TTC Group Newsletter

OCTOBER 2023

www.thettcgroup.com

Contents

Did you know?

This Newsletter is interactive. Click on any of the links to take you to further content.

- Check out Road Safety Tips from National Highways ,Click **here**
- Find out more about TTC's partner "Make it Wild", Click **here**
- You can find previous Newsletters **here**

A Personal Message from **Andy Wheeler**,
TTC Training Product Manager

It's all change

It's all change! Although change is a constant in our lives, the speed of change is pretty rapid at the moment. We're all witnessing a change in our climate, change in behaviours on our roads and of course, the clocks went back recently! Yet despite these relatively quick changes, there are some things that seem to take a while to catch up.

What I am referring to here is the required change to our licencing categories, especially our Cat B, moving from 3.5t to 4.25t, which seems to be dragging on. This change is driven by the increase in electric vans, however the higher unladen weight and reduced payload capacity is slowing down the uptake of electric vans due to the requirement for drivers with only a Cat B to complete five hours of mandatory training. I read the other week in Fleet News that the government is scrapping the mandatory Alternative Fuel Vehicle training for Cat B drivers to drive an electric van up to 4.25. I've not seen any formal notification from DfT as yet, but it seems a logical solution, that said, it's a shame these drivers won't receive any formal training unless other regulated changes are introduced.

Staying with the theme of change, these last ten years has seen a phenomenal change in vehicle technology or advanced driver assistance systems (**ADAS**) and in this article you can catch up on some of the acronyms used by the motor industry and how the technology helps drivers get out of a tricky situation, generally caused by driver error.

In the last edition of our News Letter, I mentioned about TTC's 30th anniversary. Plans are well underway through our colleague **Danielle Gauci**, Marketing Director, and we will be ramping up celebrations and announcements at the end of the year, so watch this space.

The recent trainer CPD events continue to be hugely successful, and I was delighted to see nearly 300 of you attending the recent events on Conflict and De-Escalation. Such an important subject and skill that all trainers should have to ensure every course we deliver, either in the police or commercial division of our business, runs smoothly for everyone. Our next CPD event is on 'Making Tax Returns Easy'. A subject close to everyone's heart, so please check out the dates offered within this News Letter.

Our Alaska platform is now being used for all Driver CPC course delivery and over the next few months, will be rolled out across other parts of the Commercial Division, manging our TTC workshop and on road course delivery. Business Driver bookings and other parts of the business will be transitioning over to Alaska in due course. If you experience any access problems, then get in touch with the training team at HQ.

And finally, the other change I wanted to reference here is our new Trainer Communication Hub or **TCH**, so if you haven't seen it already then please check it out. In the TCH you will find useful supporting information and training videos and concluding this foreword on the subject of videos, we are **inviting trainers to share with everyone their top tips** on how to make our training even more successful. A short one-minute video would be great so check out more information on **page 12**.

Andy Wheeler

The TTC Trainer Communication Hub (TCH) is now live!

