



EAST AYRSHIRE COUNCIL
GOVERNANCE AND SCRUTINY COMMITTEE

**REVIEW OF THE VEHICLE TRACKER SYSTEM
(MASTernaut)**

Report by the Members of the
Governance & Scrutiny Committee

JUNE 2010

EAST AYRSHIRE COUNCIL

REVIEW OF THE VEHICLE TRACKER SYSTEM
(MASTernaut)

CONTENTS

SECTION OF REPORT		PAGE NO
1.	Background	1
2.	The Review	
	2.1 The Review Process	1
	2.2 Terms of Reference	1
	2.3 Desired Outcomes	1
3.	Current Position	2
4.	Adopted Review Methodolgy	
	4.1 Documents/Evidence	3
	4.2 Consultation	3
	4.3 Members Site Visit	3
	4.4 Witness Evidence	4
5.	Consideration of Evidence	5
6.	Identified Benefits and Savings	6
7.	Financial Implications	7
8.	Conclusions	9
9.	Recommendations	10
	Appendices -	
Appendix A	Vehicle Tracking System Consolidation Action Plan	11
Appendix B	Governance and Scrutiny Committee - Review of Masternaut	16

EAST AYRSHIRE COUNCIL

REVIEW OF THE VEHICLE TRACKER SYSTEM (MASTernaut)

Report by Governance and Scrutiny Committee

1. BACKGROUND

- 1.1** The Governance and Scrutiny Committee, at their meeting held on 14th March 2008, approved the scoping paper to review the VTS (Masternaut Traffic Management System).
- 1.2** A revised Scoping Paper was submitted to a Governance and Scrutiny Workshop on 29th January 2009 together with a revised timescale and, subsequently, the Committee, at their meeting on 20th November 2009, agreed to approve the updated scoping paper for the Review.

2. THE REVIEW PROCESS

2.1 The Review Process

- 2.1.1** Following the decision to proceed with this review, the Committee received an awareness raising presentation by the Head of Roads and Transportation and the Assistant Fleet Care Officer on 20th November 2009, which set out the pertinent issues relative to the topic, including an explanation of the Masternaut VTS and its use as a fleet management tool in relation to risk management and performance reporting; and also a demonstration on how the Masternaut system operates.

2.2 Terms of Reference

- 2.2.1** The Terms of Reference for this review were:

- To assess the impact and progress of all previous reviews of the system.
- To ensure that the software product is meeting the Services' expectations.
- To identify how the product can be used to its full potential in respect of the management and effective use of resources within the Council.

2.3 Desired Outcomes

- 2.3.1** The desired outcomes of the review were:

- To assess the impact of the introduction of the Masternaut system including an appraisal of benefits and identification of options for future consideration.
- The identification of benefits and costs for future roll-out of the system to other areas within the Council.
- To review all previous Action Plans and consolidate actions for future consideration.

3. CURRENT POSITION

- 3.1** The current implementation of VTS within the Council is based upon the Masternaut system.
- 3.2** Masternaut is utilised by each Section within Neighbourhood Services (extensively used within Housing Asset Service, Housing, Roads and Leisure Services, and used on a limited basis by Planning & Economic Development) and also within Educational and Social Services (Social Work Transportation).
- 3.3** The system has been developed into an effective management tool specifically for vehicle utilisation, driver behaviour, increasing efficiency and productivity and to address environmental issues.
- 3.4** On 1 April 2009, the co-ordination and management of Masternaut transferred to Roads & Transportation and has been placed within the Fleet Management Section. The transfer of the function has facilitated a consistent approach in developing policy, procedures and reporting for Council vehicles in all Departments. It acts as a single point of contact for both Departments and Masternaut, and ensures a consistent approach to the contract management and administration of the system. Regular contract management meetings have been established and improved communication protocols have been put in place.
- 3.5** Reports produced by the Masternaut system are being developed to assist managers in the management of the performance of their fleet of vehicles and to identify key performance indicators. These will also assist in identifying efficiencies across the fleet of vehicles. Currently, the Masternaut System produces reports such as Location Reports, Journey Reports and "Time at Depot" Reports, for example. Average mileage reports are also produced, however, these reports are currently being developed to provide more detailed mileage reports on a vehicle by vehicle basis.
- 3.6** Current procurement arrangements are based upon a current five year contract with a start date of 1st September 2005, initially for 188 vehicles with the facility to extend beyond this figure. The contracted cost for a tracker unit is £37.45 per month per unit to include for the lease of the tracker unit, air time, key reader and reporting. The cost of installation is £50 per unit for the installation of 5 units or more.
- 3.7** This contract is due for renewal on 1st September 2010. However, although the initial procurement exercise has been instigated, due to certain critical factors, agreement will be sought from Cabinet to extend the contract until 31 March 2011.
- 3.8** A total of 340 Council owned and hired vehicles, have been fitted with VTS and a review of all the arrangements for additional vehicle tracking units has been undertaken to ensure they align with all contractual arrangements and are consolidated within one contract.

