

Overview:

Step 1: Caller reports driving incident to NDAP®.



After calling the phone number on the vehicle's sticker, the caller will be prompted by NDAP's Auto-Attendant for the sticker ID they are reporting (ex. **YG102**). Once confirmed, the system immediately prompts the caller for their message. The caller is then free to hang-up and their interaction with the system is complete.

Note: NDAP offers a calling experience that is unique in the industry. The call is answered by NDAP on the first ring and *immediately* prompts the caller for information. A typical report takes less than 90 seconds of the caller's time.

Step 2: NDAP notifies Manager.

As soon as the caller hangs up, the NDAP Auto-Attendant immediately sends the message to the manager(s) responsible for that vehicle. The manager can choose to be notified simultaneously by two separate phone numbers, email or any combination of these. The system can notify any number of people on any given vehicle, all at the same time.

Note: Caller ID is captured and reported in the email and Web system in case the manager needs to gather additional information on the incident. The actual audio of the caller's message is included in the email (See **Email** example) and the Web system.

Step 3: Manager responds using the NDAP Web system.

At the same time NDAP Auto-Attendant is busy notifying the manager via email and phone call notification, the Web system is also updated with critical caller information required for the manager to respond to the incident. (See **Incident List Screen** example)

The speed in which this whole process takes place means that the fleet / safety manager can contact the driver within minutes of the actual incident. The manager can also choose to handle the incident later with the driver upon returning from their route or at some other convenient time.

NDAP puts the information in the manager's hands and lets them choose *when* and *how* to handle the incident. The Web application is the tool the manager uses to build driver history by tracking, documenting and reporting all driving incidents. (See **Driver History Screen** example).

What they are saying about NDAP:

"Within the first week of implementation 10 calls were reported to NDAP. This has helped greatly with identifying drivers that could use additional training and/or counseling thus potentially avoiding any serious accidents.

By working side by side with this group of drivers, we have greatly reduced our number of incidents and it has created a tool to help with driver accountability. This program works!"

Jean West, Director of Safety, Straub Distributing Company

National Driver Accountability Program (NDAP), Inc.
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Contact: Tim Miller, President

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Email:

From: NDAP Auto-Attendant [agent@ndap.com] Sent: Fri 9/1/2006 10:03 AM
To: Jean A. West
Cc:
Subject: Driving Report for YG102
Attachments: IncidentMessage.wav (155 KB); nopic.jpg (8 KB)

Incident Information					
Please update the incident that has been created on this vehicle [Listen to the Message] [Update the Incident]					
Vehicle	YG102	Time	2006-09-01 10:03:11	Caller ID	9512311811
Vehicle Information					
	License Plate:	3VWA028	Sticker ID:	YG102	Vehicle ID:
	Make:	Ford	Model:	Freightliner	Year:
	Pool:	Truck	Location:	Redlands	VIN:
					G893KVA893EKJVAS89L
Driver Information					
	Name:	Miller, Tim Hendrickson	Pool:	Trailers-refrigerated	Location:
	DL Num:	N8373839	DL State:	CA	DL Class:
					A

Web:

Driver List Screen:

NDAP Fleet Safety Program

Home Incidents Vehicles Drivers Pools Locations Users Admin Reports Log off NDAP

Search Clear New

Drivers to view: Active Inactive All

Driver: DLnum: DLstate: DLclass: Pool: Location:

Select a Driver ID# below to Edit:

ID	Driver	DLnum	DLstate	DLclass	Pool	Location	IncCount
26	Miller, Tim	N8788938	CA	A	Trucks	San Bernardino	6
28	Johnson, Bob J	N9349309	WY	A	Trucks	San Bernardino	2
27	Becker, ly	N7878781	WA	A	Trucks	San Bernardino	0

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Driver History Screen

NDAP Fleet Safety Program

Home Incidents Vehicles Drivers Pools Locations Users Admin Reports Log off

Driver: Miller, Tim Back to List

Driver Detail Edit

First Name: Middle Name: Last Name: Picture

DL Num: DL State: DL Class:

Pool: Location: Active Inactive

Driver Incidents

ID	Driver	PlateID	StickerID	VehID	Pool	Location	Timestamp	CallerID
15	Tim Miller	SLTM001	YG102	101-99	Trucks	San Bernardino	2006-07-26 13:34:36	4067811580
	Category: [Speeding]							
14	Tim Miller	SLTM001	YG102	101-99	Trucks	San Bernardino	2006-07-26 12:42:43	9512311812
	Category: [Speeding]							
8	Tim Miller	SLTM002	SLTM002	200-01	Trucks	San Bernardino	2006-07-06 14:47:12	9512749790
	Category: [Driver claims they were cutoff]							

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Incident List Screen

NDAP Fleet Safety Program

Home Incidents Vehicles Drivers Pools Locations Users Admin Reports Log off NDAP

Search Clear New

Incidents to view: Unhandled Handled Deleted All

Driver: PlateID: StickerID: VehID: Pool: Location:

Select an Incident ID# below to Edit:

ID	Driver	PlateID	StickerID	VehID	Pool	Location	Timestamp	CallerID
15	Miller, Tim	SLTM001	YG102	101-99	Trucks	San Bernardino	2006-07-26 13:34:36	4067811580
	Category: [Speeding]							
14	Miller, Tim	SLTM001	YG102	101-99	Trucks	San Bernardino	2006-07-26 12:42:43	9512311812
	Category: [Speeding]							
13	Johnson, Bob J	SLTM001	YG102	101-99	Trucks	San Bernardino	2006-07-25 13:28:54	9512311812
	Category: [Drivers was speeding]							
12	Johnson, Bob J	SLTM003	SLTM003	1-980	Trucks	San Bernardino	2006-07-13 10:15:48	Internet
	Category: [Driver backed into a car.]							

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