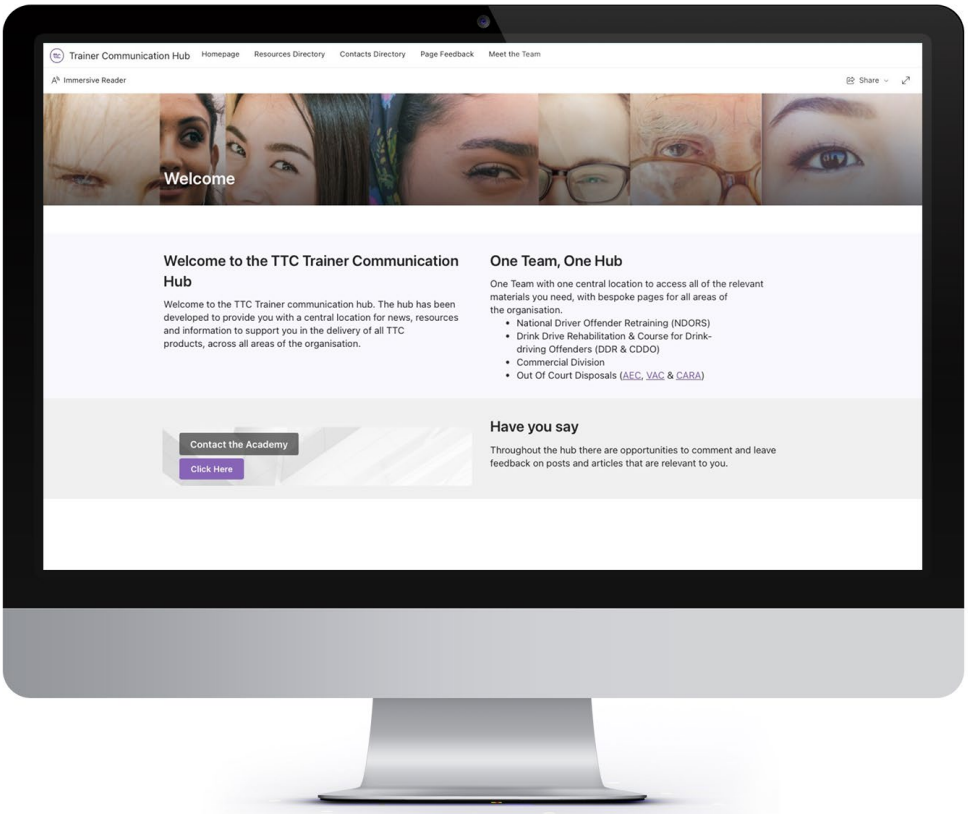
TTC has now launched their new platform which allows trainers, staff and departments, an easier and more intuitive access to all resources, information, and news TTC has to offer as a group.

Over the coming months, we will continue working on developing the Hub and including all staff into having access.

- **Have you accessed the TCH yet?**
- **Have you seen the Client Registration video we use?**
- **Have logged the events you want to attend in the "What's Going On" Section?**

These and so much more is on the Hub, so if you haven't already, check it out, there is something for everyone.

Additionally, throughout the Hub there are multi opportunities to comment and leave feedback on posts and articles. Let us know what you think, what you like and what else you would like on there?



Driving Us Forward

Each Newsletter, we take the opportunity to Spotlight Staff or up and coming aspects of Road Safety which will shape the future of the business.

Advanced Driver Assistance Systems

What is ADAS?

Almost all vehicle accidents (93%) are caused by driver/rider error, which can be reduced or even avoided with **Advanced Driver Assistance Systems** (ADAS). The role of ADAS is to prevent deaths and injuries by reducing the number of car accidents and the serious impact of those that cannot be avoided.

Essential safety critical ADAS applications include:

- Pedestrian detection/avoidance
- Lane departure warning/correction
- Traffic sign recognition
- Automatic emergency braking
- Blind spot detection

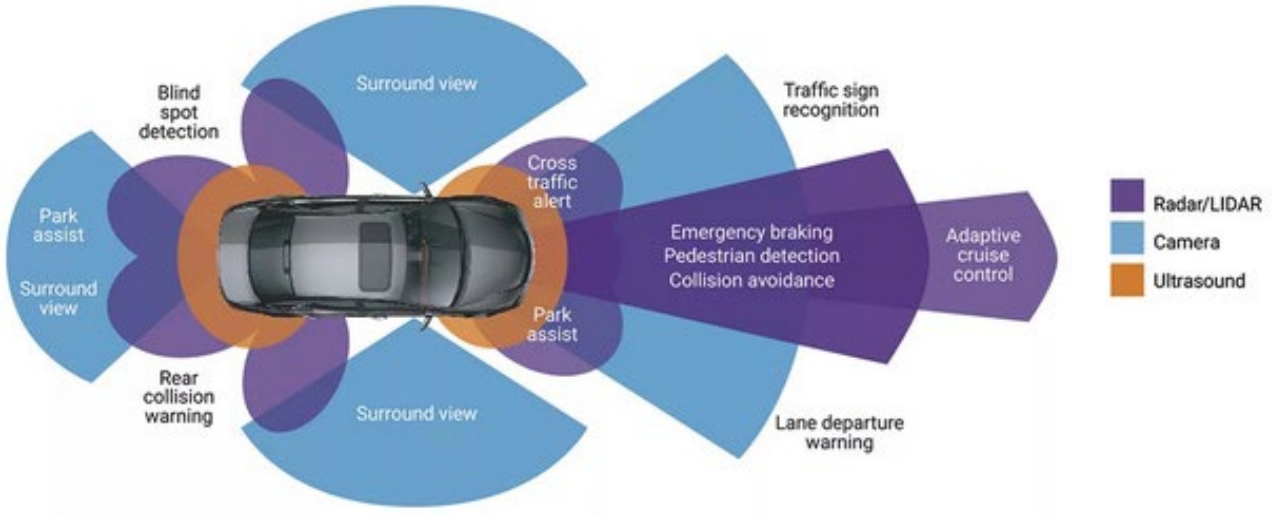
How does ADAS work?

