

Transport Operations and Vehicle Maintenance: How are we performing?



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Performance management



Scenario

I drive the same way to work everyday. It's a 42 mile journey and I average between 34 and 37 miles per gallon.

It is a car share and Alan always drives the return journey. We drive back on exactly the same route however Alan averages between 42 and 45 miles per gallon.

Consider the possible reasons why his performance is always better than mine.



Possible Reasons

1. The car is lighter on the way home because we take heavy items to work each day for the stockroom.
2. It is mainly downhill on the way home.
3. On the way to work you tend to get stuck in traffic jams whereas the road is quiet on the way home.
4. Alan has been on a SAFED (safe and fuel efficient driving) training course and I haven't.
5. I drive really fast as I can't wait to get into work.
6. Alan drives at 54 miles per hour to save fuel.
7. We give a colleague a lift to work but she only works half days and gets the train home.

What lessons do we learn from this?

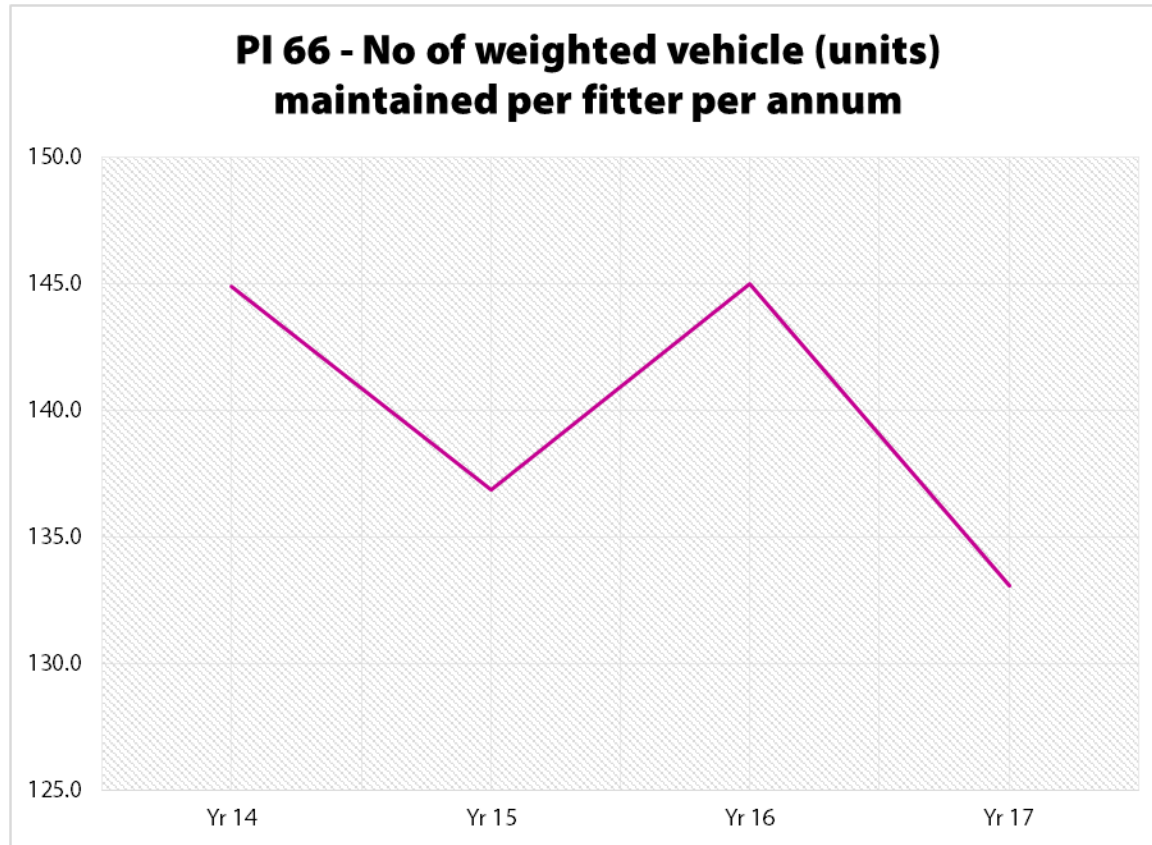


There may be other reasons that are not immediately obvious as to why performance varies once you look into it

