



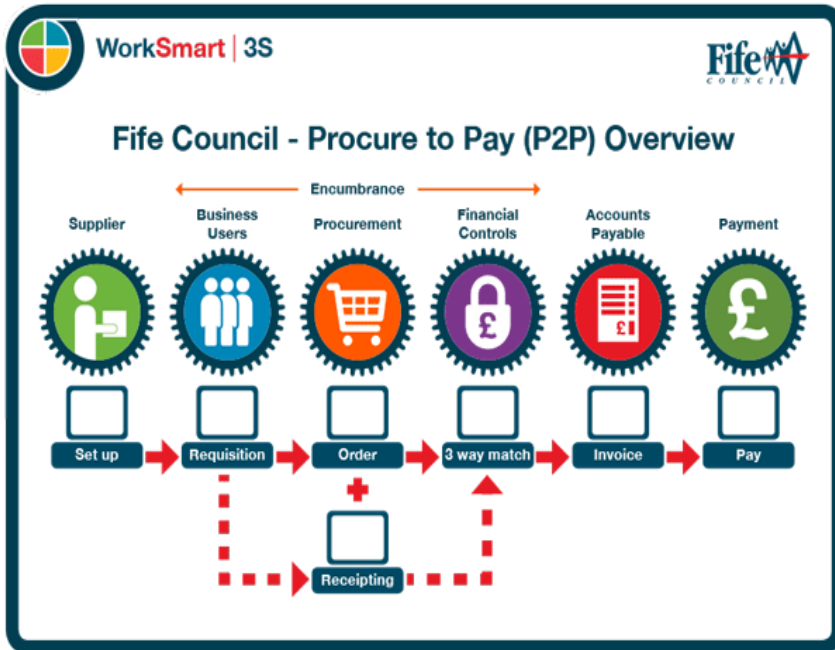
Annual Environment Seminar Harrogate 2017

Improvements to the Delivery of Fleet Management & Maintenance

- **Achieving Operational And Financial Efficiencies**
- **Improving The Skill Base Of The Workforce**
- **Alternative Delivery Models**

Presentation by: Fife Council

Fleet Management Improvements



Oracle Enterprise Resource Planning System - Finance:

- Single Purchasing System Council Wide.
- Self Service Business Intelligence Reports.
- Interfaces with Fleet Management System – Tranman.

Fleet Management Improvements

- 3 modern bespoke telematics systems.
- Fitted to over 1,000 diverse fleet items.



Fleet Management Improvements

- **January 2011 Fleet Size 1922 Items - July 2017 Fleet Size 1464 Items.**
- **Reduction of 458 Fleet Items.**
- **22% Decrease in Fleet Size Since 2011.**
- **Diesel Fuel Savings of 445,102 Litres of Since 2012.**
- **A Reduction of 1,149 Tonnes of Carbon Since 2012.**
- **10% Overall Decrease in Fuel Usage Since 2012.**
- **£422,847 Fuel Savings Based on Fife Councils Bunkered Fuel Price (£0.95 per litre).**
- **£538,573 Fuel Savings Based on Today's Pump Prices (£1.21 per Litre) Based on figures at the 1st January 2017.**

Fleet Management Touch Screen Technology

- Touch screens used in Fleet's 3 Service Centres.
- Records Technician activities.