- 3.9** Under the auspices of the Governance and Scrutiny Committee, a Member-led Business Review of the current Masternaut system has been undertaken, and a consolidated Action Plan has been developed which takes into account all previous actions, and reflects the benefits to be gained from rolling-out the system to all Council vehicles. The Action Plan, which is attached as Appendix A of this Report, establishes a baseline for the future development and roll-out of the system.

4. ADOPTED REVIEW METHODOLOGY

4.1 Documents/Evidence

- 4.1.1** Following an awareness raising presentation on 20th November 2009, Members were issued with copies of the following documentation, namely:-
- Invitation to tender for the renewal of the current system
 - Masternaut UK Ltd - response to invitation to tender from East Ayrshire Council;
 - Report on the outcome of the use of the Masternaut Traffic Management System within Building and Works by Head of Corporate Development and Communication (August 2007);
 - Masternaut Traffic/Vehicle Management System - report to the Corporate Management Team on 25th June 2009 by the Executive Director of Neighbourhood Services.

4.2 Consultation

- 4.2.1** Consultation took place with the key consultees, namely all Scottish Councils.
- 4.2.2** A total of 12 responses were received from other Councils. From responses received, it is clear that although some Councils have introduced a VTS, few have the same number of vehicles adopted, utilise the system to the same potential, or utilise the VTS as an improvement tool to increase performance, driver safety, security and service delivery.
- 4.2.3** Eight Councils advised that they had introduced a VTS to their vehicles, with the numbers ranging from 70 vehicles to approximately 700, with the majority being vans or HGV vehicles. Of those Councils who have introduced a VTS, they advised that the system used is similar to that of the Council's Neighbourhood Services fleet, in that it identifies vehicle routing, checks and performance, vehicle locations, idle time, stopping time, monitors speeding, etc.

4.3 Members Site Visit

- 4.3.1** Governance and Scrutiny Committee Members and relevant Officers undertook a site visit to Crookedholm Depot on 14th January 2010, during which they received a demonstration of the live Masternaut system and had the opportunity to examine the workings of the facility and discuss associated operational processes.

4.3.2 During this visit Members requested further information on:

- How many drivers do not use their identification key, and what action is being taken in these cases.
- The results and reports from the sampling exercises, ie timesheets.
- Cost savings accrued since the introduction of Masternaut.
- Figures in connection with the number of vehicles on duty over the festive holiday period.
- The Departmental breakdown of those vehicles, including plant vehicles, which have or have not been fitted with a tracker system.

4.3.3 Officer responses to the aforementioned Member questions are detailed in Appendix B of this Report.

4.4 Witness Evidence

4.4.1 On 28th January 2010, Members interviewed the undernoted witnesses in regards to the current implementation of the system :

Acting Head of Building and Works

The Acting Head of Building and Works reported that within Building and Works a total of 167 vehicles had been fitted with a VTS, and that the introduction of the system had supported the development of improved productivity and allowed more appropriate utilisation of the workforce. The benefits of using the VTS were reported as follows :

- Following an analysis of vehicles underused within the Service, 19 vehicles had been removed from the fleet.
- During 2009/10 there was a 15% saving on fuel consumption.
- The VTS allowed for the monitoring of mileage, speed, idle time, stopping time etc of drivers and could also assist during emergencies to identify the closest vehicle to an incident.
- A saving of £ 95,000 had been made from the reduction of hired vehicles and reduced fuel consumption across the Service to date for financial year 209/2010;
- From a management perspective, the system provided a tool for the gathering of evidence to support Health & Safety, Accident Investigation, Insurance Claims and Disciplinary Procedures.
- Building and Works Managers who monitor the system and all operatives who drive vehicles fitted with a VTS had been provided with appropriate training on the use of the VTS, which had been beneficial to the Department.