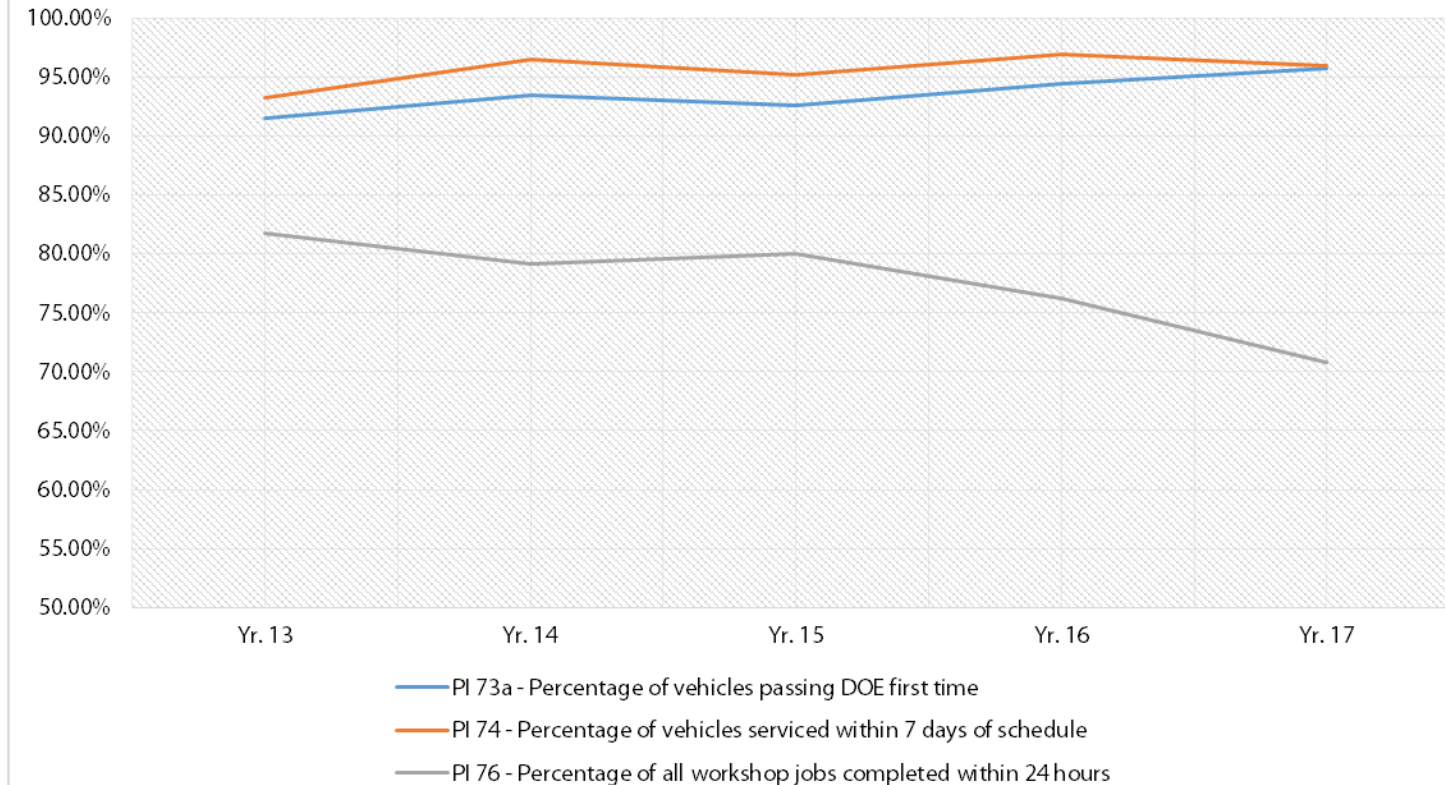
How and why is it important to have robust monitoring procedures in place and to understand the reasons for differences

To realise that in the majority of cases there is seldom just one reason for levels of performance