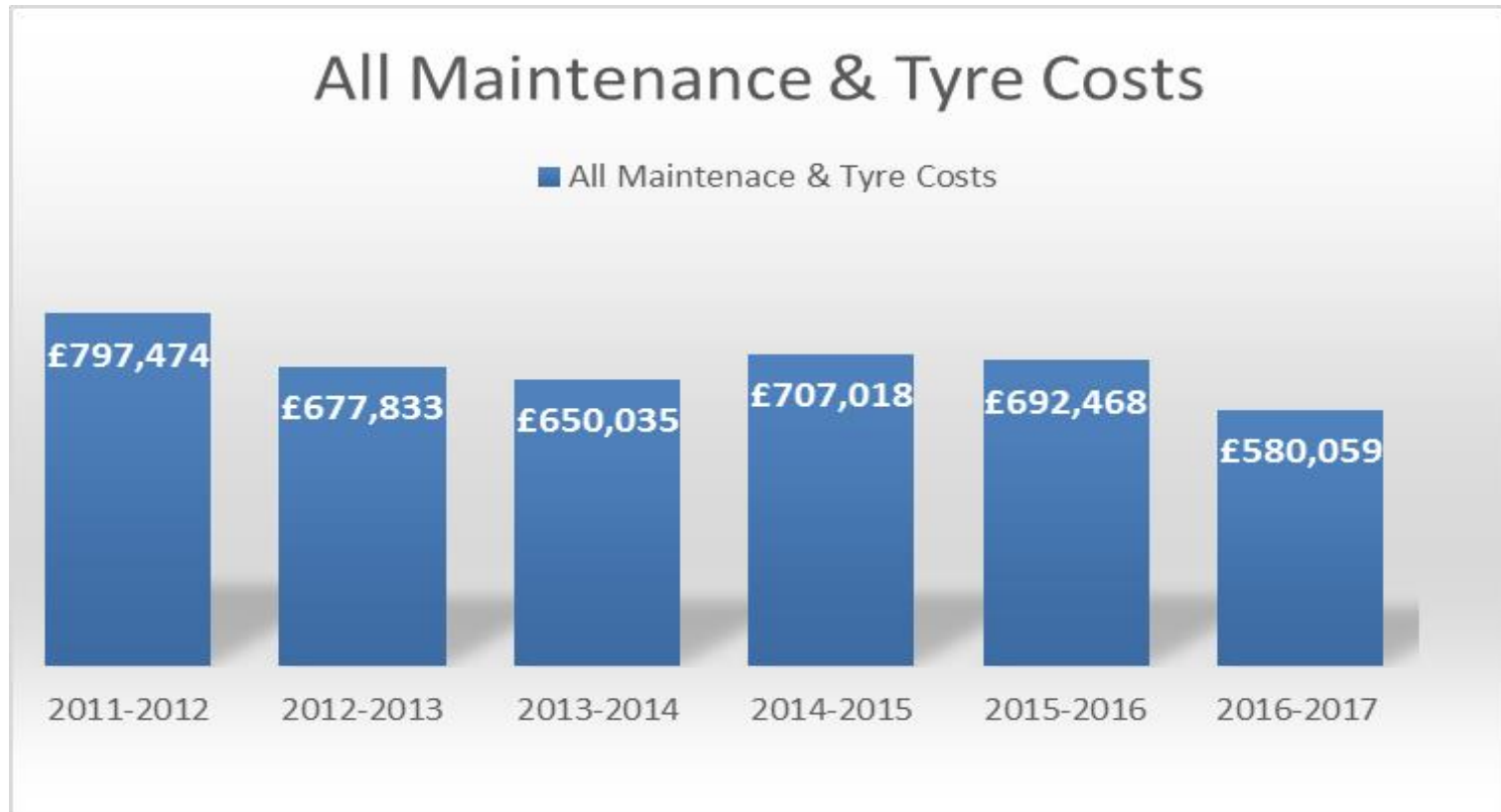


Double Shifting Refuse Collection Vehicles

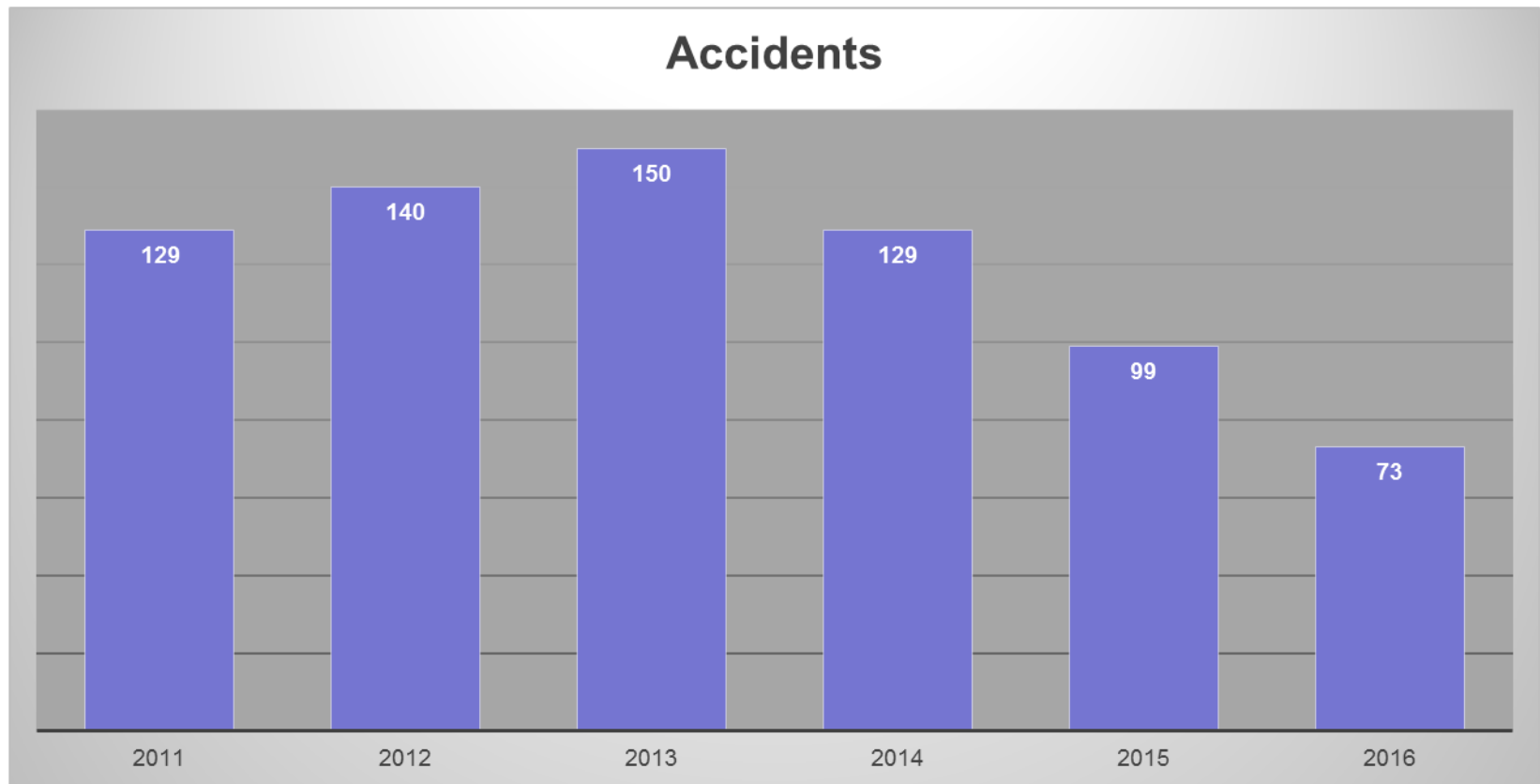
- RCV fleet reduced by 25.
- Impact on remaining RCVs.
- Route Planning.
- Maintain quality of service.
- Annual Saving of £800k+.



