✓ Ensure responsible driving behaviour
  ✓ Promote driver health and wellness
  ✓ Minimise crashes – reduce fatality/injury rate
### RTMS STANDARD SANS 1395-1 – MAJOR CRITERIA

<table>
<thead>
<tr>
<th>LOADING CONTROL</th>
<th>SAFETY &amp; COMPLIANCE</th>
<th>DRIVER WELLNESS</th>
<th>TRAINING &amp; DEVELOPMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Payload Optimisation with minimisation of overloading</td>
<td>✓ Daily Roadworthy verification ✓ Preventive Maintenance Process ✓ Tyre Management ✓ Prevent habitual speed exceedances ✓ Prevent excessive driving hours ✓ React to Accidents/Incident ✓ Monitor Traffic Offences ✓ Route Risk Analysis ✓ Active Promotion of Road Safety</td>
<td>✓ Medical Fitness verification ✓ Management of Chronic Conditions ✓ Driver Resting Period monitoring ✓ Driving Hours Monitoring ✓ Risk Awareness</td>
<td>✓ Annual Training Plan ✓ Focus on defensive driving, legal loading, fatigue management, with emphasis on the promotion of safe driving behaviour ✓ Mentoring, monitoring, counselling, awareness and education ✓ Training Records</td>
</tr>
</tbody>
</table>

**EFFECTIVE IMPLEMENTATION REQUIRES DEFINED PROCESSES/PROCEDURES, WITH HISTORICAL RECORD OF CONSISTENT COMPLIANCE**
Audit Process

Evidence

Documents

SANS 1395
The Certification Process

- Decision to Implement
  - Pre-Assessment Visit (Optional)
  - Compilation of RTMS Manual

- Stage 1 Audit
  - Findings/Non-conformances to be corrected

- Certification
  - Annual Surveillance Audit
  - Continual Improvement

Department: Transport
REPUBLIC OF SOUTH AFRICA

Road Transport Management System
Thank you

www.rtms-sa.org

For information on RTMS audits, please contact the SANAS-accredited certification body as ff:

JC Auditors – oliver@jcauditors.com / 082 577 8494