

December 28, 2004

TO: AGENCY HEADS

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SUBJ: Annual Vehicle Incident Report - FY 04

Attached is the 03-04 Vehicle Incident Report. The data in this year's report is troubling. There are no positive trends. Increases have been seen in all categories of incident frequency.

Report Highlights:

- Police citations up by 54.1%.
- Citizen complaints up by 21.8%.
- Collisions up by 4.6%
- Total costs up by 22.2% (Liability, property and workers' compensation costs.)

Our statistics confirm that vehicle use and driving are significant state risks. Take a look at your agency's data. Is it time to re-enforce the importance of your agency's programs to manage these risks? Risk Coordinators have access to property and liability loss data. Safety Advisors get worker injury data from SAIF. Both can advise you on vehicle incidents and your agency's risk control activities.

Citizen complaints and police citations are on a sharp curve upward. A review of data from FY 02-04 reveals, on average, 82% of citizen complaints focus on state drivers' activities that could cause a crash. In response to these trends, a new risk toolkit has been added to the Risk Management's Web site at: <http://www.oregon.gov/DAS/SSD/Risk/CitizenComplaintToolkit.shtml>. It provides resources for your agency supervisors who are responsible for the investigation and resolution of these incidents. Risk Management is collecting data on agency responses to citizen complaints. In the spring we will be able to give you information on timeliness of replies and thoroughness of investigations. For citizens who want a follow-up, we will be giving them the name and phone number of your agency's Citizen Complaint Coordinator.

Last year we told you about the anticipated effect of how vehicle collisions would be paid from the Property Self-Insurance Fund. We hoped to see a drop in property costs. This would help reduce future risk charges. New-for-old coverage ended for many types of state vehicles. We now ask agencies to buy a Limited Damage Waiver for commercially rented vehicles used solely for state business. Results of these changes will not be seen until FY 05. They came too late in this fiscal year to impact the data. These changes are a different way of financing the cost of a collision. True savings will only come from crashes prevented.

Your efforts to manage driving risks and reduce incident frequency are essential. See the Vehicle Incident Prevention Toolkit at: <http://www.oregon.gov/DAS/SSD/Risk/VehicleSafety.shtml> to check out resources to help you manage that risk.

If you have questions about this report or need help with vehicle incidents, call us at (503) 373-RISK.

Attachments

H/Riskdata/Vehincid.FY2003-05.CoverLtr04