

Traffic Commissioners

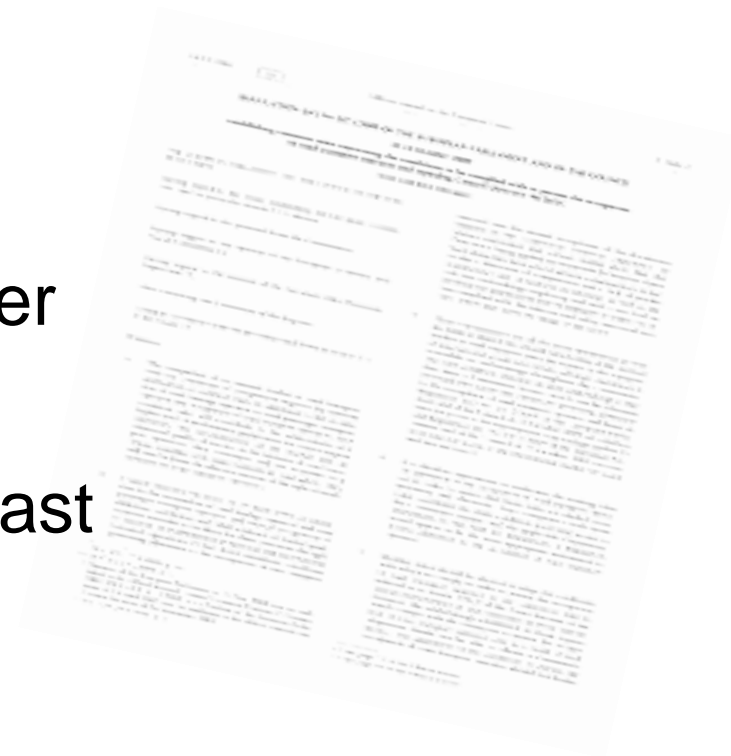
for Great Britain



Nick Denton

Traffic Commissioner

London and South East



Championing safe, fair and reliable passenger and goods transport

Transport Managers

EU Regulation 1071/2009



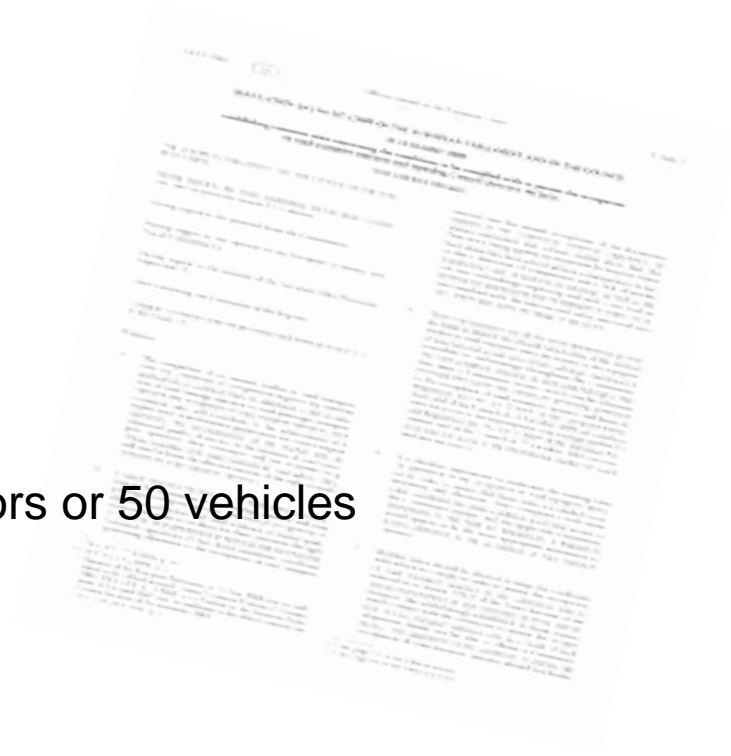
- “continuously and effectively manages the transport activities of the business...”
- “employed or contracted...”



