



Asset data = More revenue

Drainage








Presenter: Mark Entwistle

KaarbonTech went live in Leeds in Jan 2016

“To improve internal communication and the general
delivery of the service”

How does data = revenue?

Leeds could define seven areas that we will explore further

-  External funding
-  Internal budget protection
-  Reducing operational management time - revenue saving
-  Improving defect communication and resolution times – revenue saving
-  Improving network visibility to stakeholders – revenue saving
-  Better lifecycle planning
-  Identification of 3rd party assets – revenue saving

External funding

- 🌱 November/December 2015 with many properties flooded and roads impassable
- 🌱 Used their asset knowledge (Condition, geospatial importance) to support a DfT Challenge Fund in March 2017
- 🌱 Awarded £336k to improve their network condition.

Internal Budget Protection

- Utilising cleansing, defect and condition data all from one location allowed the council to demonstrate:
 - The budget requirements
 - The longer-term effect of reduced spending

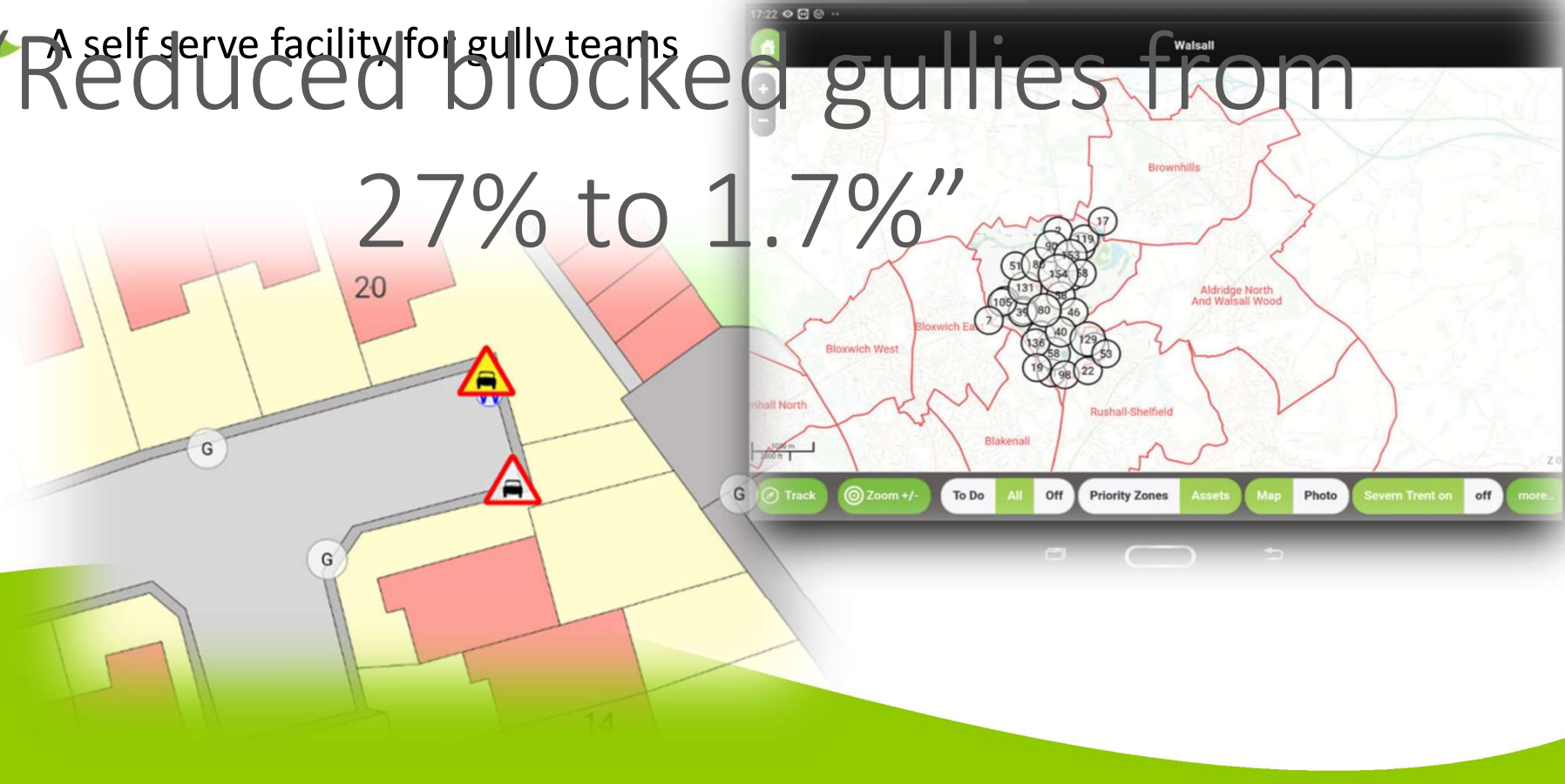
Reducing operational management time

Reduced management staff costs by £50k per annum

A self serve facility for gully teams

Reduced blocked gullies from

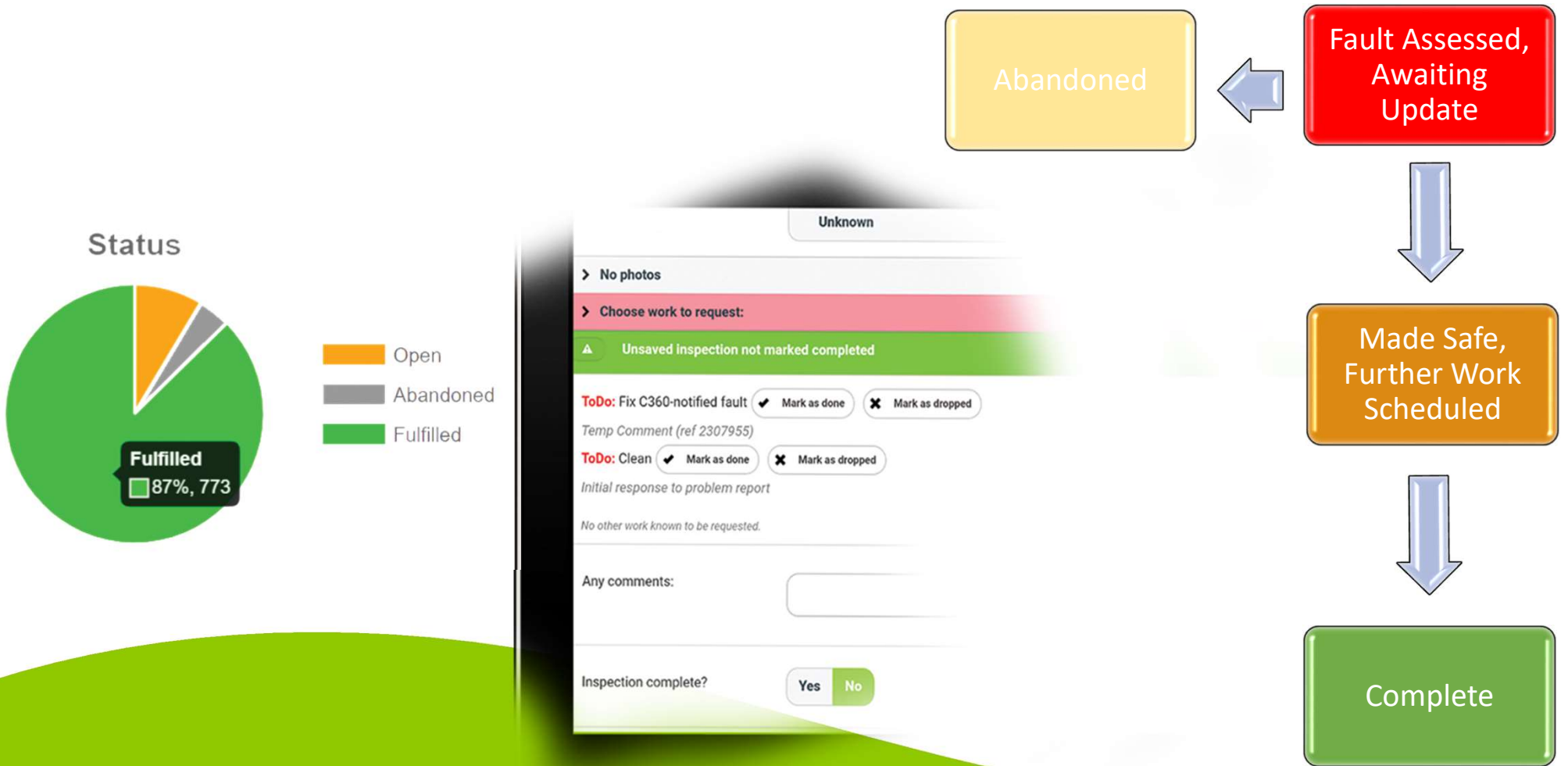
27% to 1.7%”



Improving defect communication and resolution times

- Integrated with C360 CRM system so customer service staff had access to
 - Gully locations
 - Cleansing knowledge
 - Existing defects
- Complaints are recorded against a specific gully
 - Better accuracy
 - De-duplication
 - More detail to the cleansing team
 - Speed of rectification