Fleet Maintenance Costs



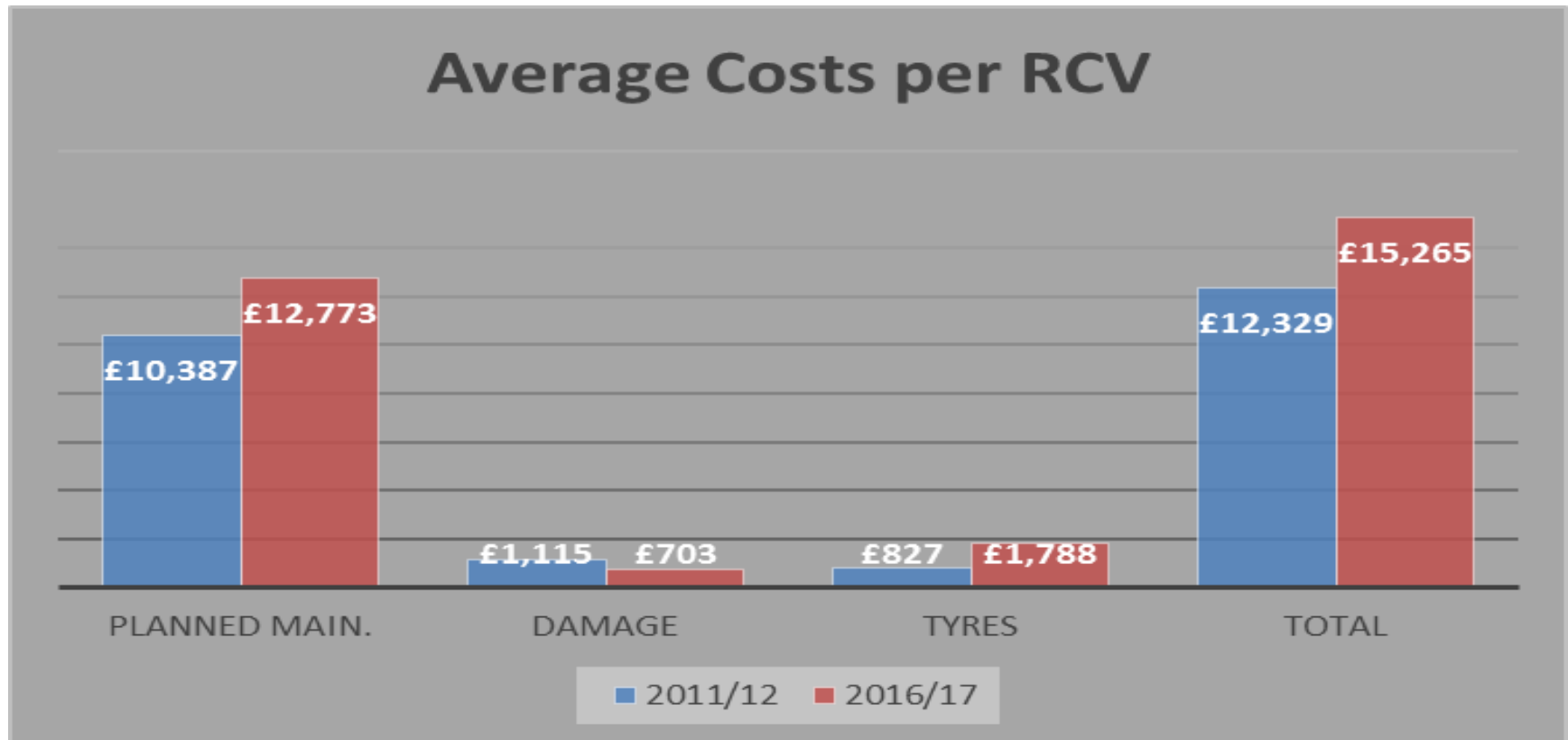
RCV Accident History



Cost Per RCV: 5 Years On

- Overall ↑ 24 %
- Planned maintenance ↑ 23 %
- Ad-hoc maintenance ↓ 36 %
- Accidents ↓ 24%
- Tyres (Increased routes - new housing) ↑ 116 %
- Lifting gear ↓ 2%
- Workshop hours ↑ 55 %

Average Cost per RCV



Improvements in the delivery of Fleet Maintenance

- DVSA Authorised Test Facility.
- Improved Service Centre Business Hours.
- Employee Development Training – IRTEC & Specialist Vehicles.
- Driver CPC Training – Bespoke Modules.

Bankhead Central Depot



Service Centre Business Hours

- New Bankhead Workshop Business Hours
 - Monday to Friday: 6am to 4:50pm
 - Saturday & Sunday: 6am to 4:40pm
- Increase in fleet vehicles working 7 days per week.
- Refuse collection vehicles double shifted
 - Monday to Friday 06.00 to 21.00 hours.

Bankhead Central DVSA Test Lane

- DVSA - HGV/LGV Testing.
- Fleet Staff - Class IV, V and VII Testing.
- Commercialisation opportunities.



