

11. Introduction of a Telematics System

Matt Hillman, Maintenance Manager:

- a) Presented a report to introduce a telematics system to all the Council's fleet and all sub-contractors using telemetric.
- b) Informed that telematics was the technology of sending, receiving and storing information related to remote objects such as vehicles via telecommunication devices.
- c) Explained that telematics was broken down into two elements, the hardware and the software. The hardware was the actual tracking system within the vehicle and the software was the application that the data was sent to.
- d) Highlighted that the City of Lincoln Council were considering the introduction of a telematics system throughout its new fleet as part of its process of modernising its operations.
- e) Stated that the telematics system had been discussed for a number of years prior to implementation.
- f) Advised that the telematics hardware came preinstalled in most of the vehicles and the Council were now leasing their 78 vehicle fleet at no extra cost. The main cost for the Council in introducing telematics would be the back office software
- g) Invited members questions and comments.

Unions showed concerns around the telematics system being used for disciplinary reasons. It was highlighted that the old system stated that it wasn't going to be used for that purpose.

Officers advised that there would be a process prior to a disciplinary and that they didn't want it to be used solely for that purpose. It would be used to train and educate staff in the first instance. A disciplinary but that would be a last resort.

Members queried how complaints were logged and asked what method of correspondence would be defined as 'in writing'?

Officers advised that they didn't accept anonymous complaints which had previously been agreed by officers and unions. A complaint that had been made online, by email or in writing would be accepted however it would initially be signposted and the individual would be advised to go through the formal complaints procedure.

Unions showed concerns about the current complaints process and explained that there would be an equality issue e.g. if somebody had a disability and was unable to read or write. Following that, it was suggested that in future, the official complaints procedure should be adhered to at all times. If separate procedures were put in place it could set a precedent for other areas.

In conclusion, Members requested that the telematics system should be referred to JCC (Health and Safety) every 6 months' for review and feedback following the end of a fleet period. It was agreed that all Union representatives would also be informed.

RESOLVED that:

- 1) the report be approved and referred to Executive for further consideration.
- 2) The telematics system be referred to JCC (Health and Safety) every 6 months' for review and feedback.