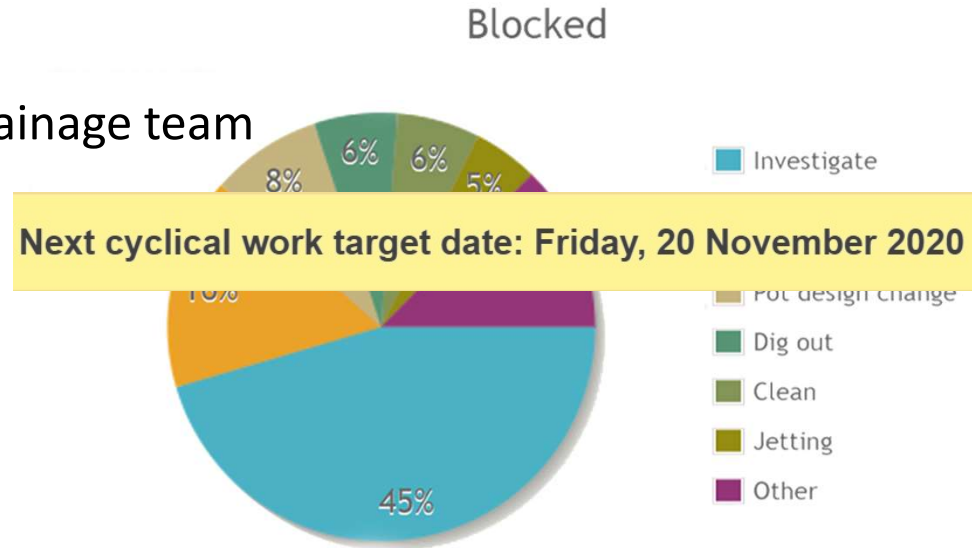
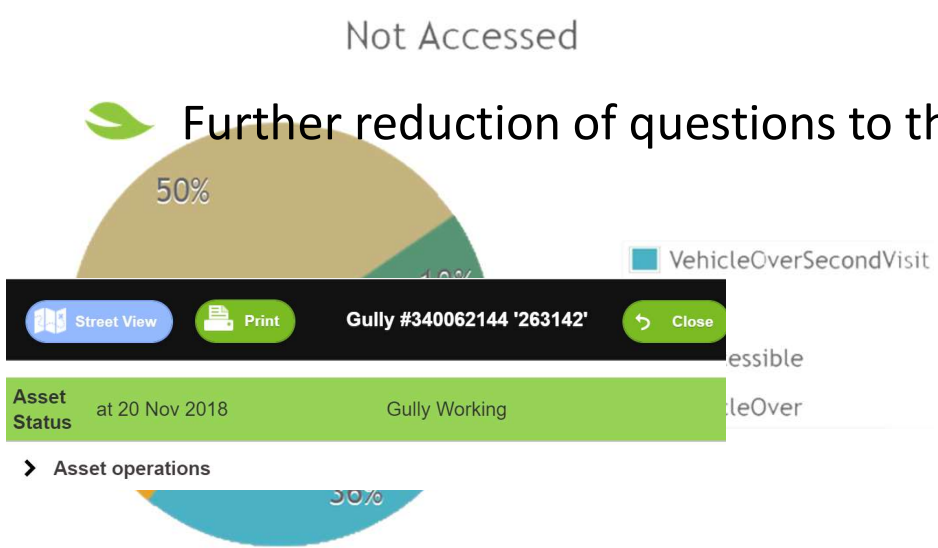
Improving defect communication and resolution times



“Reduced rectification time by
55%”

Improving network visibility to stakeholders

Further reduction of questions to the drainage team



Display as Numbers
 Display as Percentages
 Tables
 Piecharts

Summary

Name	Working	Blocked	Not Accessed	Not Attended	Grand Total	View
Adel and Wharfedale	90.90%	3.57%	1.05%	4.47%	100.00%	View
Alwoodley	91.06%	0.83%	0.50%	7.61%	100.00%	View