Article 4 EU Regulation 1071/2009

Transport Manager must:

- be of good repute
- be professionally competent,
- If external, not act for more than 4 operators or 50 vehicles



Required knowledge

- Civil law
- Commercial law
- Social law
- Fiscal law
- Business and financial management
- Rules on access to the market
- Technical standards
- Road safety rules

Knowledge

- Business nous
 - Route planning
 - Vehicle selection
 - Sales, marketing, PR etc
- Compliance with the law
 - Vehicles maintained
 - Drivers' hours
 - Tax, insurance, driver entitlement

My hot topics

- Flag of convenience transport managers
- Refresher training
- Missing mileage
- Working time/driving time confusion
- Driver defect reporting
- Intelligent use of regular safety checks
- Driver CPC

- Key role of TM

IM NO	DEFECTS REQUIRING ATTENTION	REPAIRS CARRIED OUT	FITTER
27	ZTC LIGHT ON DASH	ADVISED	PS
25	OIL WASH JET WAS (Dashed)	REPAIRED	WV
28	BOTH Rear WIPERS WORK	ADVISED	W
28	CFRAN RUBBER COVER SPLITS	REPAIRED	WV
7	OIL SEPT DIRT JAMMED OUT	REQ'S REPAIR	
27	OT 2 YZOA TAILLIGHT BY 25-2-14	ADVISED	M
1	SPRINKLER IN STEERING MOUNTING - FOUND OK		W
67	OIL HI LAMP BURN	REQ'S REPAIR	
68	NIS REPEATER LAMP BURN	"	
67	OISA Top Lamp Burn	REPLACE BULB	IS
67	OIS M Lamp Burn 1 Lamp	REQ'S REPAIR	
67	NISA M Lamp Burn	"	
64	REPEATER LAMP Burn	"	
64	OISA Top Lamp 1	"	
64	NISA 1 1 WASH DIRT	"	
9	FRONT BUMPER BENT NIS	REPAIRED	W
20	FRONT BUSH WAS	REQ NEW	
62	M1 FRONT WASH	ADVISED	W
20	FRONT SPRING MISSING	REQ NEW	
62	NIS SEPT LAMP Burn	REQ'S REPAIR	
24	STEERING SHOCK IN FRONT OF WHEEL	REPAIRED	W
59	ALL BRAKE DISC WASH	ADVISED	W
44	FRONT OIL LEAK	ADVISED	W
57	FRONT WIPER STOP AT BRAKING	REPAIRED	W
59	OISA Wheel Hub & Taper	REPAIRED	
71	JIT MARE BUSHING WAS REPLACED	REPLACED	GU.

GENERAL VEHICLE CONDITION REPORT AND DAMAGE		Fuel Reading	
		IN	OUT
78	OIS SEPT SUSPENSION TORN - ADVISED	W	
9	NIS SIDE NOISE FRONT NIS	W	
14	NIS Top WIPER Damaged	W	
66	OISA REPEATER LAMP Damaged	W	
27	Body Damaged & WIPERS POOR	W	
9	FRONT BUMPER Damaged	W	
54	FRONT WASH LINK BUSH	W	
1	WASH WASH OUT 25-2-14	W	

TYRE SIZE FRONT- TYRE SIZE REAR- 715/70

TYRE TREAD DEPTHS (mm)		SPARE		REPAIRER WORKSHOP STAMP BOLEYN RECOVERY BOLEYN COMMERCIAL PARK 77 RIVER ROAD BARKING, ESSEX IG11 0DS, 0208804 0772
12	/	/	8	
	/	/	10	
FRONT	/	/	17	
15	/	/	14	

DECLARATION I hereby certify that all defects identified but marked as serviceable are not safety related and in my opinion the vehicle is in a safe roadworthy condition	REPAIRERS SIGNATURE	
	SUPERVISORS SIGNATURE	
	INSPECTORS SIGNATURE	
	DATE	25/2/14