Driver & Vehicle
Standards
Agency



DVSA Next Generation Testing “Go Live” August 2017

- The potential to introduce enhanced 24/7 testing when network areas are completed.
- Centralised booking system for vehicle tests – with scope to make both short and long term bookings.
- Dedicated Network Business Managers provide advice and support to ATFs including help with commercial performance, productivity and efficiency.

Employee Development Training

IRTEC Inspection and Testing

- Fife’s technicians achieved IRTEC licence accreditation including Service Centre Coordinators.




Society of Operations Engineers

Name: Mr A Wallace AMSOE AMIRTE
 Number: 28791 Class: Associate Member
 Sector: Institute of Road Transport Engineers Expires: 31 December 2017

IRTE IPlantE BES



Institute of Road Transport Engineers Certification

licence holder: **Adam Wallace**
 Inspection Technician
 class: **Large Commercial Vehicle**
 number: **IR1301178491**
 issued: **13/01/2017**
 expires: **22/12/2021**



Employee Development Training

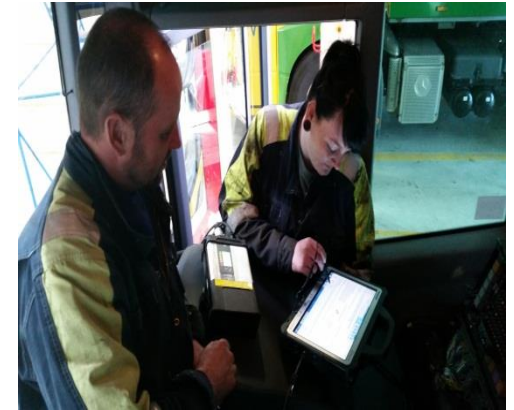


Mercedes Advanced Technician Training

Employee Development Training

Fault Diagnostics

- Continual diagnostic training for Technicians delivered in-house.



Apprentice Programme

- Rolling programme.
- 8 apprentices at different stages.
- Council committed to retain apprentices once qualified.



Driver CPC Training

- Bespoke Fife Council training modules.
- Training delivered in-house by Fleet's Driver Assessor/Trainer.
- Complied with the spirit of the EU Regulations for Road Safety.



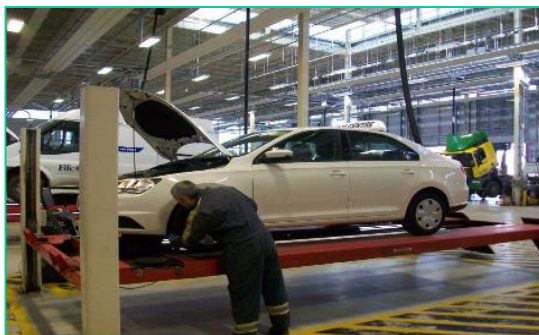
Driver CPC Training

- Fleet Operations are in partnership with other Councils in delivery of Driver CPC courses which are fully JAUPT approved. Fleet also deliver MIDAS courses.




Hackney Carriage Testing and Driver Training

- Fleet work closely with the Council's Licensing Committee on Hackney Carriage testing.
- All taxis and private hire vehicles, licensed in Fife, are tested on an annual basis and findings reported to the Committee on a regular basis by the Service Manager.
- This ensures all licensed vehicles are fit for passenger transportation for the community of Fife.



07 July 2018

VEHICLES APPROVED FOR USE AS A TAXI OR PRIVATE HIRE CAR
(SUBJECT TO MANUFACTURERS CHANGES TO MODELS)



Please consult the Council's Fleet Operations for advice prior to purchasing any vehicle. The type and model requires to be approved (this may include vehicles which have previously been licensed) – lifeline@fife.gov.uk, Dunfermline, Tel: 03451 55 55 55 (ext 49360), Bankhead Central, Glenrothes - Tel: 03451 55 55 55 (ext 473396) Cupar Trading Estate, Cupar - Tel: 03451 55 55 55 (ext 463363).