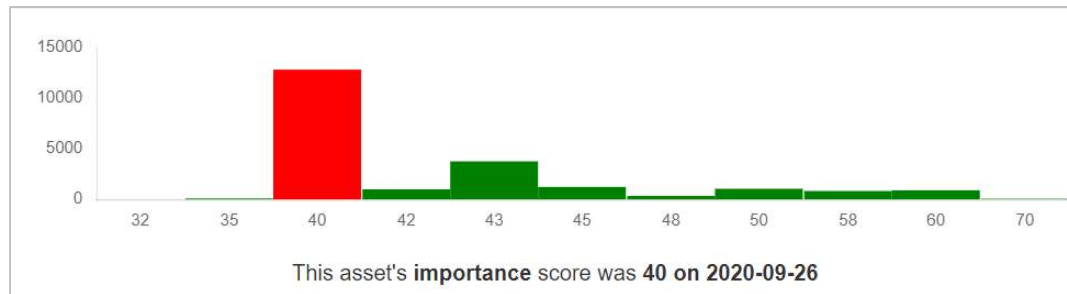
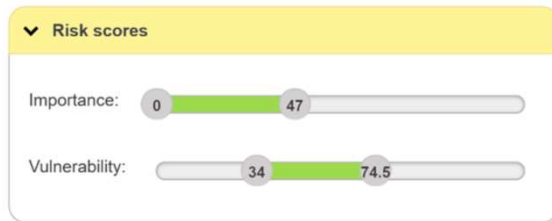
Better lifecycle planning

 Clear visibility of maintenance

Asset History		
24 July 2016 09:12	Action	Clean
24 July 2016 09:12	Inspection	Cyclical
13 November 2016 07:43	Action	Clean
13 November 2016 07:43	Inspection	Cyclical
18 December 2016 04:27	Action	Clean
18 December 2016 04:27	Inspection	Cyclical
23 March 2017 13:02	Work Request	Rectify unknown fault - Fulfilled 23 March 2017 13:02
23 March 2017 13:02	Action	Rectify unknown fault
25 March 2017 10:13	Action	Clean
25 March 2017 10:13	Inspection	Cyclical

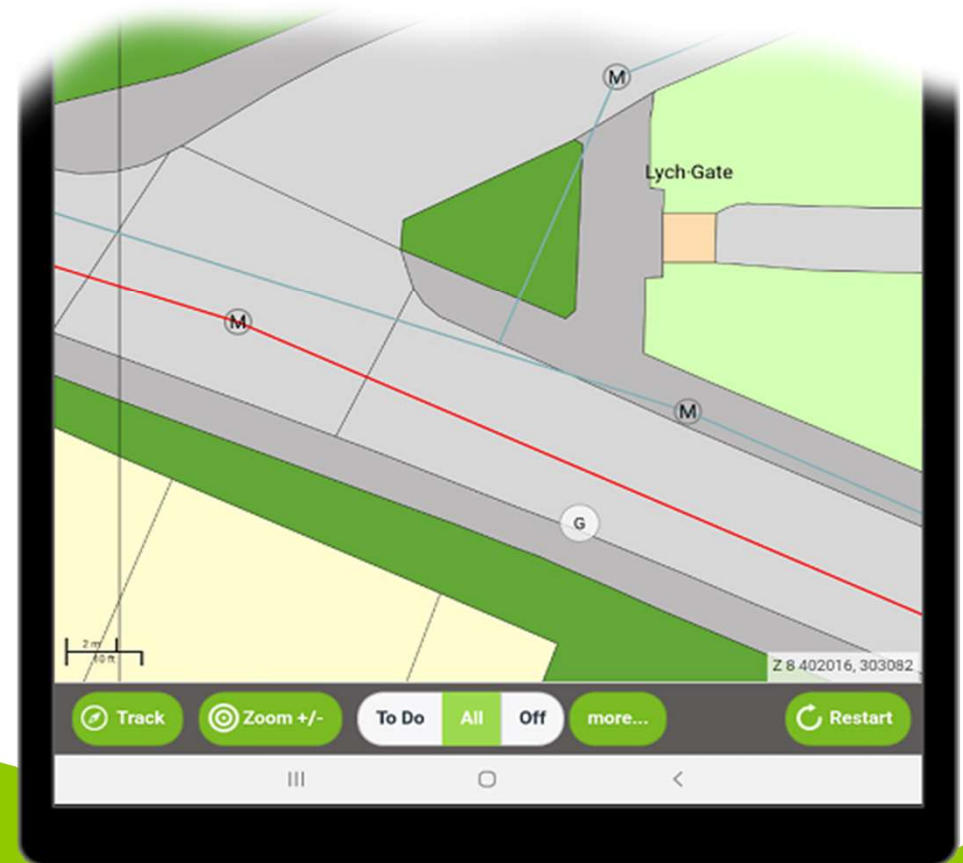
Better lifecycle planning – The future

Moving towards risk modeling



Identification of 3rd party assets – The future

- ☘ Visibility of underground assets helps gully teams make better remediation suggestions
- ☘ Less time jetting
- ☘ Passing responsibility where appropriate



Questions?

