

## The Driver Survey Says

By: Keith Kerman

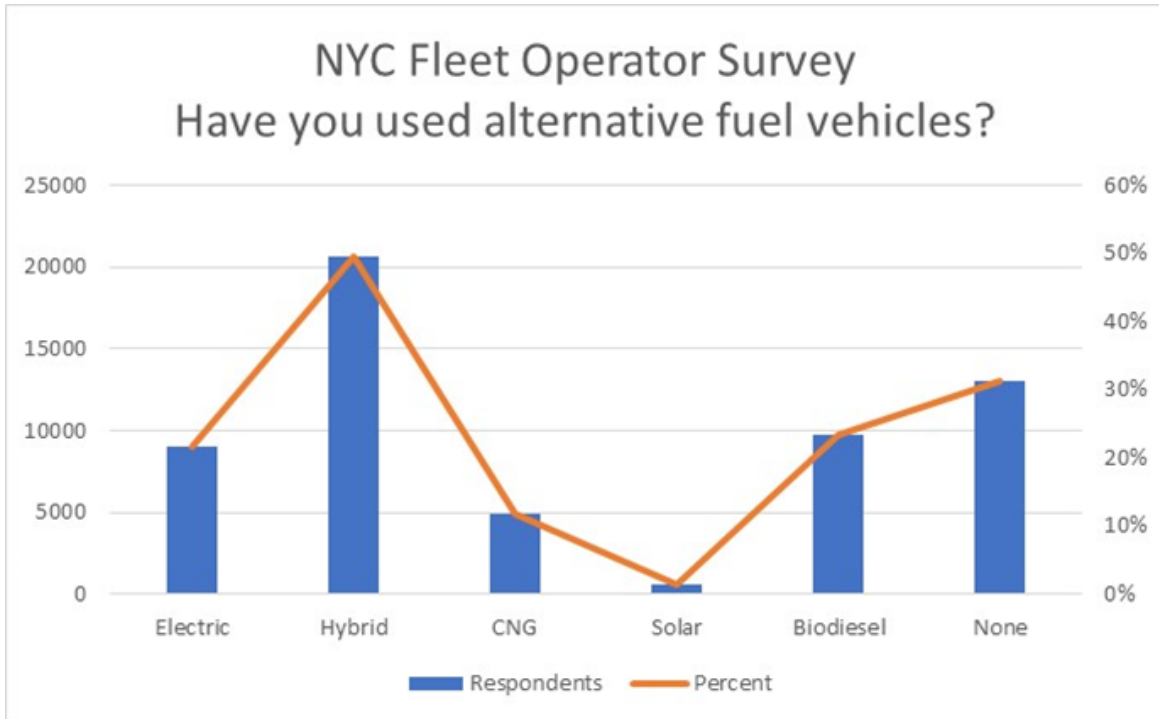
In 2014, DCAS Fleet Management launched a customer survey for fleet operators as part of our Vision Zero Safe Driver Training initiative. We have now completed over 48,000 surveys in the nine years of this initiative.

In the survey, we ask drivers to assess the quality of our vehicle servicing program and whether we acquire the right types of vehicles for their needs. We also ask drivers to express their priorities for safe fleet investments, and to rate our safe driving training. Drivers can also provide specific comments and suggestions.

When we asked what type of vehicles they drive, 76% of drivers said light duty only, with 8% driving only trucks, and 16% driving both. When asked about fuel usage, 69% of respondents said they had used alternative fuel vehicles in their work. This aligns closely with the 68% of the City fleet that is currently alternative fuel. Half of the respondents had used hybrid vehicles and 22% have used plug-in electric units so far, a number we plan to increase steadily as we move to an all-electric fleet by 2035.



*NYC Fleet operators express their priorities for safety investment.*



*Results from the fleet operators survey showing the percentages of alternative fuel usage.*

Backup and surround cameras were the top priority for safety investment by far, being cited as priorities by 72% of respondents. Backup cameras were in second place at 42%, followed by additional mirrors, driver alert, and navigational systems. DCAS has worked to be responsive to these priorities.

DCAS recently completed 1,250 truck surround camera retrofits as part of an initiative to install 1,500 surround cameras on City trucks. The remaining surround cameras will come with new truck acquisitions. Through our [Safe Fleet Transition Plan \(SFTP\)](#), DCAS has installed 7,664 backup cameras on City fleet units since 2017.