DISTRIBUTION = PINK COPY TO STAY WITH REPAIRER, ALL OTHER COPIES TO BOLEYN RECOVERY & SERVICE

Defect Report

DRIVER'S NAME: <u>Bob Smith</u>	DATE: <u>23-01-14</u>	SPEEDO READING:
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DAILY CHECK

✓ BOX IF APPLICABLE

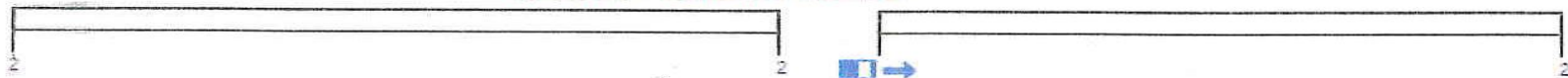
- | | | | |
|--|-------------------------------------|----------------------------------|-------------------------------------|
| 1. FUEL/OIL/WATER LEAKS | <input checked="" type="checkbox"/> | 10. BODY/WINGS/LOAD SECURITY | <input checked="" type="checkbox"/> |
| 2. TYRES & WHEEL NUTS | <input checked="" type="checkbox"/> | 11. LIGHTS/REFLECTORS/BATTERY | <input checked="" type="checkbox"/> |
| 3. MIRRORS/INDICATORS/HORN | <input checked="" type="checkbox"/> | 12. STEERING/BRAKES | <input checked="" type="checkbox"/> |
| 4. WIPERS/WASHERS/WINDSCREEN | <input checked="" type="checkbox"/> | 13. 5th WHEEL COUPLINGS SECURITY | <input checked="" type="checkbox"/> |
| 5. REAR/SIDE MARKERS | <input checked="" type="checkbox"/> | 14. EXHAUST/EMISSIONS | <input checked="" type="checkbox"/> |
| 6. TACHOGRAPH UNIT | <input checked="" type="checkbox"/> | 15. SPRAY SUPPRESSION | <input checked="" type="checkbox"/> |
| 7. SPEED LIMITER | <input checked="" type="checkbox"/> | 16. _____ | <input type="checkbox"/> |
| 8. SPEEDOMETER | <input checked="" type="checkbox"/> | 17. _____ | <input type="checkbox"/> |
| 9. BRAKES & HOSES/ELECTRICAL COUPLINGS | <input checked="" type="checkbox"/> | 18. NIL DEFECT | <input checked="" type="checkbox"/> |

RECORD BELOW ANY ACCIDENTS (HOWEVER SMALL), VEHICLE DEFECTS OR IRREGULAR CIRCUMSTANCES. HAND PINK DUPLICATE COPY INTO OFFICE. VEHICLE DEFECTS MUST ALSO BE REPORTED TO THE SENIOR MAINTENANCE AND REPAIR ENGINEER WHO WILL INITIAL THE ORIGINAL TOP COPY.

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 HAND PINK DUPLICATE COPY INTO OFFICE. VEHICLE DEFECTS MUST ALSO BE REPORTED TO THE SENIOR
 RECORD BELOW ANY ACCIDENTS (HOWEVER SMALL), VEHICLE DEFECTS OR IRREGULAR CIRCUMSTANCES.

