BigChange

APSE National Transport Operations and Vehicle Maintenance Advisory Group

8th August 2019

Using Mobile IT to revolutionise SEN Transport

Martin Owens

BigChange – International Business Improvement Director

Mark Betts (in spirit only!)

Sheffield City Council – Service Improvement Manager for Transport

Introducing BigChange…

- UK Company based in Leeds
- Established in 2012
- 20+ years experience in Mobile Workforce Management
- 25,000+ Subscribers
- Multi-Award winning technology

KPMG Best British Mobile Startup Mobile World Congress 2017

FUTURE FIFTY From TECH CITY

50 Technology Fast 50 2017 UK WINNER Deloitte.

CEO & Founder

BigChange

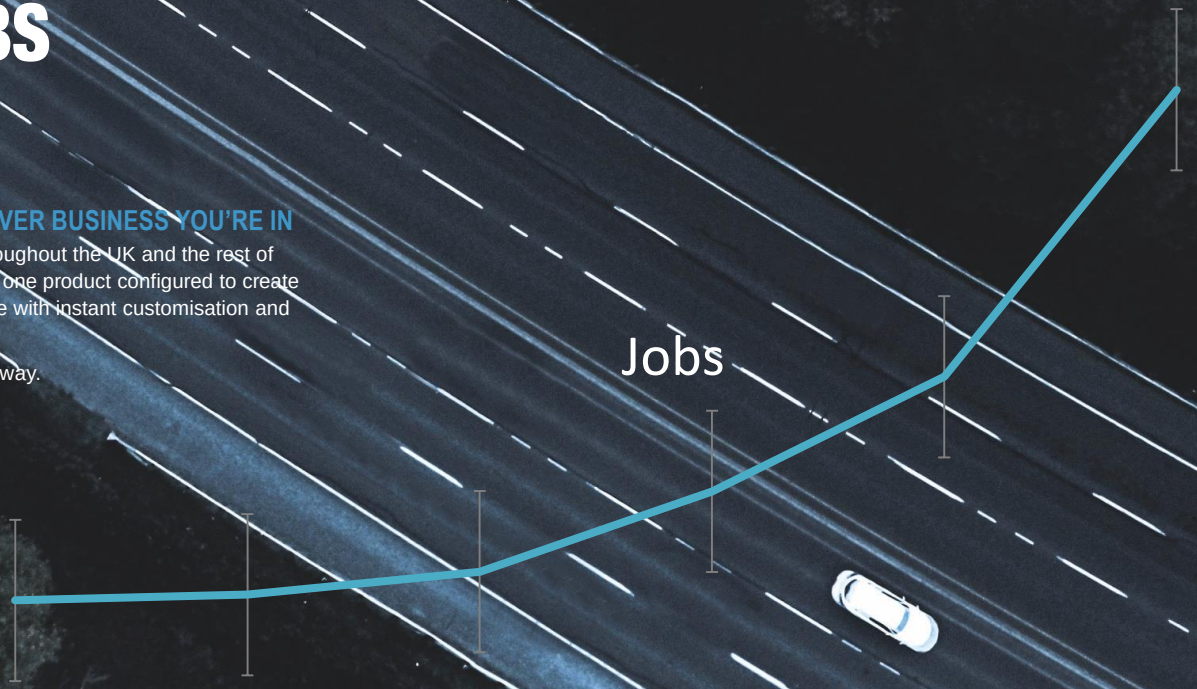
1 BILLION MILES

8 MILLION JOBS
60 SECTORS

JOBWATCH IS READY TO GO, WHATEVER BUSINESS YOU'RE IN

We're transforming businesses of all sizes throughout the UK and the rest of the world. We work with over 60 sectors using one product configured to create sector-specific versions of JobWatch, complete with instant customisation and experts who understand your industry.

And it's a difference that really does go a long way.



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BigChange and Sheffield City Council

- Working together for two years following a Tender process
- Using two BigChange products:
  - Vehicle Tracking with Driver Mobile App
  - JobWatch Mobile Workforce App with CRM

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FUTURE FIFTY From TECH CITY

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SEN Operations

Transport

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SEN Background

- 6.3 million pound spend
- 2,575 jobs per day
- 489,250 jobs per school year
- 6938 (internal) miles per day
- 1,318,220 (internal) miles per school year

- Internal spend
  - 5 million pound spend
  - 1029 SEN passengers
- External spend
  - 1.3 million pound spend
  - 166 SEN passengers

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Transport

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Why did we do it?