Automobiles are the foundation of the next generation of mobile-connected devices, with rapid advances being made in autonomous vehicles. Self-driving cars use a variety of these applications and technologies to gain 360-degree vision, both near (in the vehicle's immediate vicinity) and far.

What are some ADAS applications?

Significant automotive safety improvements in the past (e.g., shatter-resistant glass, three-point seatbelts, airbags) were passive safety measures designed to minimize injury during an accident. Today, ADAS systems actively improve safety with the help of embedded vision by reducing the occurrence of accidents and injury to occupants.

CLICK THE IMAGE FOR A VIDEO EXPLAINING ADAS



Advanced Driver Assistance Systems

The implementation of cameras in the vehicle involves a new AI function that uses sensor fusion to identify and process objects. Sensor fusion, similar to how the human brain process information, combines large amounts of data with the help of image recognition software, ultrasound sensors, lidar, and radar. This technology can physically respond faster than a human driver ever could. It can analyse streaming video in real time, recognize what the video shows, and determine how to react to it.

These are some of the most common ADAS applications:

Adaptive Cruise Control

Adaptive cruise control is particularly helpful on the roads, where drivers can find it difficult to monitor their speed and other cars over a long period of time. Advanced cruise control can automatically accelerate, slow down, and at times stop the vehicle, depending on the action's other objects in the immediate area.

Glare-Free High Beam and Pixel Light

Glare-free high beam and pixel light uses sensors to adjust to darkness and the vehicle's surroundings without disturbing oncoming traffic. This new headlight application detects the lights of other vehicles and redirects the vehicle's lights away to prevent other road users from being temporarily blinded.

Adaptive Light Control

Adaptive light control adapts the vehicle's headlights to external lighting conditions. It changes the strength, direction, and rotation of the headlights depending on the vehicle's environment and darkness.

Automatic Parking

Automatic parking helps inform drivers of unseen areas, so they know when to turn the steering wheel and stop. Vehicles equipped with rear-view cameras have a better view of their surroundings than traditional side mirrors. Some systems can even complete parking automatically without the driver's help by combining the input of multiple sensors.

Autonomous Valet Parking

Autonomous valet parking is a new technology that works via vehicle sensor meshing, 5G network communication, and cloud services that manage autonomous vehicles in parking areas. Sensors provide the vehicle with information about where it is, where it needs to go, and how to get there safely. All this information is methodically evaluated and used to perform drive acceleration, braking, and steering until the vehicle is safely parked.

Navigation System

Car navigation systems provide on-screen instructions and voice prompts to help drivers follow a route while concentrating on the road. Some navigation systems can display exact traffic data, and if necessary, plan a new route to avoid traffic jams. Advanced systems may even offer heads-up displays to reduce driver distraction.

Night Vision

Night vision systems enable drivers to see things that would otherwise be difficult or impossible to see at night. There are two categories of night vision implementations: Active night vision systems project infrared light, and passive systems rely on the thermal energy that comes from cars, animals, and other objects.