Start Date And Time 28/01/2014 11:50
End Date And Time 28/01/2014 12:27
Plot Number 4

BX09DXV - 15/04/2014 15:21:20



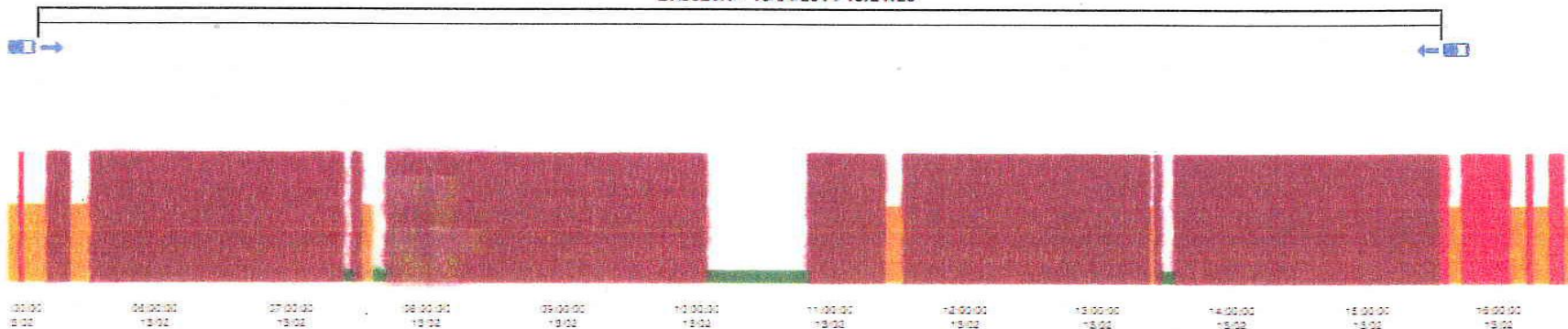
07:00:00 28/01 08:00:00 28/01 09:00:00 28/01 10:00:00 28/01 11:00:00 28/01 12:00:00 28/01 13:00:00 28/01 14:00:00 28/01 15:00:00 28/01 16:00:00 28/01 17:00:00 28/01

4hrs
@ 100ms



3hrs 10mins

BX09DXV - 15/04/2014 15:21:20



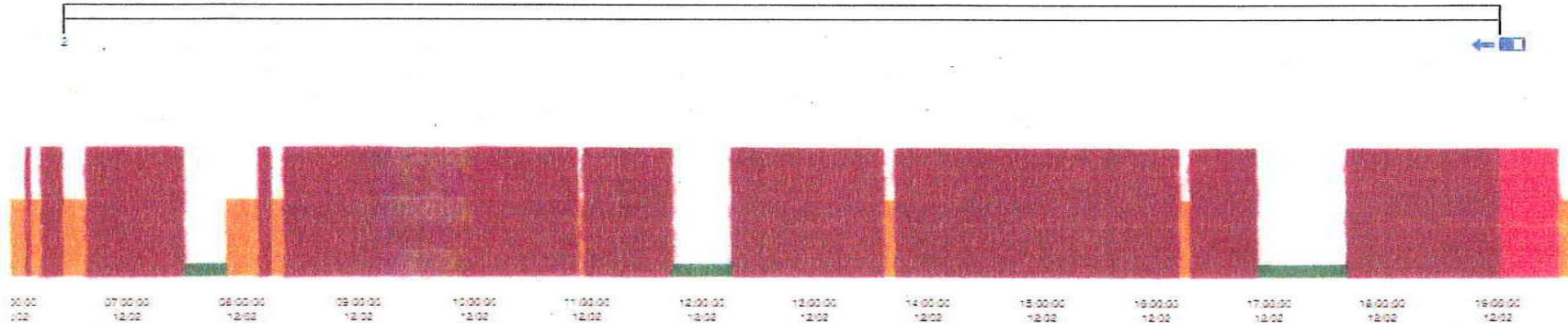
4hrs 27mns

5hrs 22mns

LEGEND:
RED- DRIVING
ORANGE- OTHER WORK
GREEN - REST

At the point card is removed at 15:33hrs the driver Mr NICOLA has accumulated 4hrs and 27mins driving according to his driver card and at a point where the driver is legally

BX09DWV - 16/04/2014 16:21:20



10hrs 3mns
10hrs 47mns





So what makes an effective Transport Manager?