- Customer Service
- Risk
- Sub-Contractors
- Processes
- Budget

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Transport

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Issues: Customer Service

- Automatic Alerts when Transport is cancelled or delayed
- Automatic Alerts when the vehicle is near your home
- Notification of Driver and Passenger Assistant changes (including pictures)
- Digital access to raise concerns / complaints about the service
- Ability to see where the vehicle is on its journey

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Transport

Solution: Text Message Vehicle arrival notification

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Solution: Driver and vehicle ID

RE: Jobwatch alert - Job status changed - On the way - Mark Betts - Message (HTML)

File | Message | Insert | Options | Format Text | Review

Paste | Cut | Copy | Format Painter | Clipboard

Times New R | 12 | Basic Text

Address Book | Check Names | Names

Attach File | Attach Item | Signature | Include

Follow Up | High Importance | Low Importance | Tags

Zoom | Zoom

Send

To... JobWatch <jobwatch@bigchangeapps.com>

Cc...

Subject: RE: Jobwatch alert - Job status changed - On the way - Mark Betts

Dear parent,

Please be informed that the below operative will be arriving at 16:03 to collect your child.
Operative Name: Mark Betts
Operative Phone No. +447972078753
Operative ID:

Regards

See more about: JobWatch.

15:55
12/06/2019

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Issues: Risk

- Passenger operations
  - Driver behaviour
  - Passenger registers
- Vehicle checks
- Visible risk assessments and SSOW

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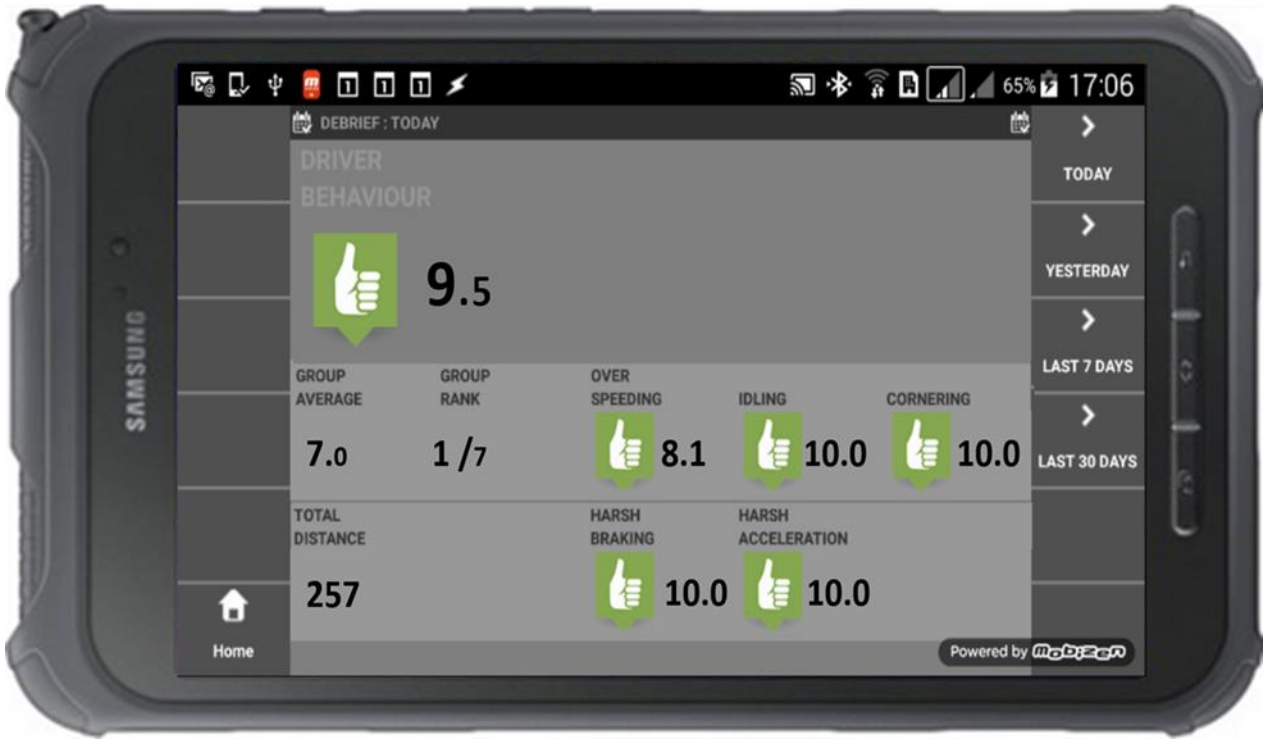
Transport

Solution:
Driver Behavior



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Solution:
Driver Behavior

Driver Behaviour Report

From 04/06/2019
To 11/06/2019

Resource	Distance (mi)	MPG	CO2 (Kg)	Cruise control	Idling	Over-speeding	Harsh acceleration	Harsh braking	Cornering	Score
Sergio Smith	903		174	00:00:00	9.3	6.8	10	10	9.9	9.2
Eric Cantona	248			00:00:00	10	8.2				9.1
John Anthony	341		66	00:00:00	5.8	9.4	10	10	9.6	9.0
Jo Alexander	884	7.53		02:24:40	6% 0.6	3.7	10	7.2	10	6.3