Cleansing Services Manager

The Cleansing Services Manager reported that 41 vehicles within Cleansing Services had been fitted with a VTS and advised that supervisors monitored excess breaks, idle time, speeding, fuel use etc. The Cleansing Services

Manager further reported that, at an additional cost of £14.40 per month, some Cleansing vehicles had also been fitted with Vehicle Data Terminals (VDT) which allowed real time communication between the driver of the vehicle and the depot/office.

The benefits of the VDT alongside a Vehicle Tracker System were reported as follows :

- By Period 8 of 2009/10 there had been a 6.68%. saving on fuel consumption.
- Improve customer service through increased visibility and improved communication.
- Ability to keep jobs on schedule by reacting immediately to unforeseen circumstances.
- Increase teamwork for more effective workflow.
- Ability to manage the team's resources more efficiently.
- Monitor the team's activity in real-time, ensuring customer service is maintained.

Acting Head of Facilities Management

The Acting Head of Facilities Management advised that within Educational and Social Services the VTS had only been utilised for a period of five months and the Department had focussed on installing the system on 14 Social Work transport vehicles which used Council drivers.

As within Building and Works and Cleansing Services, the Acting Head of Facilities Management advised that start and stop times, locations, speeding etc., were monitored on a daily basis by line managers and administration staff, and that the drivers were aware of the use of the VTS within the vehicles. He further advised that the introduction of the Vehicle Data Terminal within Educational and Social Services vehicles would benefit lone workers and out of hours workers where emergency contact is required, or where mobile phones are used in areas with limited coverage.

Procurement Officer

The Procurement Officer advised that the current contract expired on 31 August 2010, and procedures for the letting of a new contract should commence in February 2010.

5. CONSIDERATION OF EVIDENCE

- 5.1** Members of the Governance and Scrutiny Committee met on 28th January 2010, to consider all the evidence gathered and to formulate conclusions and recommendations in respect of the Review for subsequent presentation to Governance and Scrutiny Committee.

6. IDENTIFIED BENEFITS & SAVINGS

6.1 As detailed in Section 3.3.1 of this Report, the desired outcomes of the Review of the VTS were identified as :

- to assess the impact of the introduction of the Masternaut System including an appraisal of benefits and identification of options for future consideration.
- the identification of benefits and costs for future roll out of the system to other areas within the Council.
- to review all previous action plans and consolidate action for future consideration.

6.2 Having examined evidence in regards to the current use of Masternaut, Members recognised that the adoption of the VTS had a positive impact with Neighbourhood Services as the main user having benefitted from :

- Using the system as an effective management tool for vehicle utilisation, as the Department have reduced the number of vehicles within its fleet.
- Improved driving behaviour as the system allows for the monitoring of speed, idle time, stopping etc.
- Improved driving efficiency and vehicle utilisation. Masternaut can identify the closest vehicle to an emergency.
- Cost reduction, eg., a £ 95,000 saving had been identified within Building and Works from the reduction of the use of hired vehicles and reduced fuel consumption.
- Having the ability to check time sheets against the VTS log as a management tool to improve performance.

6.3 Members also noted risk management benefits which Neighbourhood Services had seen since the introduction of Masternaut, eg., driver safety through the monitoring of speeding, emergency response times as Masternaut can identify the closest vehicle to an emergency; insurance protection as the system can assist in verifying false allegations for insurance claims. Furthermore, Members also noted that, in particular to Cleansing Services, certain vehicles are fitted with a Vehicle Data Terminal (VDT) which allows real time communication between the driver of a vehicle and the depot/office. Although the Vehicle Data Terminal is provided at an additional cost of £14.40 per month, used in conjunction with Masternaut, the identified benefits included :

- Improved customer service through increased visibility and improved communication.
- Ability to keep jobs on schedule by reacting immediately to unforeseen circumstances.
- Increased teamwork to more effective workflow.
- Ability to manage the team's resources more efficiently.
- Monitor the team's activity in real time, ensuring customer service is maintained.