Unseen Area Monitoring

Unseen area detection systems use sensors to provide drivers with important information that is otherwise difficult or impossible to obtain. Some systems sound an alarm when they detect an object in the driver's unseen area, such as when the driver tries to move into an occupied lane.

Automatic Emergency Braking

Automatic emergency braking uses sensors to detect whether the driver is in the process of hitting another vehicle or other objects on the road. This application can measure the distance of nearby traffic and alert the driver to any danger. Some emergency braking systems can take preventive safety measures such as tightening seat belts, reducing speed, and engaging adaptive steering to avoid a collision.

Advanced Driver Assistance Systems

Crosswind Stabilization

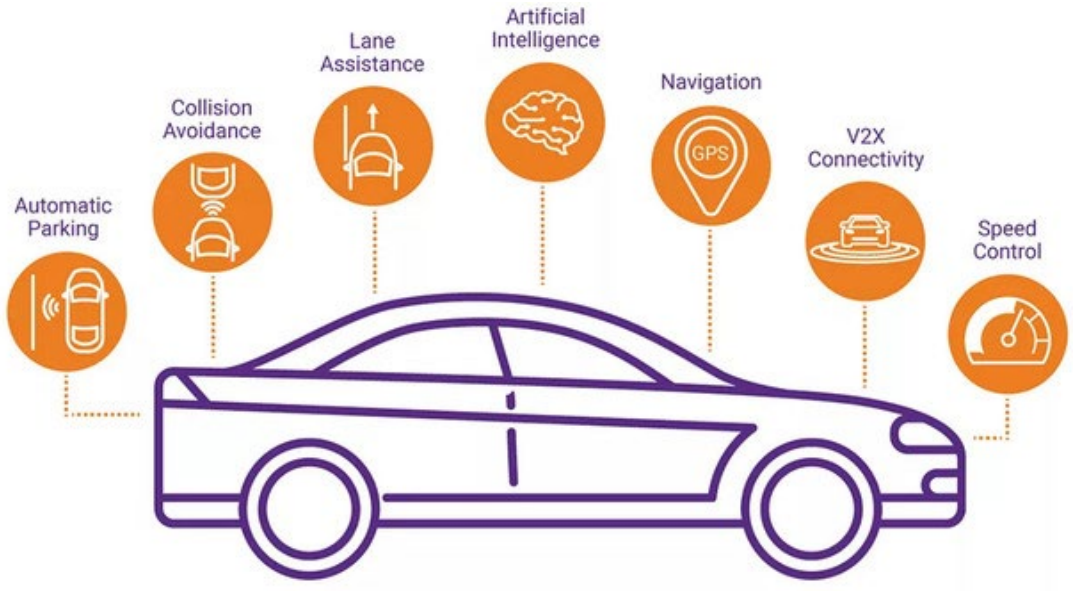
This relatively new ADAS feature supports the vehicle in counteracting strong crosswinds. The sensors in this system can detect strong pressure acting on the vehicle while driving and apply brakes to the wheels affected by crosswind disturbance.

Driver Drowsiness Detection

Driver drowsiness detection warns drivers of sleepiness or other road distractions. There are several ways to determine whether a driver's attention is decreasing. In one case, sensors can analyse the movement of the driver's head and heart rate to determine whether they indicate drowsiness. Other systems issue driver alerts similar to the warning signals for lane detection.

Driver Monitoring System

The driver monitoring system is another way of measuring the driver's attention. The camera sensors can analyse whether the driver's eyes are on the road or drifting. Driver monitoring systems can alert drivers with noises, vibrations in the steering wheel, or flashing lights. In some cases, the car will take the extreme measure of stopping the vehicle completely.