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Solution: Passenger Lists

	12/06/2019 07:12	00:00	Leaving Depot on Time
	12/06/2019 06:59	00:00	Transported
	12/06/2019 07:20	00:00	Transported
	12/06/2019 07:15	00:02	Transported
	12/06/2019 07:10	00:05	Transported
	12/06/2019 06:55	00:07	Transported
	12/06/2019 06:52	00:18	Transported
	12/06/2019 07:26	00:00	Transported
	12/06/2019 07:00	00:00	Transported
	12/06/2019 07:13	00:02	Transported
	12/06/2019 07:11	00:04	Transported
	12/06/2019 07:48	00:00	Leaving Depot on Time
	12/06/2019 07:17	00:04	Not Transported

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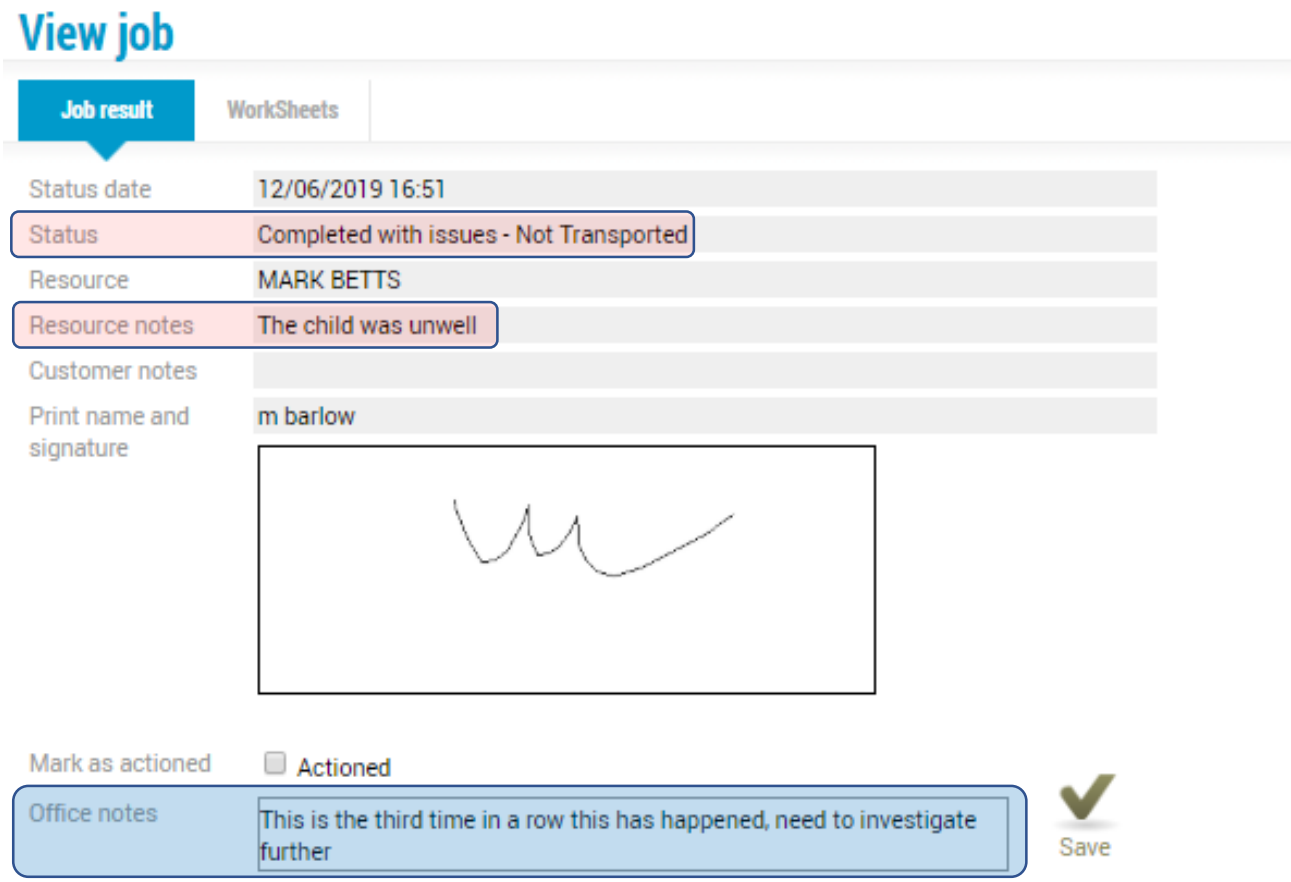
Solution:
Passenger Operations



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Solution:
Passenger Operations