- 6.4** Having noted the benefits identified within Neighbourhood Services from the introduction of Masternaut, Members recognised that these benefits could be proportionally replicated across each Department if VTS was to be rolled-out across the Council.
- 6.5** In particular, during Witness Evidence, the Acting Head of Facilities Management, advised that the introduction of a VTS to Educational and Social Services would be critical and beneficial to the Department. Furthermore, he advised that the introduction of the Vehicle Data Terminal, in conjunction with Masternaut, would benefit lone workers and out of hours workers within Educational and Social Services in circumstances where an emergency contact is required, or where mobile phones are used in areas with limited coverage.
- 6.6** The implementation of the Masternaut system is low cost in regards to systems architecture and compatibility with the Council's IT infrastructure, employing Web browser as the user interface, and compensates for areas within the Council where satellite coverage is poor.
- 6.7** Notwithstanding the benefits detailed above, the Committee, having acknowledged the use of the VTS as an effective management tool, noted that if Masternaut was to be rolled out to all Council Departments, then it would be a role for Service management to monitor the system and therefore appropriate training would require to be provided.
- 6.8** Members noted the cost savings detailed within Section 6.2 which the Department of Neighbourhood Services had secured since the introduction of VTS. In addition, it was recognised that the Department had reduced costs in regards to vehicles and fuel, secured benefits in regards to improved working practices, driving behaviour and improved management of insurance risk. Members also noted that proportionally similar cost savings, although unquantifiable at present, could potentially be identified by the roll-out of VTS across all Council Departments.

7. FINANCIAL IMPLICATIONS

- 7.1** Based upon current contract rates of £ 449.40pa / vehicle, the current and future Revenue based costs associated with the roll-out of VTS to all Council Departments/Services are estimated to be:

Service	Vehicles on VTS		Vehicles not on VTS		Total Cost
	No.	Current Cost	No.	Added Cost	
Housing Asset Services	167	£ 75,049.80	2	£ 898.80	£ 75,948.60
Housing	5	£ 2,247.00	0	£0.00	£ 2,247.00
Leisure Services	2	£ 898.80	15	£ 6,741	£ 7,639.80
Outdoor Amenities	39	£ 17,526.60	13	£ 5,842.20	£ 23,368.80
Roads	33	£ 14,830.20	10	£ 4,494.00	£ 19,324.20
Street Lighting	6	£ 2,696.40	1	£ 449.40	£ 3,145.80
Street Cleansing	27	£ 12,133.80	5	£ 2,247.00	£ 14,380.80
Transport	4	£ 1,797.60	3	£ 1,348.20	£ 3,145.80
Waste Management	41	£ 18,425.40	3	£ 1,348.20	£ 19,773.60
Administration		£0.00	3	£ 1,348.20	£ 1,348.20
Asset Improvement		£0.00	5	£ 2,247.00	£ 2,247.00
Criminal Justice		£0.00	4	£ 1,797.60	£ 1,797.60
Education		£0.00	4	£ 1,797.60	£ 1,797.60
Environmental Health	2	£898.80	1	£ 449.40	£ 449.40
Finance		£0.00	2	£ 898.80	£ 898.80
ITS		£0.00	3	£ 1,348.20	£ 1,348.20
Onsite Services		£0.00	9	£ 4,044.60	£ 4,044.60
Planning		£0.00	2	£ 898.80	£ 898.80
Skills Training		£0.00	3	£ 1,348.20	£ 1,348.20
Social Work	14	£ 6,291.60	30	£ 13,482.00	£ 19,773.60
Woodlands		£0.00	3	£ 1,348.20	£ 1,348.20
Totals	340	£152,796.00	121	£ 54,377.40	£ 207,173.40

- 7.2** The current cost in respect of the existing 340 vehicles is £ 152,796.00 pa. Based upon a roll-out to an additional 121 vehicles, this total cost would increase to £ 207,173.40 pa.
- 7.3** In addition, and where deemed appropriate, the installation of the Vehicle Data Terminal will cost £ 172.80 pa / vehicle fitted.
- 7.4** Based upon an installation cost of £ 50/VTs unit, the Capital costs associated with a roll-out of the VTS to the additional 121 vehicles is estimated to be £ 6,050.
- 7.5** Based upon indicative savings associated with the use of VTS within Neighbourhood Services, it is estimated that the roll-out of the system to an additional 121 vehicles could generate an additional £ 34,400 pa in savings to off-set the additional Revenue costs.
- 7.6** All costs are based on the current contract cost with Masternaut and will be subject to change in accordance with new contract rates pertinent to the re-tendered contract.