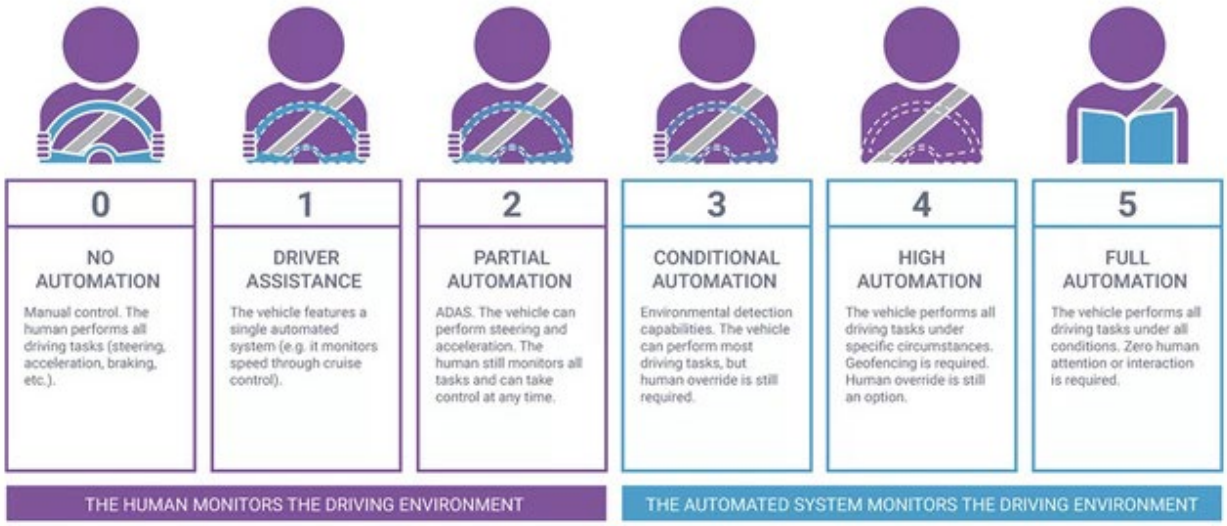
The 6 levels of autonomy as defined by the SAE

When we think about **driverless vehicles**, we tend to imagine a car which requires no input by the driver, and literally drives itself, but that isn't the actual case.

In reality, **even the latest generation of vehicles, technologically more advanced, are not yet at those levels of efficiency**, above all regarding the safety of drivers, passengers and pedestrians, and have limited autonomous functionality despite being much more sophisticated compared to those of just a few years ago.

The level to which a vehicle can be described as autonomous is set by the SAE International (Society of Automotive Engineers) in a document entitled "Taxonomy and Definitions for Terms Related to Driving Automation Systems for On-Road Motor Vehicles".

Levels of Driving Automation



According to a 2021 research report from Canalys, ADAS features are increasingly available as standard or as an option in new cars, even entry-level models. For example, the lane-keeping assist feature was installed in 56% of new cars sold in Europe during the first half of 2021, 52% in Japan, 30% in Mainland China and 63% in the US.

In addition, the ETSC (European Transport Safety Council) noted this year that the UK permits hands-off Level 2 Driver Assistance Systems.

Clear potential benefits of technology

It's easy to see why ADAS is proving popular. Just take an NHTSA study that looked at what might happen if all vehicles where equipped with fully effective ADAS technologies.

The research predicted that ADAS has the potential to prevent 20,841 deaths per year or about 62% of total traffic deaths in the United States. Lane-keeping assist accounted for roughly three-quarters of this, with pedestrian automatic braking responsible for the bulk of the rest.

A similar UK-based research project found that full deployment of the six most common ADAS could reduce the road accident frequency in the UK by 23.8%, representing an annual decrease of 18,925 accidents.

This research found that Automatic Emergency Braking (AEB) would have the greatest impact (ironically by causing the fewest impacts) – reducing three out of the four most frequent accident categories – intersection (by 28%), rear-end (by 27.7%), and pedestrian accidents (by 28.4%).

The human element

Unfortunately, like many innovations, harnessing the full benefits requires humans to properly engage, otherwise the benefits of ADAS could be offset to some degree. For example, a 2020 survey by Erie Insurance found that of the drivers whose vehicles have these features, 11% turn off forward collision warning and 17% turn off automated emergency braking.

"Drivers said their most common reasons for turning off or disabling features is that they find them annoying or distracting," reported Erie VP Jon Bloom.