Any addition to this list of vehicles will require to be approved by Tom Henderson, Service Manager (Fleet Operations), Bankhead Central, Glenrothes. Telephone: 03451 555 555 ext: 473262

The decision on suitability for use as a taxi/private hire car and/or maximum number of persons allowed in any particular type or model is based on –

- (a) G.V.M. (Gross Vehicle Mass) will not exceed manufacturer's specification.
Illustration for 4 Person Vehicle
Calculation of Payload
Weight of driver + 4 passengers - 750 Kg (1640Kg)
Passenger Luggage - 112 Kg (251Kg)
Fuel, Oil and Water - 70 Kg (152Kg)
Spare Wheel, Tools, Fire Extinguisher, Meter etc - 60 Kg (130Kg)
272 Kg (601Kg)
(Kerb weight + payload = Gross Vehicle Mass)
- (b) Adequate seating arrangements. Minimum seat width 17 inches (43 centimetres) per person.
- (c) Access Doors.
- (d) Luggage carrying area.

Any vehicle that has been converted in any way will require either Individual Vehicle Approval (previously Single Vehicle Type Approval) from Driver and Vehicle Standards Agency (D.V.S.A) or a **900809** low volume certificate from the Vehicle Certification Agency. You must produce this certification any time the vehicle requires testing.

BALLOON CARS
All these vehicles are affected by the age based vehicle scheme if over 8 years old from the date of first registration:

AUDI A4 and A8 all models	4 PA8 BENDER
BMW 3 SERIES 318I MODELS	4 PA8 BENDER
BMW 3	4 PA8 BENDER
BMW 5 SERIES	4 PA8 BENDER
CHEVROLET EPICA	4 PA8 BENDER
CHEVROLET CRUZE	4 OF 8 PAT BENDER
CHEVROLET ORLANDO	4 OF 8 PAT BENDER
CHEVROLET CAPTIVA	(DEPENDENT ON SEAT CONFIGURATION)
CHEVROLET CAPTIVA	8 PA8 BENDER
CHRYSLER SEBRING (ALL VARIANT)	4 PA8 BENDER
CHRYSLER VOYAGER	8 PA8 BENDER
CITROEN C5	(IN PROHIBITION)
CITROEN XARA PICASO	4 PA8 BENDER
CITROEN PICASO	4 PA8 BENDER
CITROEN BERLINGO	4 PA8 BENDER

1

Hackney Carriage Driver Training

- The application process requires all new drivers to attend a half day Taxi Drivers Training Course.
- Courses are run monthly.
- The emphasis on the course is to improve public safety awareness.
- It is an interactive session covering issues such as:
 - Occupational Driving Safety
 - Driver Safety
 - Licence Conditions
 - Disability Awareness
 - Dementia Friend
 - Vehicle Maintenance



Alternative Delivery Models



ECO Stars Membership / Taxi Scheme

- Fleet Operations joined the ECO Stars scheme in 2014.
- Fife Council have a 4-Star ECO Rating.
- Commercial Fleet Scheme – 123 Members, 6117 vehicles.
- Taxi & Private Hire Scheme – 24 Members, 128 vehicles.



Alternative Delivery Models

Vehicle Auction Houses:

- New contract in place for the disposal of fleet and plant.
- Ensures that vehicles are uplifted within 48 hours and disposed of within 4 weeks.
- The Council vehicles are advertised “Fife Council direct” and includes service history and specialist equipment listings.
- The contract has improved the vehicle sales values and frees up valuable space within our busy depots.



Rental Precinct Sweepers:

- Previously purchased from capital and expensive to maintain and low availability.
- The new delivery model has no cost increases.
- The sweeper Contract will deliver 98% availability.
- They will be replaced at 36 months and frees up valuable capital for more specialist vehicles.



