EXECUTIVE **29 OCTOBER 2018**

SUBJECT:	**THE INTRODUCTION OF A NEW TELEMATICS SYSTEM**
DIRECTORATE:	**HOUSING AND REGENERATION**
REPORT AUTHOR:	**MATT HILLMAN – MAINTAINENCE MANAGER**

1. Purpose of Report

1.1 To highlight the requirement for the City of Lincoln Council to introduce a telematics system to all its fleet and all sub-contractors using telemetric.

2. Executive Summary

2.1 The City of Lincoln Council are considering the introduction of a telematics system throughout its new fleet as part of its process of modernising its operations. The report identifies the advantages and disadvantages of introducing such a system.

3. Background

3.1 The introduction of a telematics system has been discussed for a number of years, however our new vehicle supplier has highlighted the opportunity for cost savings.

3.2 The telematics hardware comes preinstalled in most of the vehicles we are now leasing in our 78 vehicle fleet i.e. at no extra cost. The main cost for the Council in introducing telematics would be the back office software

4. Main Body of Report

4.1 Telematics is the technology of sending, receiving and storing information relating to remote objects, such as vehicles, via telecommunication devices.

4.2 Telematics systems are broken into two elements, the hardware and the software. The hardware is the actual tracking system within the vehicle and the software is the application the data is sent to.

4.3 By combining a GPS system with on-board diagnostics it's possible to record – and map – exactly where a vehicle is and how fast it is travelling, and cross reference that with how a vehicle is behaving mechanically.

4.4 The information that can be recorded and presented will be utilised by COLC as follows

- Average fuel consumption.
- Driving standards such as average speed, actual speed, excessive breaking etc. in the event of accident investigation (as per below).
- Vehicle location, in the event of theft or major cause for concern.
- Vehicle driving periods.
- Accurate mileage figures.

5. Advantages and Disadvantages

5.1 Some of the advantages are as follows:

5.2
- Accurate vehicle locations – In the event of an emergency repair, to the vehicle, provides the ability for management to review the location of a vehicle which will only be used in an emergency situation.

- Accurate vehicle location – where drivers are wrongly accused of poor driving the actual location, speed, etc. can be verified using telematics. This will only be accessed when a formal written complaint has been registered.

- Accurate vehicle navigation via the GPS facility.

- In the event of a PDA error or the system running the PDA's, communications can be sent direct to the vehicle using a messaging system. An example of communication that could be sent direct to the vehicle could be violence to employee information.

- Back-up maintenance alerts – Vehicles that receive regular maintenance run more efficiently and use less fuel than neglected vehicles. The system would be a 'failsafe' back up to ensure that vehicles receive proper maintenance.

- The Council will be seeking to reduce fuel consumption and will produce an information sheet on conservative driving.

6. Potential Disadvantages:

6.1
- Operatives may perceive a lack of trust of the workforce when this is not the case. To this end trackers will only be utilised when there is a complaint of a safety incident, a formal complaint or an accident. Furthermore, to further reduce this perception of a lack of trust, the following procedure will be utilised to give employees genuine learning opportunity

6.2
- Unless there is a 'serious and critical' safety incident that generates a 'substantial' risk to health and safety then the following actions will be pursued by management:

a) Manager will speak informally to the employee and remind them of their responsibilities. Such an 'informal' conversation may be kept as a file note, for no more than 1 year.

b) If, following a verbal conversation (as prescribed under 1), due consideration will be given for any relevant training and informal steps which could help improved perceived poor performance

c) Only once, 1 and 2 have been duly accounted for, would management consider opening a formal investigation, for what may be perceived

d) 'repeated failure' to adhere to prescribed guidelines.

6.3 N.B. Further to the above, COLC will make every effort to appropriately log the contact details on anyone wishing to raise a complaint to ensure that there is fair credibility in the allegations. This will include sending the person(s) an appropriate form, or having our call centre fill out the form with them.

The use of anonymous statements/complaints is not something the Council desire leading to distrust. Anonymity does not constitute invisibility; therefore where an employee receives a complaint the identity of the complainant in extreme and evidenced circumstances will not be disclosed to the employee.

However this information will be provided to the employees' representative. Where the Council cannot identify a complainant an investigation will not be initiated.

If the system is not managed appropriately it is possible too much information can be produced which becomes counter-productive to business aims.

7. What will the system will be used for?

7.1 Safety management and improvement:

- Act as part of a City of Lincoln lone working system and be an additional means of locating an individual in the event that they have not activated their reliance device, only to be used in emergencies.

- Accident investigation in terms of giving definitive detail in terms of location and speed.

7.2 Business efficiency:

- Potential for reduced fuel consumption and CO2 emissions (better driver performance

- Aid the recovery of stolen vehicles.

- Reporting to statutory authorities when required to do so by law, for example the police or HSE.