Date	Owner	Job status	Comment
12/06/2019 16:51	MARK BETTS	Completed with issues	Not Transported
12/06/2019 16:50	MARK BETTS	Started	
12/06/2019 16:50	MARK BETTS	On the way	
12/06/2019 16:48	MARK BETTS	Accepted	
12/06/2019 16:48	MARK BETTS	Sent	
12/06/2019 16:47	Mark Betts	Scheduled	
12/06/2019 16:47	Mark Betts	New	

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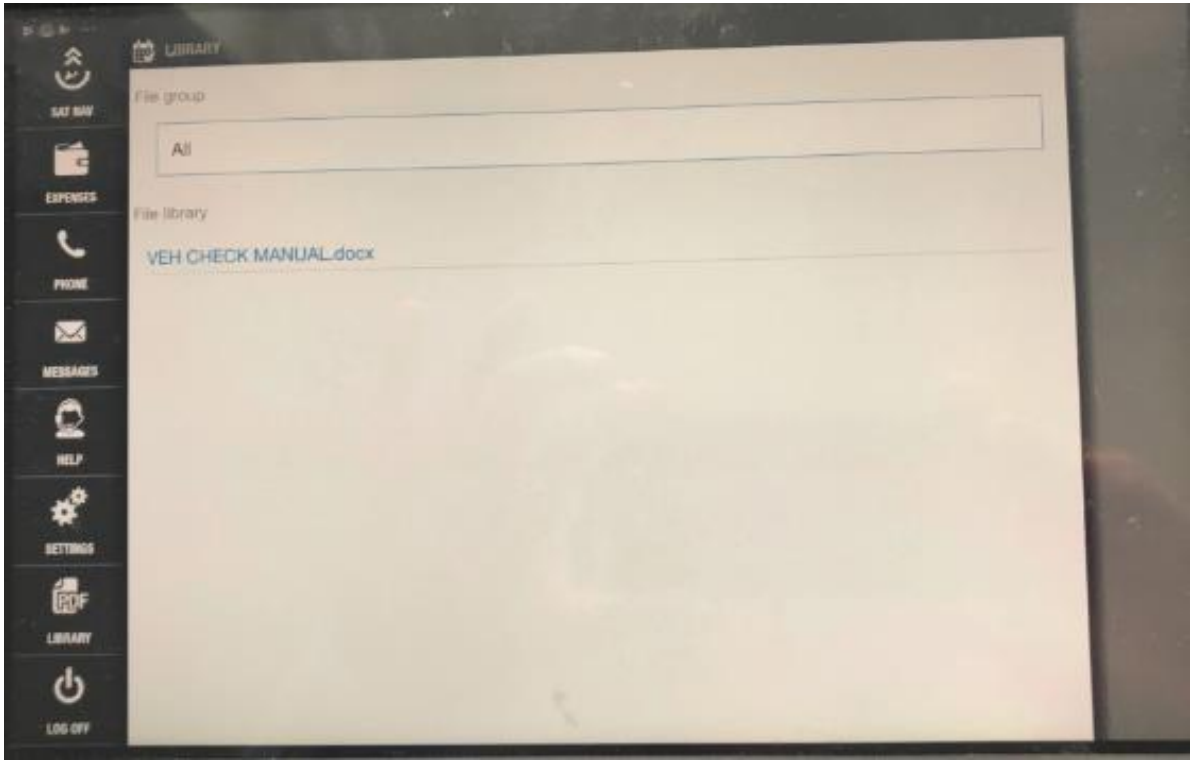
Transport

Solution:
Risk Assessments and Safe Systems of Work



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Issues: Sub-Contractors

- Operational transparency
- Vehicle compliancy
- Passenger lists
- Invoices

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Solution: Sub-contractor GPS tracking

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Solution: Sub-contractor driver and vehicle ID

RE: Jobwatch alert - Job status changed - On the

File | Message | Insert | Options | Format Text | Review

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Operative ID:

Regards

See more about: JobWatch.

15:55
12/06/2019

Solution: Automated Invoices

Transport

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VAT Reg No:

INVOICE

Reference	
Date	12/06/2019
Job reference	
Order number	
Account reference	

Quantity	Description	Unit price	VAT %	VAT	Gross amount
1.000		11.00	20.00	2.20	13.20
1.000	Base Rate	25.00	0.00	0.00	25.00
1.000	PA Charge	8.00	0.00	0.00	8.00

Bank details

Payment terms: 30 days

Total ex VAT	£44.00
Total Tax	£2.20
Total	£46.20

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Issues: Processes

- Vehicle checks
- Payroll
- Run sheets
- Route sheets
- Absences

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Solution:
Vehicle Checks

Transport

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Solution: Vehicle Checks

Defect

Resource	Compliance Officer
Defect type	Body Exterior
Date	07/05/2019 07:34
Notes	PREVIOUS BODY DAMAGE UNREPORTED
Comment	Repair at a later date
Actioned	14/05/2019 10:56

Defect archived since 14/05/2019 10:56

Dialogue

Mark Ramsbottom 08/05/2019 07:23

Repair at a later date when vehicle is free.