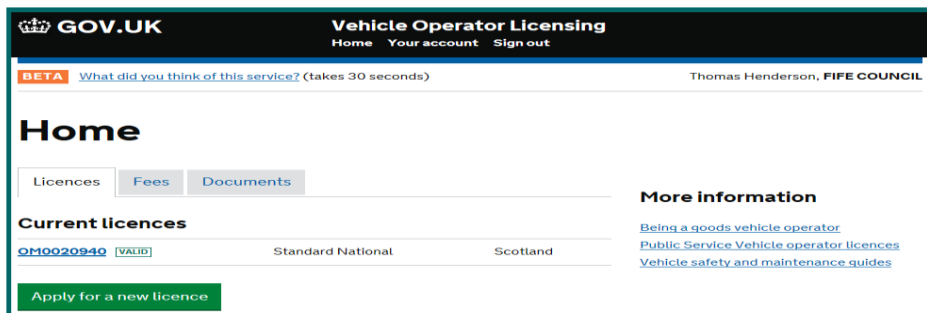
Alternative Delivery Models

Electric Vehicles

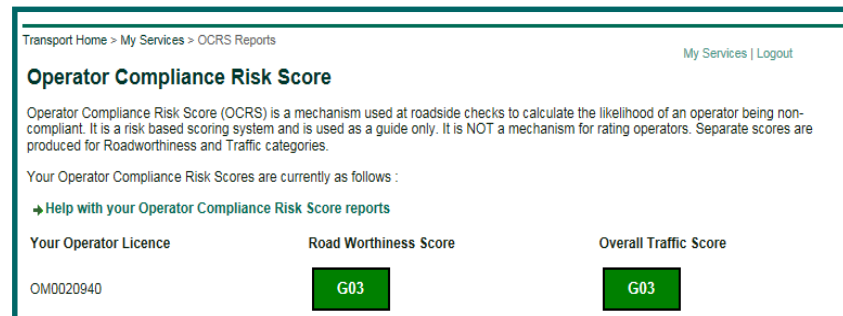
- **eFife:** Fleet have steadily increased the electric fleet since 2012.
- There are now 33 fully EV'S operated successfully as Pool Cars, Meals-On-Wheels, Transportation, Roads Operations, Building Services and Social Work.
- There are also 3 hybrids complementing the fleet. The Nissan NV200 carries 6 passengers plus driver.
- 4 rapid chargers Fife wide.



Operator Licence Compliance Improvement



The screenshot shows the GOV.UK Vehicle Operator Licensing portal. At the top, it says 'GOV.UK Vehicle Operator Licensing' with links for 'Home', 'Your account', and 'Sign out'. Below this is a 'BETA' notice and a feedback link. The user is identified as 'Thomas Henderson, FIFE COUNCIL'. The main content area is titled 'Home' and has tabs for 'Licences', 'Fees', and 'Documents'. Under 'Current licences', there is a table showing a licence for 'OM0020940' which is 'VALID', 'Standard National', and issued in 'Scotland'. A green button 'Apply for a new licence' is visible at the bottom.



The screenshot shows the 'Operator Compliance Risk Score' page. It includes a breadcrumb trail: 'Transport Home > My Services > OCRS Reports'. The page title is 'Operator Compliance Risk Score'. A paragraph explains that OCRS is a risk-based scoring system used at roadside checks. Below this, it states 'Your Operator Compliance Risk Scores are currently as follows :'. A link 'Help with your Operator Compliance Risk Score reports' is provided. At the bottom, there is a table showing scores for three categories:

Your Operator Licence	Road Worthiness Score	Overall Traffic Score
OM0020940	G03	G03

- Two named Transport Managers.
- Staff trained to use the Government Web Portal.
- Operating Centres have reduced by 40 since 2015.
- Reduction in complaints from general public regarding overnight parking.
- Roll out of Fife Council's Operator Licence Internal Compliance Audit by named Transport Managers.

Operator Licence Compliance Improvement Continued

Improved controls on compliance:

- Letters of Concern.
- Internal Infringement Letters.
- Service Bulletins.
- External Infringement Letters.
- Mandatory meetings with Driver and Service Manager.

Fife
Assets, Transportation & Environment,
Roads, Passenger Transport &
Fleet Operations
(Notice of Internal Infringement)

To :
Subject :
Date :
Reference :

Fleet Operations have received notice of a potential road traffic offence relating to one or more of your vehicles. As we are the registered keeper and holder of the Fleet Operator Licence information must be supplied to us in the event we need to report this to the Traffic Commissioner. The details of the offence are noted below.