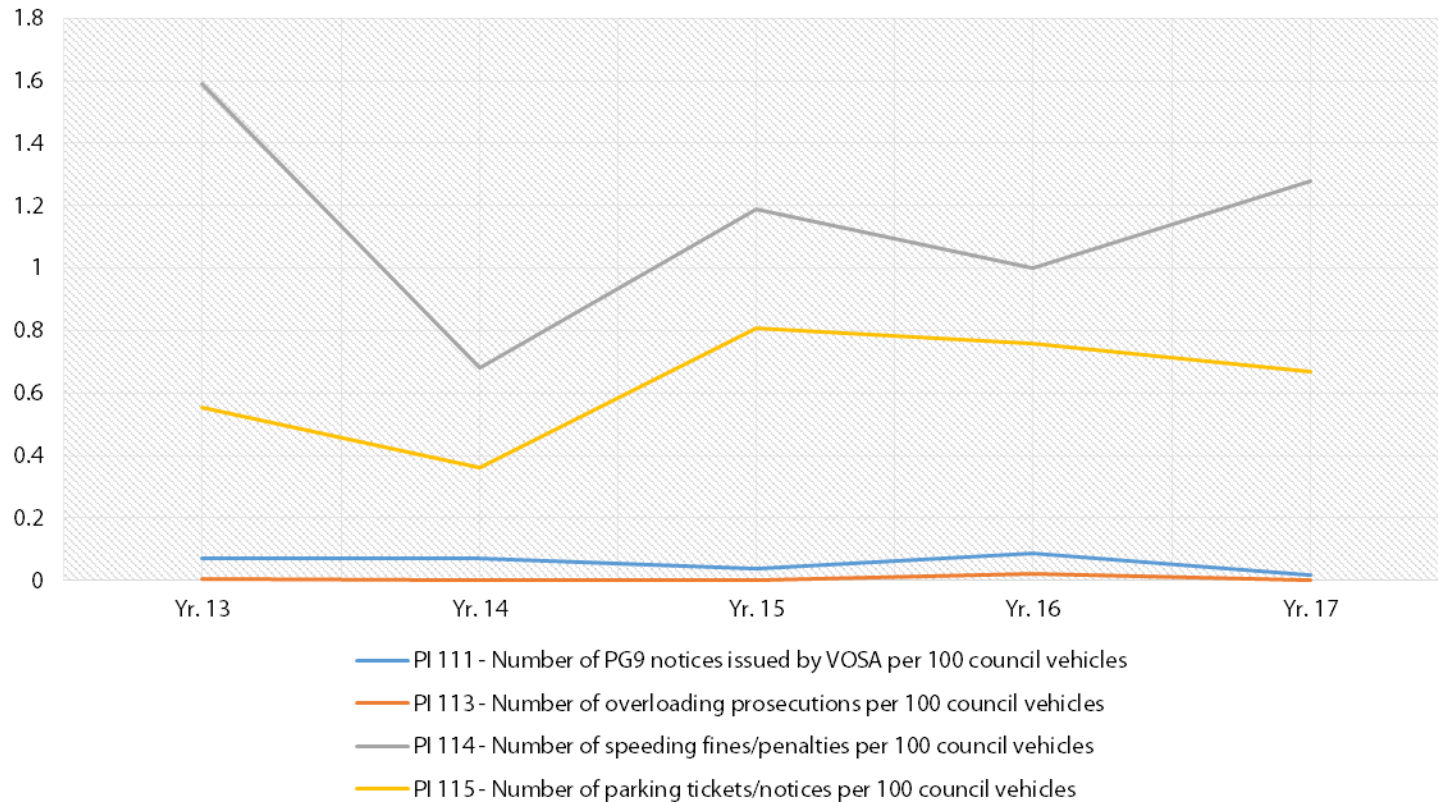
What is the evidence saying?