Add

Close Save

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Transport

Solution: Vehicle Checks

Driver Check

Resource **Compliance Officer**
Vehicle **FH05DTU**
Odometer **16,550 mi**
07/05/2019 07:34

Transporter

- ✓ Access and Exit Routes Clear
- ✓ Brakes
- ✓ Excessive Engine Exhaust Smoke
- ✓ First Aid Kit
- ✓ Glass/Windscreen
- ✓ Indicators/Lights
- ✓ Mirrors
- ✓ Reflectors
- ✓ Seats and Seatbelts
- ✓ Security and Operation of Doors
- ✓ Tyres and Wheel Fixings
- ⚠ Body Exterior
  PREVIOUS BODY DAMAGE UNREPORTED

- ✓ Doors and Exits Unlocked
- ✓ Fire Extinguisher
- ✓ Fuel/Oil Check
- ✓ Horn
- ✓ Livery / Decals
- ✓ Other Minor Defect (Give Description)
- ✓ Registration Plates
- ✓ Section 19 Disc In Date and Visible
- ✓ Steering
- ✓ Windscreen Washers/Wipers

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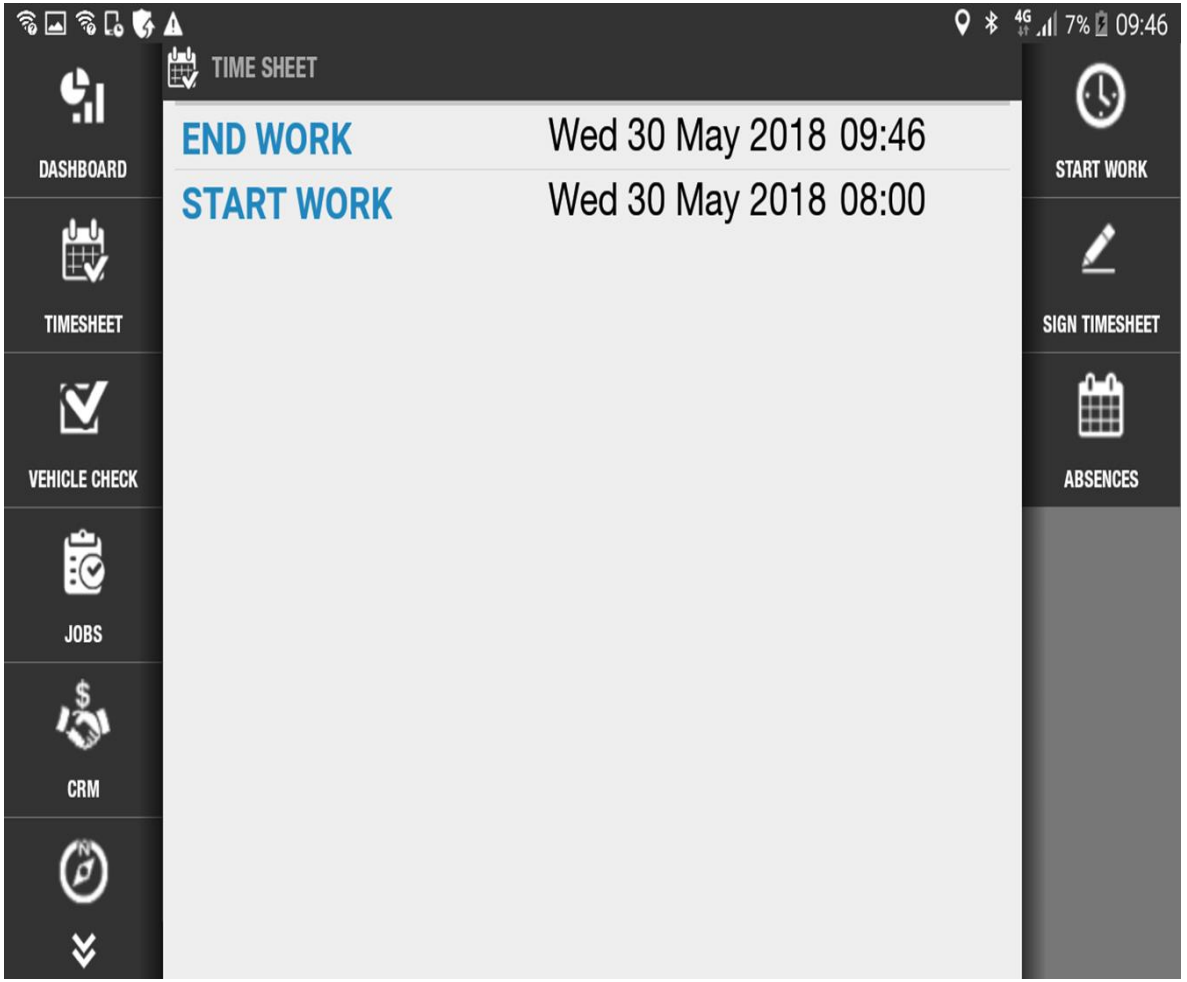
Solution: Payroll



