## **MEMORANDUM NO. 65A**

**TO:** All Departments and Agencies Under the Mayor

FROM: Michael B. Hancock, Mayor

**Date: January 8, 2021** 

**SUBJECT:** Telematics for All Departments and Agencies with Fleet Serviced by

**Department of Transportation and Infrastructure** 

This Memorandum No. 65A shall be attached and become part of Executive Order 65, dated June 20, 2008, subject "Operational Safety & Health Program".

- 1.0 Vehicle telematics systems consist of a tracking device installed in a vehicle that allows for the sending, receiving and storing of data. They capture data including location, speed, movements, and behavior of a vehicle and/or the driver/operator. Such systems are used by organizations to address safety, accountability, compliance, efficacy, and customer service of their fleet management programs. Information received can be used to diagnose and repair vehicles, create routing efficiencies, reduce idling and improve fuel efficiency, aid in theft recovery, and address driving behavior to improve safety.
- 2.0 The City and County of Denver's (CCD) utilization of a telematics system, including external and internal facing cameras, and the data gathered would create leading indicators that aid in managing risk. Driver behavior data can identify training needs and other mitigation strategies to reduce risk of loss to CCD and employees, including a potential reduction in Workers' Compensation claims that are the result of auto accidents. Utilization of a telematics system would provide additional protection to employees to fully meet CCD's health and safety obligations, provide efficient services to CCD, and comply with Department of Transportation (DOT) safety regulations.
- 3.0 The Department of Transportation and Infrastructure (DOTI), Fleet Management Division (FMD), is hereby authorized to install and maintain a standardized fleet telematics system on all CCD Department and Agency fleet vehicles serviced by DOTI (Client Agencies) to support the commitment to maintaining a safe work environment, operating a city vehicle fleet that minimizes environmental impact, maximizing fuel efficiency, increasing utilization, and reducing maintenance and insurance costs.
- 4.0 FMD is hereby authorized to promulgate policies and procedures, trainings, and guidance necessary for FMD and Client Agencies to interpret, operate, implement, and enforce CCD's telematics system in a standardized manner, including notice of video recording.

5.0 **Data Governance:** FMD shall establish governance for access to and retention of telematics data in accordance with CCD's records retention policies and Technology Services data governance policies. Data collected for employee safety purposes shall follow these same policies. In addition, any driver-facing cameras should be only used as set forth herein, taking into consideration employee privacy. Further, FMD shall create a policy for how any driver-facing camera footage will be recorded, stored, and used and make the policy available to Client Agencies and drivers/operators. All employee related information shall be considered protected data and confidential information that falls under the governance of Executive Order 143 and Executive Order 18.

FMD, in collaboration with the Technology Data Tools and Governance Team, shall establish role-based security that segments data according to functional need and limits distribution on a need to know basis.

- 5.1 Authorized Uses of Data:
  - 5.1.1 Monitoring and analytics of vehicle diagnostics and performance.
  - 5.1.2 Monitoring of location for asset inventory, theft recovery, operational efficiency, and situational awareness.
  - 5.1.3 Monitoring and analytics of operator behavior as it relates to safety.
  - 5.1.4 Investigation of a vehicle-related or employee-related incident.
- 6.0 **Reporting:** FMD shall provide Risk Management and Client Agencies general reporting on driver behavior data including harsh driving, distracted driving behaviors, or other safety relevant information.
- 7.0 **Department-Level Driver Safety Behavior Program:** DOTI Workplace Safety and Risk Management shall work with Client Agencies to develop driver safety programs in accordance with Executive Order 65 Safety Standard 65.10 Motor Vehicle Safety Standard, and behavioral data trends.
- 8.0 **Client Agency Drivers/Operators:** In addition to taking all required trainings related to use of the system, Client Agency drivers/operators shall routinely inspect the system camera for proper physical alignment and aim, remove any camera obstructions, make camera alignment corrections, or report camera installation issues or damage to ensure that the system operates as designed.

Client Agencies that have DOT-regulated equipment requiring pre- and post-trip inspections shall conduct said inspections using the standard telematics solution and any end-user applications.

Client Agencies that have DOT-regulated equipment requiring pre- and post-trip inspections shall provide drivers/operators with end-user technology such as tablets or

smartphones to conduct said inspections. Client Agencies will be responsible for enduser hardware costs. Client Agencies will be responsible for lost or damaged devices or any other replacement of hardware that falls out of warranty or due to a non-warrantable cause. Any hardware costs associated with transferring technology and telematics equipment or upfitting expansion vehicles and equipment will be the responsibility of the Client Agency.

Drivers/Operators shall not tamper, disconnect, alter, obstruct, or destroy technology and telematics devices installed on vehicles and equipment.