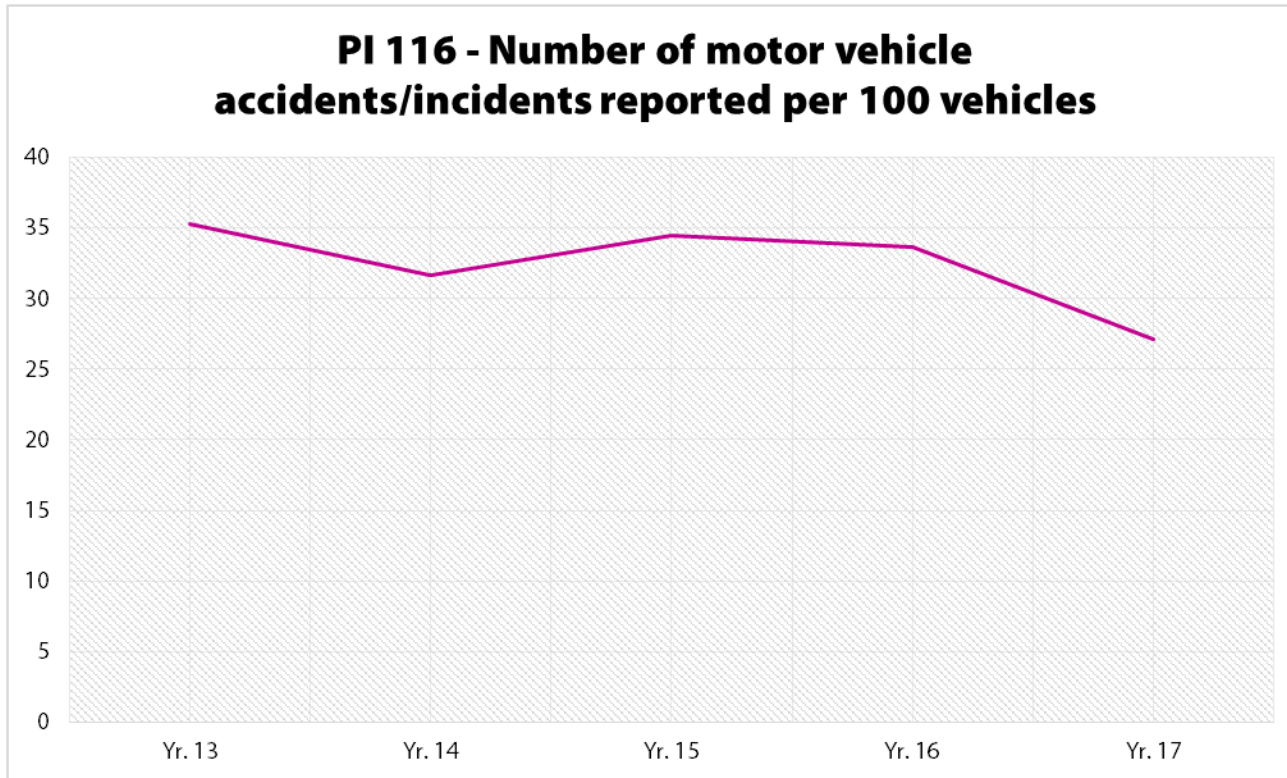


Effectiveness of maintenance regime

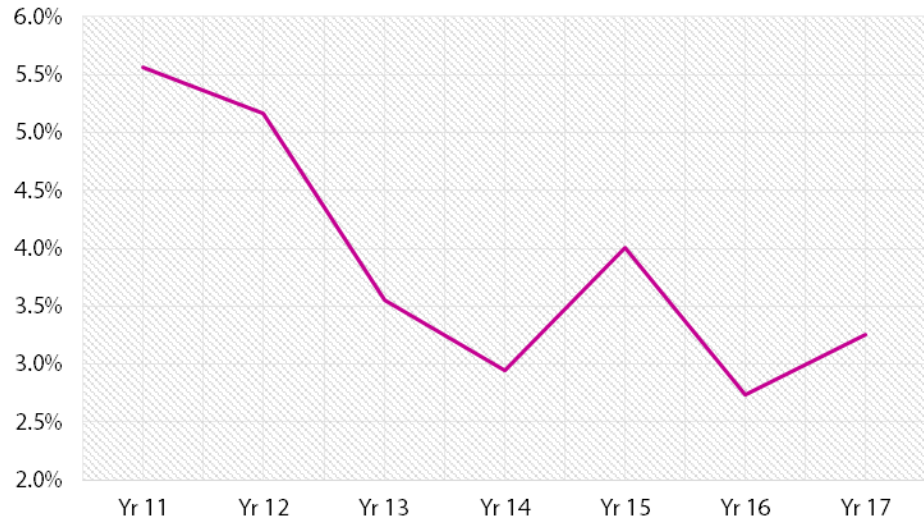


Quality indicators