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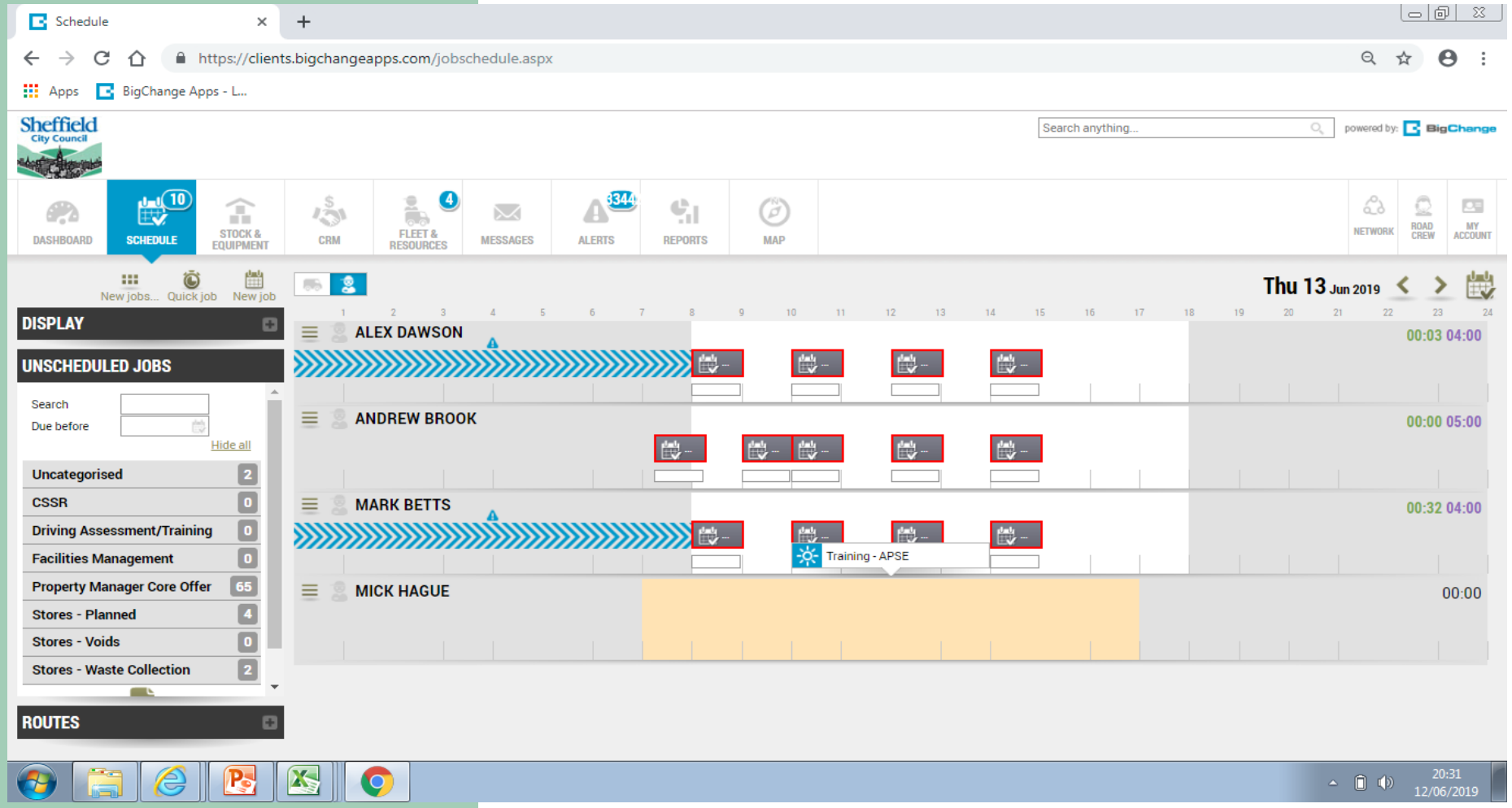
