

Operator Compliance Risk Score

The Operator Compliance Risk Score (OCRS) is a mechanism used to calculate the likelihood of an operator being non-compliant. This fact sheet explains what that means to you as a vehicle operator and what you can do to achieve greater compliance and a better OCRS.

What is the Operator Compliance Risk Score?

The Vehicle and Operator Services Agency (VOSA) has developed a system for allocating points to operators when their vehicles have failed the annual test, or have been issued with prohibition notices. This system enables operators to be compared with each other to highlight those that are performing least well at getting their vehicles through the annual test or passing through spot checks. Operators are credited with straight annual test passes and defect free spot checks.

Reports are then generated using this information for VOSA Examiners to concentrate their efforts on those operators performing least well with the aim of progressively raising safety standards.

The information gathered is used to create an OCRS for each operator. It is a risk based scoring system and is used as a guide only, however, an operator with a higher score is more likely to be checked than an operator with a lower score.

It is NOT a mechanism for rating operators. Separate scores are produced for roadworthiness and traffic categories.

The standards that vehicle operators maintain their vehicles to will have an impact on their OCRS and could mean that vehicles are targeted at roadside inspection.

What it means for you

The OCRS operates through the Mobile Compliance Device (MCD) that all examiners and enforcement officers carry and is linked to the Vehicle and Operator Services Agency (VOSA) database.

The MCDs are part of a wider scheme by VOSA to target those operators whose non-compliance is continuous. Using the MCD, enforcement officers can automatically get information from VOSA databases including operator and vehicle details, technical records, annual test expiry date, prohibition notices in force at the time of the stop, and also details of vehicles on international journeys from previous encounters. MCDs also have the ability to download digital tachograph data from the driver smart card and vehicle unit to enable Enforcement Officers to analyse and enforce drivers' hours regulations. In addition, it will validate the driver smart card by accessing the DVLA's database of driver information wirelessly.

VOSA Enforcement Officers using the device will be able to record vehicle encounter details at the point of contact and will also be able to support the full range of Enforcement and Prohibition Notices currently issued by VOSA. Completed encounter details will be sent via a wireless connection to a central database. This will enable encounter information to be available to all VOSA's active Enforcement Officers as well as being used to compile the OCRS.

How your OCRS is calculated

For each category OCRS is calculated using two distinct methods, **historic** and **predictive**.

Historic OCRS uses data relevant to a particular operator to calculate an index score for that operator and is based on:

- First/annual test data, including any defects resulting in a failure (lorries only as bus or coach vehicles cannot always be linked to an operator at annual test)
- Fleet check vehicle inspections, including any defect resulting in a prohibition
- Roadside inspections, including any defect or offence resulting in a prohibition
- Prosecution and legal services records, any convicted offences, driver hours/records, etc

Predictive OCRS is used to calculate an index score when VOSA has no historic information. It uses the data of operators with similar Operator Licence characteristics to calculate the likelihood of non compliance.

Predictive scores will only be displayed if no historic score exists and are based on:

- Type of operator licence
- Age of operator licence
- Size of fleet

Historic scoring process

- Events in the past 24 months are included in the calculation
- Roadworthiness and Overall Traffic scores are calculated separately
- Each defect, offence or prosecution is allocated points
- Each operator is given an Index Score which is the average number of points per event

These scores are then compared with their peers, e.g. bus operators with other bus operators, lorry operators with other lorry operators and a relative score is then produced (based on performance in comparison with others).

Clear inspections will have a positive effect on the index scores, whilst defects or offences identified will have a negative effect.

Operators are rated, 0 low - 10 high, with an associated colour coding of R (Red), A (Amber) or G (Green).

Red represents the higher scores and green represents the lower scores, but colour and score combinations might vary between roadworthiness and traffic.

Predictive scoring process

The steps relating to the historic scoring process apply but with one exception:

- There are no defects, offences or prosecutions for individual operators
- Operators are grouped with others who have the same operator licence characteristics but have historic data. A score is allocated in line with the average score within the comparison group.

How we can help you

As a commercial vehicle specialist with over 20 years experience, our business priority is to keep your vehicles on the road and your customers happy. Our experience and understanding of specialist vehicles and robust compliance management minimise your compliance risk and vehicle downtime.

As a customer you can be confident that we have built a team of experienced people with sector experience, and key staff are CPC holders. Our systems and processes are based on industry

best practice combined with our own skill, experience and knowledge to keep your vehicles legal and your drivers safe.

Our people work with your people to create and maintain a green OCRS score by:

- Creating a preventative maintenance regime through visible proactive event planning to ensure clear inspections

Creating bespoke service, maintenance and inspection schedules for individual vehicles that reflect the job they have to do:

- Based on manufacturer standards, enhanced with our experience and expertise
- Reviewing each defect sheet to determine vehicle roadworthiness and cost effective fault correction

Developing bespoke “off-road/stand down” prohibition procedures for legal events for individual customers:

- Ensuring key vehicles are never on the road with a reported defect
- Reducing occurrences of “At Roadside” or “in operation”
- Employing robust processes to ensure that scheduled events happen on time
- Escalating overdue events immediately

Managing our maintenance, inspection and repair supplier network proactively:

- Random audit programme using a checklist developed from industry best practice
- Auditing the Environmental policy and compliance of our supplier network

- Developing a Network handbook for all suppliers containing minimum requirements as well as details of bespoke requirements for particular customers that they may be supporting

Undertaking bespoke audit of customer’s fleet to ensure company requirements, environmental and legal obligations are being met and the customer’s company image upheld:

- Vehicle condition audit
- Environmental audit
- Operator licence audit
- Compliance audit
- Benchmarking regional offices/depots to identify and share best practice

Developing bespoke driver handbooks or training sessions to ensure staff:

- Understand how to use equipment correctly to minimise damage/failure
- Undertake basic routine daily checks of vehicle and ancillary equipment
- Managing our network of repairers to support vehicles at their operating location
- Synchronising service, inspection and maintenance events to minimise vehicle downtime

Ensuring that comprehensive and up to date information on vehicle compliance status is available to customers on-line.

Further reading

For free information on safety and maintenance of vehicles visit www.dft.gov.uk/vosa

This fact sheet is one in a series designed to help our customers keep up to date with new or changing legislation. If you would like additional copies for colleagues, or other fact sheets in the series these can be downloaded by visiting www.hitachicapitalvehiclesolutions.co.uk/commercial-vehicle-leasing/fact-sheets/

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