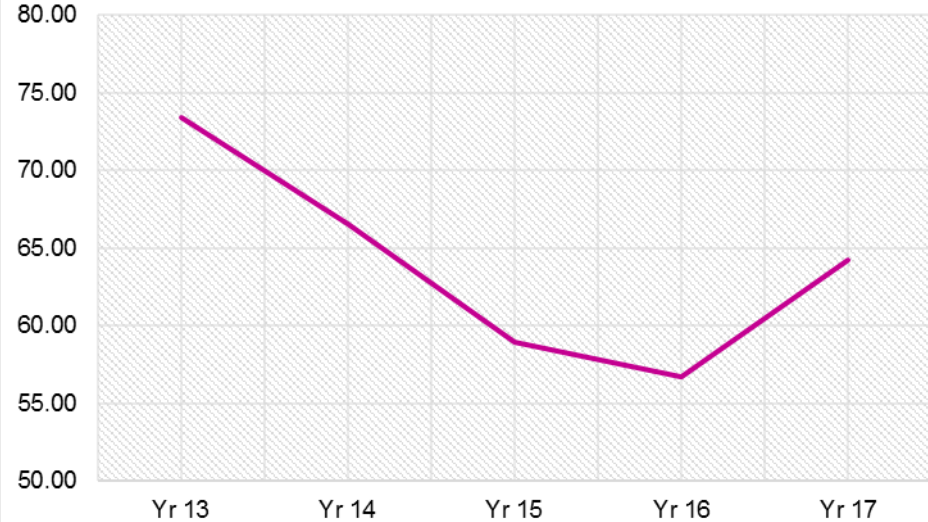




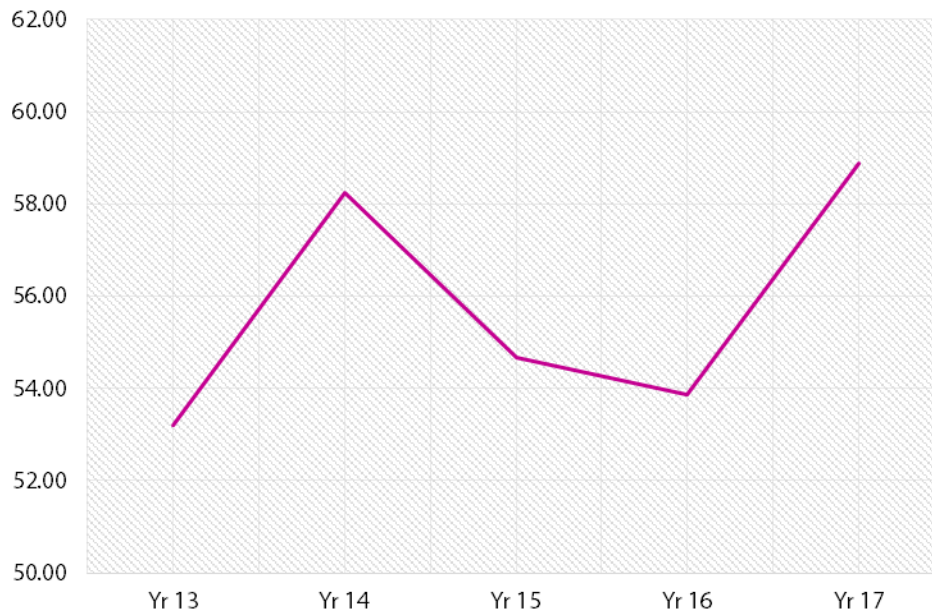
PI 67 Percentage staff absence (fitters / tradesmen)