The largest percentage of drivers (30%) said they had not used adaptive cruise control. The most cited reason was "I want to control the vehicle, not have the vehicle control itself."

The second most disabled feature was lane-keeping assist. Almost a quarter of drivers (23%) said they turned it off, mostly because they found the feature 'annoying'.

Technical challenges

Another consideration is that ADAS doesn't always work as well as it should. There have been reported instances of **phantom braking** and also challenges where roadworks dictate that you follow temporary lane guides.

A study of automated emergency braking systems (AEBS) on passenger cars by **ETSC's Austrian and Swiss members KFV and BFU**, also shows that significant improvements need to be made to performance in rain, fog, and poor light conditions.

There is also the fact that a lack of full standardisation across terminology might create difficulty in understanding the capabilities of ADAS by drivers who might believe that the car will behave like another car but then find that it does not. The below examples, show how each company is advertising their version of ADAS.

Ford – BlueCruise ADAS Tech

Mercedes-Benz – Driving Assistant

Honda – ADAS

The bottom line – Drivers may drive less carefully because of ADAS

Another factor to take into account is that it's possible the '**Peltzman effect**' could have an impact. According to a 2021 study by the Insurance Institute for Highway Safety (IIHS), when applied to ADAS, the Peltzman effect predicts that drivers will become less careful, trusting the vehicle's technology to protect them.

The article states: "If a driver responds to driver-safety interventions, such as compulsory seat belts, crumple zones, antilock brakes, etc. by driving faster with less attention, then this can result in increases in injuries and deaths to pedestrians."

A related aspect is that despite warnings, many people treat partially automated vehicles as self-driving. The **IIHS** has also noted that regular users of Cadillac Super Cruise, Nissan/Infiniti ProPILOT Assist and Tesla Autopilot said they were more likely to perform non-driving-related activities like eating or texting while using their partial automation systems, than while driving unassisted.

More worryingly, 53 percent of Super Cruise users, 42 percent of Autopilot users and 12 percent of ProPILOT Assist users said that they were comfortable treating their vehicles as fully self-driving.

As Automotive Fleet Editor Mike Antich points out: "The biggest concern with fleet's adoption of ADAS technology in the US is the potential driver overreliance on the technology – drivers become lax in practising good driving behaviours.

Hans Damon, principal partner of U.K.-based Fleet 360, agrees. He said: "Our biggest concern is that ADAS is currently perceived as a replacement for a driver safety programme. It is not."

There is still so much work to be done, but education is at the heart of these ADAS systems and organisations will need to ensure their drivers are confident and competent in what these technologies can offer and how to use them in addition to the driver's skills.

Good to know

There is so much more to TTC!

Training & Opps

2023 – Continue to learn!

As we go throughout this coming year, TTC continue to have some NEW opportunities and developments on the horizon. More will be advertised, but the next CPD Session is:

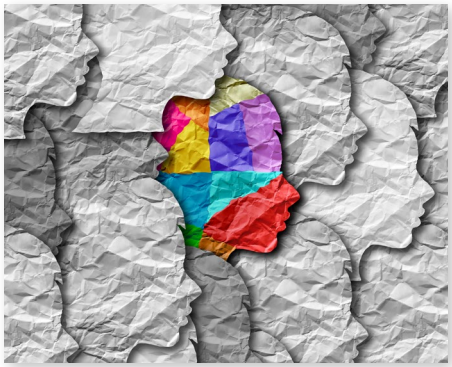
Tax Returns made Easy
25 & 28 Nov / 6 Dec 23

Presented by Lee Connock of Connock Accounts, this webinar will be looking at the easiest way for trainers to fill out their self-assessment tax returns.

Coming Soon
Webinar from Geoff Collins from Acusensus
16 Jan '24

This will explore the new technology being piloted in the UK for mobile phone detection whilst driving.

Don't forget to 'Save the dates' and check your inbox for further details.