- Corroboration or rebuttal of other evidence.
- Saving of management time in investigating serious vehicle incidents.
- Enhance understanding of vehicle utilisation for procurement decisions.
- Ensure that the Council's fleet is managed in accordance with modern practices reflecting collective aspirations to modernise the DLO operation

8. What it won't be used for

8.1 Individuals will not be personally or routinely monitored and data will only be used in the event of an incident or cause for concern. Therefore the system will not be used under any circumstances for 'time and motion' processes or the like.

8.2 There will be no routine operational monitoring utilised and the system will only be accessed on the grounds a formal written complaint or a serious vehicle incident as listed at the end of this document. The Council does not have the staff resource or any rationale for routine monitoring.

8.3 All records relating to individual members of staff will be subject to data protection regulations and such data will be destroyed, unless needed for investigation of logged incidents, no more than four weeks after its creation.

9. Driver Benefits

9.1
- The City of Lincoln Council track the vehicle, not the person and in the event of a first incident will be used for training purposes only.
- Help with proving the liability of incidents.
- Speed camera alerts via the GPS system
- Back up evidence in the event of being wrongfully accused of poor driving practices.
- Proof of attendance (customer complaint of non-attendance, late arrival at location etc.) can now be discounted by evidence of report showing location and arrival / departure times, accessing the system will only be used where a written customer complaint is received.
- In the event of a damage / insurance claim, speeding tickets etc. drivers can prove categorically any mistaken ID's, locations etc.

10. Public Sector Use of Telematics

10.1 Please see below following research on use in other organisations.

10.2 There are a number of other organisations and authorities that already use telematics systems to assist with the management of their fleet, some of these include:

- Kier Services (all vehicles)
- Aaron Services (all vehicles)
- Meddo
- Lincolnshire County Council (all County vehicles plus contractors, Kiers)
- Nottingham City Homes (all 370 vehicles)
- Broxtowe Borough Council (all vehicles)
- Exeter City Council
- Renfrewshire Council
- East Ayrshire Council
- Luton Borough Council
- Blackburn with Darwin Borough Council
- South Gloucestershire Council
- East Riding of Yorkshire Council
- Kettering Borough Council
- Down District Council
- London Borough
- Wakefield MDC
- Caerphilly County Borough Council
- Belfast City Council
- Fife Council

11. Data Protection

11.1 All records relating to individual members of staff will be subject to data protection regulations and such data will be destroyed, unless needed for investigation of logged incidents, no more than four weeks after its creation. If retained for use in investigation of incidents the information will be destroyed once the investigation process has been completed.

11.2 Information will only be shared with third parties where it is being used as part of an investigation into an incident/accident.

11.3 The only members of staff to be authorised to use the Telematics software, and therefore to be trained to operate the software, will be Matthew Hillman, Maintenance Manager and his nominated deputy during leave periods if necessary, John Zubic, Business Services Manager. When the system is accessed in line with the policy, the senior UNITE representative will be informed.

12. National Facts and Statistics

12.1 Speed causes the deaths of about 1,100 people each year, causes serious injury to 12,700 each year and slight injury to an unbelievable 900,000 each year.

12.2 Two thirds of all crashes happen on roads with a speed limit of 30mph and the driver has exceeded this. 66% of unmonitored drivers exceed 30mph limits.

12.3 Even when wearing a seat belt a driver travelling at 40mph is five times more likely to suffer a serious injury.

13. Strategic Priorities

13.1 Not applicable.

14. Organisational Impacts

14.1 Costings

14.2 No initial outlay for units as unit price is built into monthly lease fee.

14.3 Software costs:

Per vehicle per month £14.85
Total across fleet per month £1158.30
Total across fleet per annum £13,899.60
Total across remaining fleet lease period £41,698.80

The lease cost of the Telematics System can be met from the HRS Surplus fund which currently has a balance of £88,000.

14.4 Potential returns on investment include:

- Management of fuel consumption – potential reduction.
- Reduction in Co2 emissions - reduced mileage covered by operatives would result in lower emissions produced
- Understanding the real cause of any formally reported incident and saving management investigation time

14.5 The DLO has an annual turnover of £6.7m and the fleet asset value (new) is over £1.25m. The telematics system will protect those assets. The software cost represents a cost of 0.21% of the annual turnover (based on the initial cost, this will decrease as the lease period diminishes and an accurate figure can be given once an implementation date is agreed upon).

15. Human Resources

15.1 All unions have been consulted on regarding the telematics system for the HRS Fleet and are in agreement with the introduction of the telematics system.

15.2 One key area that UNITE felt strongly about and the authority supported in the negotiation process, is the implementation of the telematics device within the entire fleet that the Housing Repairs service operates.

16. Risk Implications

16.1 (i) Options Explored

(ii) Key risks associated with the preferred approach

17. Recommendation

17.1 That the Executive approves the installation of telematics in the City of Lincoln Council's Housing Repairs Service vehicle fleet.

Is this a key decision?

No

Do the exempt information categories apply?

No

Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply?

No

How many appendices does the report contain?

One

List of Background Papers:

None.