8. CONCLUSIONS

- 8.1** The Committee recognised the benefits the Department of Neighbourhood Services had accrued from adopting the VTS in that the system could be used as an effective management tool for vehicle utilisation, driver behaviour, increasing efficiency and productivity and addressing environmental issues.
- 8.2** Although the VTS has not yet been fully adopted, the Committee recognised the potential for rolling out the VTS to all Council Departments/Services, and in particular to the introduction of the Vehicle Data Terminal for use by all lone workers and other relevant staff. Rolling out to all Council Departments would result in an additional 121 vehicles to be covered by a VTS at an additional cost of £54,377.40.
- 8.3** The Committee noted that if the VTS was to be rolled-out to all Council Departments/Services, then Service management would require to monitor the facility and, as such, appropriate staff training would be required for both Service managers and operatives alike.
- 8.4** The Committee noted that the contract with the current VTS provider (Masternaut) was scheduled to expire on 31 August 2010, and that necessary procedures for the implementation of a new contract would commence in February 2010.
- 8.5** Subsequent to this however, is that although the initial Procurement exercise has been instigated, due to certain critical factors; the need for the issuing of the Procurement Notice to be clear on the scope of the requirement and there are set timescales under legislation that have to be adhered to from the actual issue of the Notice; the outcome of this review along with the requirement to have a contractual agreement with Masternaut in relation to those agreements

that expire beyond 31 August 2010, agreement will require to be sought from Cabinet to extend the contract until 31 March 2011. It is anticipated that any new contract would be to replace the current 340 units fitted to vehicles, with the facility to extend beyond this number.

- 8.6** The benchmarking exercise highlighted that East Ayrshire Council is currently at a more advanced stage of implementation of VTS than any of the other Councils who responded to the request for information, and consequently more detailed information of the longer term benefits was not available from other Councils.
- 8.7** The Committee requested that information on VTS performance statistics including LPI's in regards to fuel cost savings be presented to Governance and Scrutiny Committee on a six monthly basis.

9. RECOMMENDATIONS

9.1 It is recommended that :

- (i) that maximum operational use be made of the VTS across all Departments and Services of the Council who should use the facility as a management tool to monitor vehicle movements and driver behaviour.
- (ii) the procurement arrangements which commenced in February 2010 continue to be progressed in light of the current timescales and, subject to Cabinet approval, an expected 6 month extension of the current contract with Masternaut to allow for co-termination of all current contracts.
- (iii) individual Services explore the use of additional functions, such as the Vehicle Data Terminal to enhance those functions already available within the VTS.
- (iv) information on performance statistics from the Masternaut VTS be presented to the Governance and Scrutiny Committee on a six monthly basis.

LY/FM
June 2010

APPENDIX A

VEHICLE TRACKING SYSTEM CONSOLIDATED ACTION PLAN

No.	Theme	Action	Responsibility	Progress	Due Date
1.	Corporate Policy	A Corporate Policy to be developed and approved by the CMT for the installation of VTS in all Council vehicles, including operating procedures, reporting protocols and disciplinary protocols. The policy will form part of the Council's B21 Vehicle Policy.	Head of Roads/ Transport Manager	Policy developed. Liaison required with TU's prior to it being formally approved by CMT.	Vehicle Policy finalised and will be submitted to an early CMT
2.	Operating Procedures	Preparation of operational procedures for system users and vehicle drivers.	Transport Manager / VTS Forum Group	Complete for current users. Will be required for new users.	Sept 2009/ on-going
3.	Training	Produce training materials and implement a training plan for supervisors/management and drivers (driver awareness training).	Transport Manager / VTS Forum Group	Complete for current users. Will be required for new users. Training and awareness in VTS now included in Driver Assessment training.	Sept 2009/ on-going
4.	Reporting	Standardise corporate reports e.g. speeding, idling etc, fleet management reports and develop departmental specific reporting requirements.	Head of Roads/ Transport Manager / Service Users	Standard reports for speeding, idling and out of hours currently being produced. Further Service specific reporting to be developed.	Sept 2009/ on-going