Client Conflict and Resolution Feedback

In Sept we held the above session which again was well attended by trainers. The session covered:

- Understanding the common reasons why conflict arises.
- Learning strategies to prevent conflict.
- Learning skills to manage challenging behaviour.

Feedback from the session continues to be positive with comments such as;

"It encourages me that with the right approach you can diffuse a situation."

"A great 'common sense' course using conflict resolution theory in a way that can be applied in the real and virtual classroom. Thank you, Vicky!"

"The session was great. Thank you, Vicky and Jayne. It was great that you allowed an extra time for Q&A after the end of the session and not during it."

Double Win for TTC at the UKROEd Awards

A massive congratulations go out to **Sharon Haynes** and **Nigel Deans** for the recognition and awards they both received during this year's UKROEd's Awards Ceremony.

Sharon, Director of Police & Court Referred was awarded **Outstanding Individual Contribution to the NDORS Scheme** whilst Nigel, a member the TTC trainer panel won **Frontline Hero of the Year**.

Jim Kirkwood, CEO of TTC added: "Everyone at TTC is committed to making UK roads safer places, and Sharon's dedication, ambition and innovative thinking has brought about meaningful change in the market and inspired those around her. Whilst Nigel's exceptional dedication, expertise and unwavering commitment to road safety have made a profound impact on the NDOR Scheme, the trainers, and the whole community.

For more on this fantastic outcome, Click this link

Good to know Morocco and Land Trains

From Left to Right – Philip Hamilton-Hastings, Andrew Kitley & Joe Ralph

All Aboard the Land Train

As you know, TTC deliver a broad variety of services which cover a wide-reaching span of road safety courses. One you may not be aware of is Land Train. We reached out to Philip Hamilton-Hastings who explained what this unique service provides.

Philip - I have been providing training for CenterParcs Longleat for a few years now. This includes Trailer Training, Electric Van training and Assessor training for department heads. I believe the Land Train is unique to Longleat.

The Locomotives are four-wheeled custom-built automatic diesel chassis with a steam engine outline body and cab on top. The coaches are open-sided (but have weather screens), with opening doors on the left side only. The coaches can be individually coupled to the train, and three is the maximum load. A Locomotive and a three-coach 'train' is around 13 Tonnes, not counting the passengers. Supposedly 20 people to a coach, the train sometimes has as many as 75 on board, plus holiday paraphernalia including pushchairs, etc.

The last coach in the train has a wheelchair-accessible lifting platform at the rear, which encloses an occupied wheelchair when on the move (there is only room for one per train). All coaches have an emergency stop button at the door end of every row of seats, and there is a tannoy system which broadcasts to all coaches. The drivers have a pre-programmed PA device which announces arrival at every stop by name, and also announces departure. They also havea microphone so they can actually do live announcements where needed.

Drivers have to follow a strict 360-degree observation routine before moving off. The cab has a rear-view mirror and very large side mirrors, but the drivers can only see some of the occupants of the first coach. They are continuously monitoring for arms, legs, etc sticking out and for 'unofficial riders' who may hang on the side, in which case they have to stop. The driving position is on the left, with quite a comfortable seat, but the second seat is extremely cramped and uncomfortable (I speak from long experience!)

Although not a public road as such, the Highways Act still applies and road signs and markings are set out, with many crossings for pedestrians and cyclists. The train is equipped with a whistle chime, which is sounded before every crossing, as well as when people get in the way!

I enjoyed the training (not just speaking as a railway fan - though I'd prefer this one to be on rails!), because it has a very different set of challenges for the drivers as well as the trainers, and setting up two drivers as assessors was very interesting as well.

Can you Support Danny on his Morocco Trek Challenge in 2024?

One of our South Wales Trainers Danny has decided to do the above challenge to support the **Velindre Cancer Centre** in Cardiff. Known as the 'Hospital of Hope', they provide specialist cancer services to over 1.5 million people in South East Wales and beyond.

Danny has chosen to do this after his partner was diagnosed with a terminal cancer diagnosis and received fantastic support from the staff there. His goal is to raise £2,500 and he is nearly a 3rd of the way there. To find out more and to support his venture please **click the link**

Calling all Trainers

Whats the best hints/tips you have found works for you?