Please Also Note: As Fife Council has a legal duty to report specific traffic offences to the Office of The Traffic Commissioner Scotland we require you to supply additional information. (See below) This is now a mandatory requirement which must be responded to by the given date.

Thank you for your cooperation in this matter.

Fleet No :
Vehicle Type :
Date & Time :
Location :
Alleged Offence :
Source :
Additional Note :
Can you please complete the details below and e-mail back to the sender of this correspondence within 7 days. Your prompt assistance in this matter would be appreciated.

Full Name of Driver(s) :
Address / Addresses (inc. Post Code) : N/A

Action taken by Line Manager / Services:
Signature of Service or Team Manager (Electronic / Scanned Hard Copy only) :
Print Name :
Date :
Drivers Signature :
Print Name :
Date :


Note: This form must be passed to the driver for completion. The driver should be advised that responsibility of traffic offences rests with driver who committed the offence and not Fife Council.

Thank you,
Tom Henderson - Robin O'Connell
Service Manager / Fleet Management Practitioner, Roads and Fleet Operations

FLEET OPERATIONS SERVICE BULLETIN

Fife
COUNCIL

[Mobile Phone Crackdown]
Police Launch Week-long Nationwide Action Plan



Police forces this week are cracking down on mobile phone use by drivers in targeted operations to stop drivers from using handheld phones while driving.

Operations include:

- Dedicated patrols by officers using unmarked vans, helmet cams, high-seated vehicles and high-visibility jackets to catch offenders
- Coordinated shifts with police officers and paramedics to educate people on the risks, use of variable message signs on prime commuter routes to display 'Leave Your Phone Alone' messages
- Pilot schemes with community reporters to target repeat offenders
- Release of powerful social media videos and messages to warn and inform.

This is the second, coordinated national week of action against drivers using mobile phones. The first, in May of this year resulted in 2,323 offences detected across the week. Similar campaigns have also targeted mobile phones, including Operation Trainline across 25 forces which targeted HGV drivers and resulted in 5713 offences recorded between April 2019 and July 2018. A recent 2018 annual report on motoring by the RAC suggests the number of motorists who illegally use mobile phones is rising with 31 per cent of motorists admitting to using a handheld phone while driving up from 4 per cent in 2014. 19 per cent say they have sent a message or posted on social media from behind the wheel, indicating that the risks are dangerously underestimated.

National Police Chiefs' Council lead for roads policing, Chief Constable Suetette Devonport said: "Forces are coming together this week with innovative approaches to catching those driving when distracted and campaigns to make drivers think twice about using their mobiles at the wheel. "Tackling mobile phone use by drivers requires police enforcement using new technology and tactics to maximize the numbers of people we can stop, combined with strong effective penalties and creative national campaigns to make driving distracted as socially unacceptable as drink driving. "When you're getting in your car, remember don't put others at risk - keep your eyes on the road and your hands on the wheel."

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Method of Delivery: Sent to all relevant staff / services

Operator Licence Compliance Improvement Continued

- Government Web Portals for “live” Fleet Management Information.
- Partnership Working with the FTA under an SLA.
 - Fleet Management Independent Audits.
 - Random Vehicle Inspections.
 - Depot and Gate Checks.

Commercialisation

Fleet have a reciprocal working partnership with Dingbro who are a national vehicle part supplier. We maintain some of their vehicles bringing valuable income into the Council. This is an area of business we hope to expand in the future.



Statement from Area Manager at Dingbro

We have entered into an agreement with Fife Council to service and repair our vehicles, we receive a fantastic service with the opportunity to repair vehicles out-with our normal working day. As a supplier of vehicle parts to Fife Council this allows us to give back some reciprocal business which we feel has been working well for both parties.

*Jason Hill, Area Manager, Dingbro Ltd
Office – 01383 748214*

APSE Harrogate 2017



Thank You For Your Time. Any Questions Please?