FLINTSHIRE
COUNTY COUNCIL

Manager's Guide to
Vehicle Management System Policy

Policy owner for review	Barry Wilkinson – Transportation & Logistics Manager
Date implemented	
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CYNGOR
Sir y Fflint
Flintshire
COUNTY COUNCIL

1. Definition

Vehicle Telematics include, but are not limited to, the following items and services which assist with, and record operational activity. Examples of such systems would be, but not limited to, the following:

- Vehicle tracking
- On-board weight load-cells
- Input Devices (Work instruction/completion records)
- Driver activity monitoring
- Equipment/Engine Monitoring (Gritters/Recycling/CANBUS)

- Reversing aids
- Location Based Alert devices
- On-board cameras (manoeuvring assistance/ operational observation)
- Fuel Management/Monitoring
- Tachographs (time and duty monitoring)

The status of the vehicle can be measured in terms of, but not limited to, the following:

- Time and location of stops and starts
- Driver identification
- Vehicles leaving authorised areas
- Unauthorised usage and out of hours usage

- Length of time at specific locations
- Excessive idling
- Vehicles entering no-go areas
- Driver Behaviour including speeding and violent braking events

Vehicle location and status information can be obtained from:

1. A full screen map which can be zoomed down to street level;
2. A live journey list which shows the vehicle location and status in real time;
3. A journey replay screen which enables historical journeys to be replayed;
    & a number of detailed Vehicle Telematics reports.

This will allow real-time monitoring of resources, and historical data of specific times, dates and locations.

Reversing aids, On-board cameras (manoeuvring assistance) protect the public, employees and assets during high risk operations, and help defend claims against the Authority.

On-board weight load cells protect the employees and the Authority against prosecution, and vehicles are in a roadworthy condition, reducing the risk of accidents and injury.

Equipment/Engine Monitoring assists with operational and mechanical efficiencies, and provide evidence in statutory and legal issues, such as accident investigation and operation standards.

Fuel Management & Monitoring, Driver activity monitoring and Tachographs (time and duty monitoring) assist with operational efficiencies, and protect against prosecution and statutory operational obligations, informing training needs and disciplinary inquiries.

Wherever possible, the remote access to the information available as described above should be sought by operations to help deliver efficiencies from the desktop.

2. Policy

2.1   The benefits of a Vehicle Telematics Systems

The Vehicle Telematics system has a number of advantages for both the employee and the organisation. The system will allow;

- Flintshire County Council to produce accurate information to comply with current regulations, such as the HSAWA, Working Time Directive and Road Traffic Regulations, though this is not an exhaustive list.
- Added security for lone workers with the installation of panic buttons, which will be managed on a 24/7 basis.
- Allow management to locate employees who may be in an emergency situation to allow a more rapid response.
- Fast location of a vehicle in the event of a theft.
- Ensuring that the conditions within the working time directive are being adhered to.
- Allows the monitoring of journey times and mileage. It is not the intention to monitor individuals.
- Provides management information to address driving techniques and pinpoint specific training that may be required to improve driver's techniques and driver awareness.
- Provide live and historical information on accidents or incidents to protect the interest of the Council and that of employees / drivers.
- Highlight when staff are entering known dangerous locations by sending an alert to specified telephones.
- Provide remote information regarding the operation the vehicle and well-being of the staff
- If an employee is injured in a road traffic accident, the data can be used to try and prove contributory fault.
- Generate reports to assist managers in monitoring and controlling costs for the running of the service, by means of vehicle usage.

2.2   Controls

Improved fleet control and utilisation means more available resources to take on more work, which in turn assists with reducing costs and increasing efficiencies. To ensure that best use of the information available, service departments should interrogate and analyse Vehicle Telematics data wherever possible to improve efficiencies for the Council.

Controls should be put in place to ensure that efficiencies are gained and best practice is followed, by employing, but not limiting to, the following business tools:

- Service Specific Assessment of Vehicle Operations and Use of Telematics
- Risk Assessments of operations and journeys

- Service Level Agreements between Suppliers and Users
- Business Planning – Demand Control of Operating Models

2.3   Actions

As a guide, the following tools should be considered and implemented where necessary to act upon the information provided by Vehicle Telematics reports:

Employees

- Inform – Provide report to teams/individuals
- Challenge – Request improvement from teams/individuals
- Train – Deliver courses/assessments to deliver individual improvements
- Discipline – Consider the nature of areas for concern and if required refer individuals to the relevant Flintshire County Council Disciplinary Policies

Vehicles

- Inform – Provide Users/departments with the reports to analyse vehicle performance
- Investigate – Consider vehicle type and use
- Repair – where mechanic fault is identified arrange repair
- Replace – Inefficient or ineffective vehicles or plant should be replaced for more suitable alternatives

Staff Protection

- Assess – Risk Assess the operation
- Support – use available facilities and technology to protect employees wherever possible
- Protect – have the appropriate response systems in place
- Record – Incidents and outcomes should be recorded to inform future decisions and provide evidence when necessary

Journey Planning

- Review – Measure current business operations
- Evaluate – Consider the effectiveness of these operations
- Plan – Reduce inefficiencies by pre-scheduling routes and operations
- Implement – ensure these controls and measures are kept to

3. Appendix

3.1 Service Specific Assessment

FLINTSHIRE COUNTY COUNCIL
Vehicle Telematics Service Specific Assessment

THIS IS THE STATEMENT OF THE GENERAL VEHICLE USAGE / OPERATIONS ARRANGEMENTS IN LINE WITH THE VEHICLE TELEMATICS POLICY			
Department		Review Period	
Manager		Signature	

CONTROLS
(HAVE YOU IDENTIFIED THE FOLLOWING WITHIN THE OPERATION)

Risk Assessment	Service Level Agreement	Business Planning
– Route Planning – Employee Safety – Communication / contact – Lone Working	– Hours of Operation – Planned or Reactive Service	– Demand Planning – Fit for Use Vehicles

NOTES / ACTIONS

ACTIONS
(HAVE YOU CARRIED OUT THE FOLLOWING WITHIN THE OPERATION)

Employees	Vehicles	Staff Protection	Journey Planning
– Inform – Provide report to teams/individuals – Challenge – Request improvement from teams/individuals – Train – Deliver courses/assessments to deliver individual improvements – Discipline – Consider the nature of areas for concern and if required refer individuals to the relevant Flintshire County Council Disciplinary Policies	– Inform – Provide Users/departments with the reports to analyse vehicle performance – Investigate – Consider vehicle type and use – Repair – where mechanic fault is identified arrange repair – Replace – Inefficient or ineffective vehicles or plant should be replaced for more suitable alternatives	– Assess – Risk Assess the operation – Support – use available facilities and technology to protect employees wherever possible – Protect – have the appropriate response systems in place – Record – Incidents and outcomes should be recorded to inform future decisions and provide evidence when necessary	– Review – Measure current business operations – Evaluate – Consider the effectiveness of these operations – Plan – Reduce inefficiencies by pre-scheduling routes and operations – Implement – ensure these controls and measures are kept to

NOTES / ACTIONS

A copy of this Service Specific Assessment will be available from Transportation & Logistics service, and should be completed by the specific Service Manager, with the support of the Fleet Manager, and be held as a record within the service area.