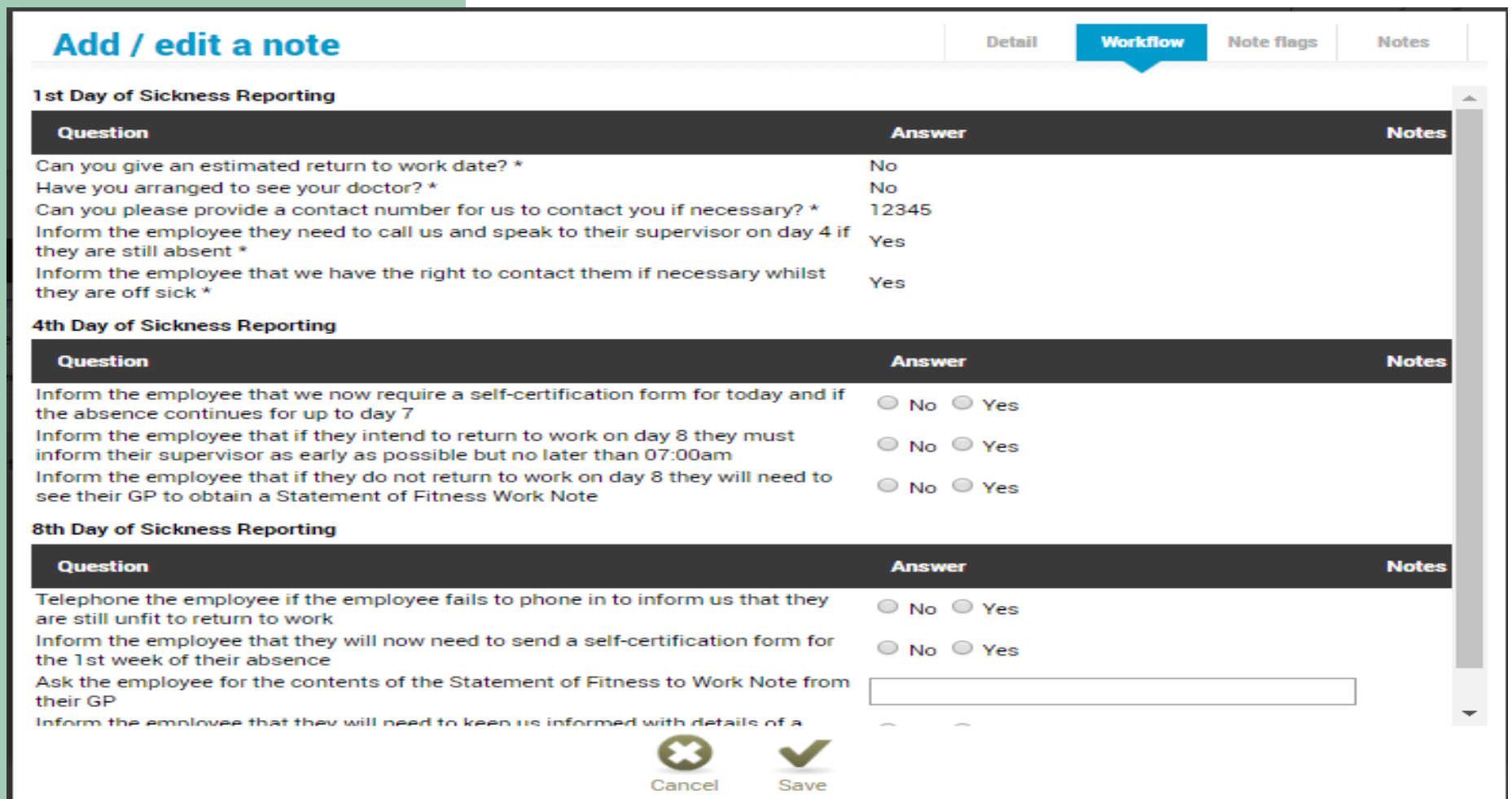
Solution:
Dynamic Scheduling System