Drivers were asked to rate the acquisitions, service, and training initiatives on a one through 10 scale. Ratings for the vehicle acquisition programs and the servicing programs both showed improvements. Through 2022, there has been a 15% improvement in scores to the question of whether DCAS is procuring the right vehicles to fit the job, with the 2022 scores at 8.4. Servicing achieved a 21% improvement, with 2022 scores at 8.1. Driver ratings for acquisitions and servicing have shown steady increases since 2014.



*Survey responses from City fleet operators when asked to rate DCAS Fleet Management's acquisitions, service, and training initiatives.*

The safety training achieved an 8.8 average score in 2022 to date, which remains strong. It is however a 3% decrease from previous scores. The slight decrease begins in 2020 when DCAS launched an online version of the day-long training in response to the COVID-19 pandemic. So far, over 15,000 City fleet operators have taken the online course from 58 agencies and offices. There appears to be at least some preference for in-person training. In FY23, DCAS will be working with the major fleet agencies to restore in-person training options while maintaining our online program.

View [Mayor Adams' welcome to the safety training](#), and [enroll in the course](#) if you haven't already taken it. All City fleet operators must complete the safety course. If you have any questions about signing up, please email us at [NYCFleet@dcas.nyc.gov](mailto:NYCFleet@dcas.nyc.gov). The online course is free, can be completed in stages to meet your personal schedule needs, and your completion certificate can entitle you to personal car insurance benefits and points off your license.

Thanks to all our fleet operators for taking the training and letting us know how we are doing through our [survey](#).

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**Vote for Gary Prasad for the 2022 Fleet Visionary Award!**



**NYC DCAS**  
Citywide Administrative Services

## 2022 Fleet Visionary Awards

The Fleet Visionary of the Year Award recognizes and celebrates bold voices in fleet management. DCAS Field Services Specialist Gary Prasad has been nominated for this year's award for his work in DCAS Fleet Management.

**Show your support for your DCAS colleagues by voting for Gary Prasad for this year's award!**

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Gary joined DCAS in 2014 and has played a pivotal role in DCAS's Fleet Management team since then. Gary has been involved directly in many fleet projects, like the installation and maintenance of over 500 tracking units in City fleet vehicles, and coordinating the installation of safety sideguards for City fleet trucks.

[Show your support by voting](#) for Gary Prasad for this year's award!

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### Upcoming Fleet Event

DCAS will be hosting an in-person [Fleet Safety Forum](#) on Tuesday, October 25, at Queens Theatre. For more information including a list of confirmed speakers and to register [visit DCAS Fleet Management's webpage](#).

# **VISION ZERO** **Building a Safer City**

## **Fleet Safety Forum**

*Hosted by the  
Department of Citywide Administrative Services*

**Tuesday, October 25th  
Queens Theatre  
Flushing Meadows Corona Park**



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### **NYC Fleet Manual**

The NYC Fleet Manual and Drivers Handbook has been updated. Please see the updated version at [NYC Fleet Manual and Drivers Handbook](#).

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### **Fleet Vision International: The Show**

[Fleet Vision International: The Show](#) was held on April 12 and 13 in London. DCAS Deputy Commissioner and Chief Fleet Officer Keith Kerman and NYPD Deputy Commissioner Robert Martinez discussed the electrification of the City's fleet and how NYC is a worldwide leader in sustainability. Presentations from the show will be posted to the [DCAS Fleet webpage](#).



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### **COVID-19 Safety Reminder**

For all fleet drivers, when interacting with others in close quarters such as within a vehicle, it is strongly recommended to wear a mask.

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## Check out past editions of the Fleet Newsletter

[NYC Fleet Newsletter 398, July 22, 2022](#): Preventing Vehicle and Equipment Thefts

[NYC Fleet Newsletter 397, July 15, 2022](#): DCAS, Parks, and Together for Safer Roads Announce Truck of Future Initiative at United Nations

[NYC Fleet Newsletter 396, July 6, 2022](#): DCAS, Parks, and Together for Safer Roads Announce Truck of Future Initiative at United Nations

[NYC Fleet Newsletter 395, June 28, 2022](#): DCAS, DOE, U.S. DOT Volpe Kick Off Safe Fleet Plan Initiative for School Buses

[NYC Fleet Newsletter 394, June 17, 2022](#): Spotlight: Gary Prasad, Fleet Field Services Unit

Check out the [complete archive](#).

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