- Position in the organisation
- Capacity
- Knowledge & Skills
- Decision making, Autonomy
- Management of resources
- Impact



Position in the organisation – a balance:

Close enough to the day to day operation to *manage* it

Vs

Close enough to the owner/board to have power

Plus

In the right line



Capacity:

- Enough time to do the job properly
- Available when needed
- Can have other roles, but need to be able to conduct transport manager functions properly
- Can be either engineering or operations – and need to manage both
- Adequate back up and support



Knowledge & Skills:

- CPC qualification
- Regular and meaningful continuous development
 - Refresher training
 - Attend RHA/FTA/CPT events
 - Subscribe to DVSA Direct
 - Read the STC's Statutory Guidance Documents
 - Read trade press



Decision making & autonomy:

- Properly involved from the start – pricing contract bids, setting and timing routes, specifying vehicles, employing drivers, support staff...
- Can say yes or no to a vehicle moving without referring to anyone else



Management of resources:

- In the line management chain of the key people – not just drivers
- In control of their own – adequate – budget
- Have real influence over others, eg engineering, HR



Impact in and on the business:

- Recognised as a key person within the organisation
- Things happen because the TM says so
- Paid a proper amount to reflect the professional and personal responsibility and the risk to their qualification
- If the TM left – it would be noticed!



Repute affected by:

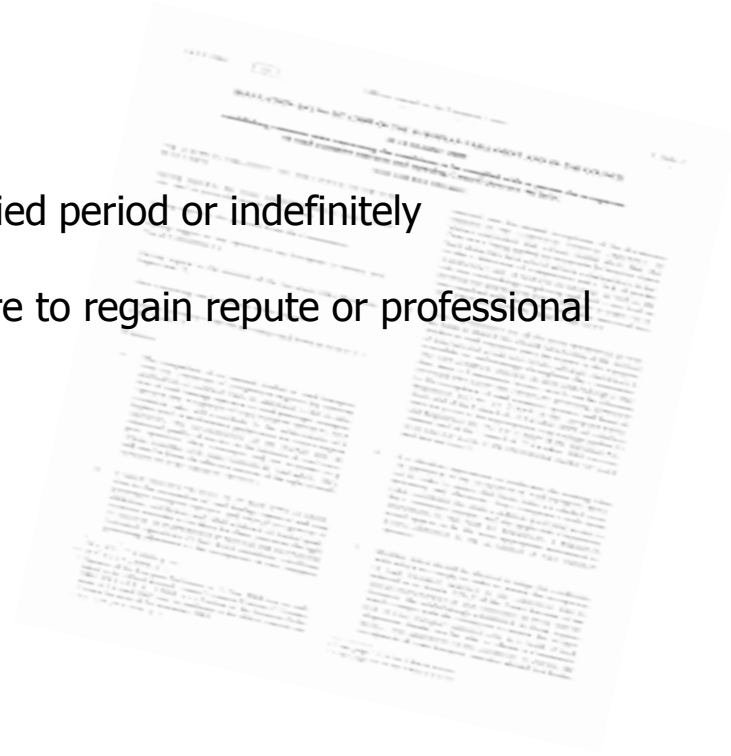
- Unsafe operation of vehicles – maintenance or drivers hours,
- Unfair commercial advantage: eg abuse of drivers' hours rules
- Personal convictions
- Failure to comply with conditions and undertakings



Article 14 EU Regulation 1071/2009

Declaration of unfitness

- Disqualification of transport manager, for a specified period or indefinitely
- Requirement to undertake a rehabilitative measure to regain repute or professional competence – may mean re-sitting CPC



“Most serious infringements”

- Driver without entitlement
- Serious drivers' hours offence
- Vehicle without tachograph, or with magnet
- Vehicle with no MOT
- No Community licence





Transport Managers – do you know

- Your statutory obligations?
- The practical application of them?
- Your personal liabilities?
- The reputational risks?
- **Just how important *you* are!**