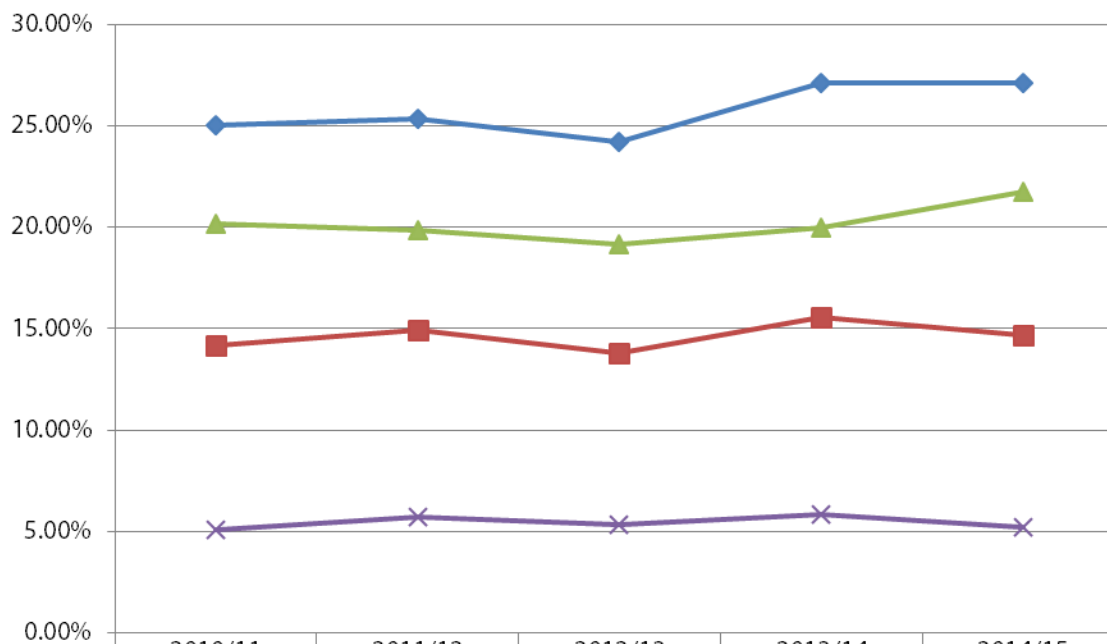
PI 70 Quality assurance and consultation



PI 71 Human resources and people management



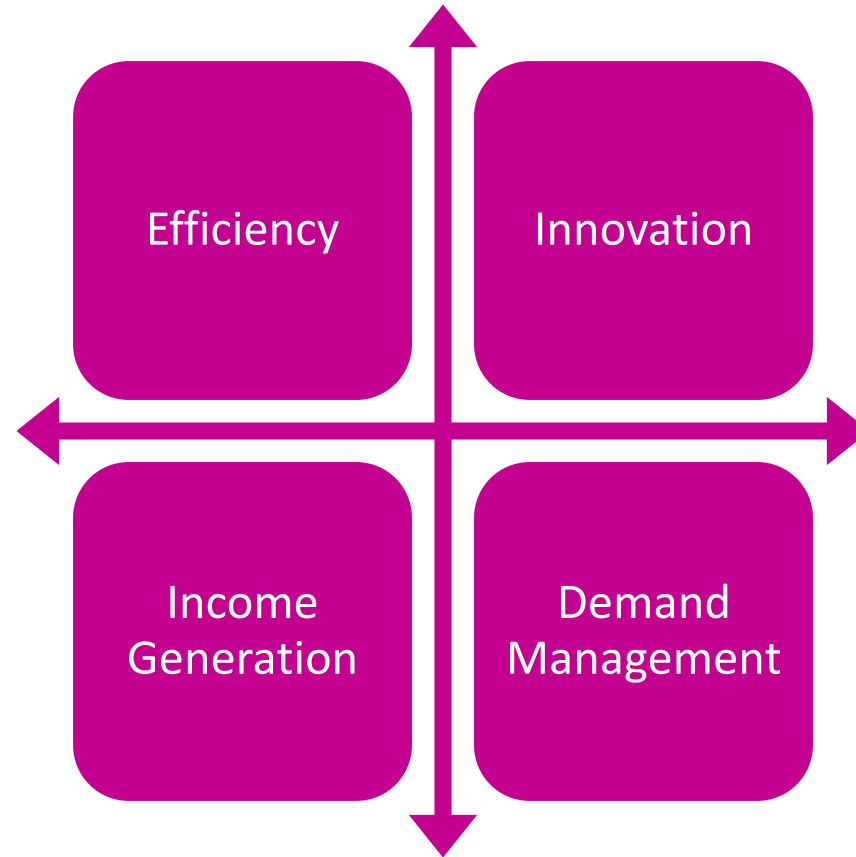
Transport costs as a percentage of total costs



	2010/11	2011/12	2012/13	2013/14	2014/15
Refuse	25.01%	25.37%	24.19%	27.11%	27.13%
Parks	14.18%	14.93%	13.81%	15.55%	14.66%
Street cleansing	20.15%	19.88%	19.17%	19.98%	21.73%
Building maintenance	5.05%	5.73%	5.35%	5.85%	5.23%

◆ Refuse
 ■ Parks
 ▲ Street cleansing
 × Building maintenance

Responding to the challenges



UK-wide case studies





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