Solution
Absences



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Issues: Budget

- Since 2011, Sheffield City Council has seen its total budget reduced by £430 million
- 33% reductions in Transport Service's back office staff since 2014
- Since 2014, SEN passengers have increased by 16%
- The Transport charging model has remained static since 2014 but Transport's direct costs have increased

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Solutions: Budget

- Reduced back office staff due to efficient processes
- Reduced paper and printing costs by going paperless
- Reduced operational costs by using the system functionalities to focus on driving and job times

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Transport

How did we do it?

- Created an internal project team
- Trained 20 drivers per week over 7 week period
- Went live on September 2018
- Kept an agile approach to the project
- Learnt from internal operations before going external
- Trained 40 taxi drivers (training still ongoing)
- Went live for external operations April 2019
- Gained buy in from the Transport Director and Head of Service

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Benefits Gained

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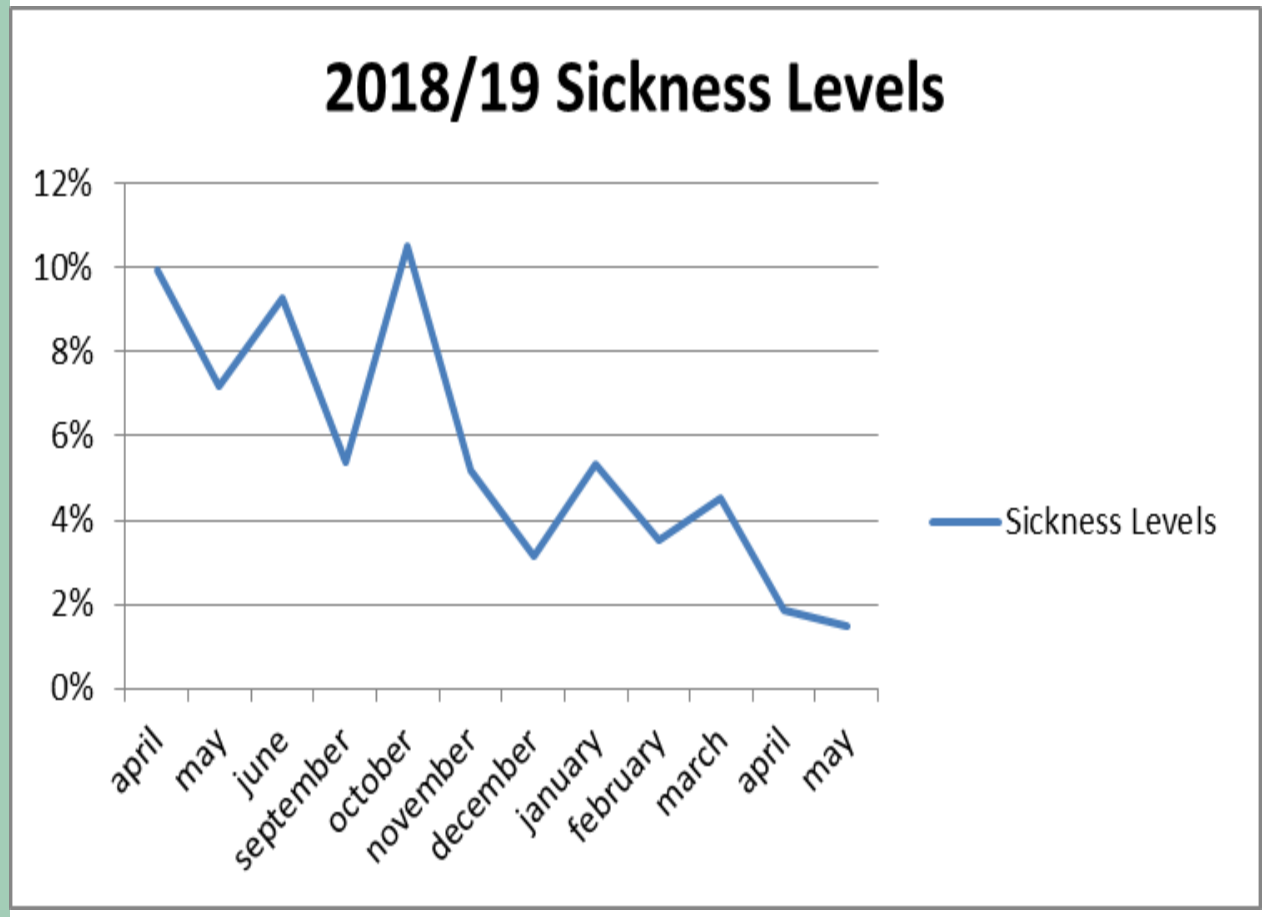
Benefits: Absences

Transport



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Benefits: Processes

- 4600 hours saved reducing inefficient processes

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Benefits: Budget

- £102K savings in back office reductions
- £6K savings by reducing paper and printing run and route sheets
- £4K savings by digitalising vehicle checks and defect sheets
- £51K savings by reducing driver and assistants job times

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Benefits: Customer Feedback

“Great idea!! The alert lets you know how long it will be until the school bus arrives to pick up your child”.

“Found the alert system extremely useful as it can take a while to get my son in his wheelchair and he would get hot if he was sat waiting in his wheelchair with his coat on for too long”

“The alert gives me time to sort everything out ready for school. I know exactly what time I need to be home ready for my child being dropped off”

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Benefits: Customer Feedback

“My son waits for the text. He then puts his shoes on and keeps looking for the bus. It helps with my son’s routine.”

“I now can wait until I get the alert before I put my daughter’s coat on so she is not sat for a while waiting in her coat. The alerts also make sure I'm ready to collect her from Transport”

“The alert tells you the approximate time of arrival of your school bus. Also you get to know what time your child should be ready for.”

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Summary

Using **Software** to improve **workforce productivity**

5 IN ONE

1. BACK OFFICE / CRM
2. JOB SCHEDULING
3. MOBILE WORKFORCE APP
4. VEHICLE AND ASSET TRACKING
5. ON-DEMAND BOOKING APP

BACK OFFICE CRM + JOB SCHEDULING + MOBILE WORKFORCE APP + VEHICLE AND ASSET TRACKING + ON-DEMAND BOOKING APP

THANK YOU.
ANY QUESTIONS?