From online, on road or in classroom, all our trainers have found their own strategies, processes, and ways to make their lives and their courses go smoother. One of the best ways to get these is by observing and getting advice from others.

This is where we need your help!

- **What Setup works best for you?**
- **How do you get people on board in Registration?**
- **Do you have any Mac or Windows Hints and Tips?**
- **What other advice or delivery have you learnt from that you could share?**

With the launch of the Trainer Communication Hub, we want to use this platform to capture and share your cracking ideas with other Trainers.

Great, so what do I have to do?

We are looking for up to 1-minute videos from all of you that highlight your amazing suggestions.
Just record your tip on the phone and send it to **martin.starkey@ttc-uk.com**

Here's some video tips to help you...

- **Make sure the video is horizontal whilst filming**
- **Check the lighting is ok and no shadows**
- **Leave a 2 second gap before you start talking**
- **Leave a 2 second after you finish**
- **Try and keep your phone steady whilst filming**
- **Make sure you are in a quiet area.**

We know you have some brilliant tips; lets see how many we can get!
Don't forget, to send your videos to **martin.starkey@ttc-uk.com**

AND...if you do have any questions on what to do then please ask Martin and he'll help you through it all.

Expand your careers with TTC

As you know, TTC is constantly expanding its operations across all aspects of road safety and beyond and the below is just an example of some of the opportunities we are currently advertising.

ONLINE CUSTOMER SUPPORT DM892243HADOCS

- **Location:** Hadley, Telford
- **Earnings:** £22,440.00

To meet the increasing demand for our innovative online training courses, we are looking to increase our team providing first point, technical assistance to clients who are accessing TTC's digital courses **more...**

DRIVER TRAINER – ON ROAD/PRACTICAL DM724510EDIDTOR

- **Location:** Scotland
- **Earnings:** Up to £200 per day, plus mileage

As a leading provider of Road Safety Education, providing driver training to over 600,000 qualified road users every year, we have high demand for our courses and are actively looking to expand our national panel of professional **more...**

CPC DRIVER TRAINER DM899929UNICDT

- **Location:** United Kingdom
- **Earnings:** £150.00 to £200.00

As a leading provider of Road Safety Education, delivering driver training to over 800,000 qualified road users every year, we have high demand for our courses and innovative range of driver training and risk management solutions to **more...**

DRIVER TRAINER - ON ROAD/PRACTICAL DM899915DEVDTOR

- **Location:** England, United Kingdom
- **Earnings:** Up to £200 per day, plus mileage

As a leading provider of Road Safety Education, providing driver training to over 600,000 qualified road users every year, we have high demand for our courses and are actively looking to expand our national panel of professional **more...**

▷ TTC CAREERS – WHERE CAN I GO NEXT?

For these and more opportunities you might be interested in, please click the link above.

Get involved!

We want to hear from you

We really hope you've enjoyed these editions of this newsletter and found within its pages, informative and useful articles on TTC.

Recent feedback we have received is:

Jayne Ashman – Assistant Manager – We all have different ways of receiving information, be that training sessions, emails, working with other colleagues or this newsletter. For myself and other trainers I have spoken to, they all find, that this is a really useful bite size comms that keeps us all in the loop.

David Petrie – Trainer – I think it's really important to hear from the organisations you work for and to see their vision and direction. The Newsletter gives me a quick overview and also provides me with additional opportunities and insights that I might have not been aware of.

Aimee Mercan– Trainer – I've enjoyed having a cuppa and taking 10 mins to browse through the different articles and seeing just how much TTC actually does as an organisation. Very interesting and useful, please keep this going.

A sincere thanks goes out to all the people that contributed their time to make this happen.

NOW... We have a wealth of ideas for our future editions, but we are sure **SO HAVE YOU!**

'HAVE YOUR SAY' and help shape what you would like to read in the coming editions. Let us know your thoughts and what else you'd find useful or informative.

Please email us at **academy@ttc-uk.com**