No.	Theme	Action	Responsibility	Progress	Due Date
5.	Key Performance Indicators	Monitor Masternaut's development of the KPI screen and Management Information reporting to ensure that any related product developments are exploited fully by the Building and Works Service and the Council.	B&W Business and Commercial Manager EDNS	On-going	in progress
6.	Key Performance Indicators	Develop local KPIs. to inform on fleet management.	VTs Forum Group/BV&P Unit	Building and Works report a variety of KPIs. Currently under review by other user groups.	Sept 1010
7.	Key Performance Indicators	In consultation with the DCE/ EDNS, agree appropriate arrangements for reporting on the targets for KPIs outlined within the new transport related performance reporting framework for Building and Works.	Acting Head of Service: Housing Asset Service	On-going. Monthly performance report currently in development	In progress
8.	Existing Contract	Continue to build upon the good working relationships established with Masternaut to ensure that the Council maximises the use of Masternaut's training and research & development facilities, and that best value is provided by Masternaut.	Acting Head of Service: Housing Asset Service	On-going but subject to re-tendering exercise.	Nov 2011
9.	Future Contract	Review Council's future requirements for a VTS along with consultation with service users to help ensure the new contract will be fit for purpose.	Transport Manager / Procurement	Consultation being undertaken with service users to inform on requirements for next contract.	Sept. 2010
10.	Costs	Estimate the cost of rolling-out VTS across the entire Council. This will include identifying current costs, estimating future costs and identifying possible savings.	Transport Manager / Procurement	Subject to G&S Committee approval.	June 2010

No.	Theme	Action	Responsibility	Progress	Due Date
11.	Efficiencies	Work with Masternaut to ensure that any outstanding issues with the format of the new and refined reporting arrangements are resolved to the satisfaction of the Housing Asset Service.	Acting Head of Service: Housing Asset Service	On-going. Pursuing the Maintenance/ Capital split on performance reports.	In progress
12.	Efficiencies	Undertake a six monthly review of the initial performance targets outlined within the Masternaut Performance and Management Reports Manual to ensure that these are being met and that they continue to be appropriate, challenging and robust. As part of this review, based on the trend analysis information which will be available in six months time, the Head of B&W should also seek to quantify in real terms, what the achievement of these targets will be expected to yield in terms of reduced operational costs, efficiencies and/or improved productivity.	Acting Head of Service: Housing Asset Service	To be arranged in Sept 2008 - 6 months from baseline data reporting.	
13.	Efficiencies	Review vehicle efficiencies, fuel efficiencies and appropriate utilisation of Council fleet and identify budget releasing savings.	Head of Roads/ Transport Manager	Completed within Building and Works.	Nov. 2009
14.	Disciplinary Procedures	Establish procedure to ensure that consistent protocols are in place for all departments if a disciplinary issue arises.	All Heads of Service	Use of information from vehicle tracking system as evidence in disciplinary hearings included in the Draft Policy.	Sept. 2009
15.	Forum Group	Masternaut Forum User Group to continue to meet throughout the implementation of the Action Plan.	Transport Manager	On-going.	In-Progress

No.	Theme	Action	Responsibility	Progress	Due Date
16.	IT Issues	Protocols developed which specify user access levels and address hardware and data management issues for all departments.	Head of IT&AM / Transport Manager	Complete.	
17.	IT Issues	Investigate the possibility of raw data from Masternaut being sent in a format which could be hosted locally and would allow more sophisticated and detailed analysis.	Head of IT&AM / Head of Roads / Transport Manager	Commenced, discussions. On-going with Masternaut.	In progress
18.	IT Issues	Consider the potential benefits of linking Masternaut to departmental systems e.g. Xmbrace and dependent upon the costs involved, decide whether to pursue such a link.	Head of IT&AM / Head of B&W / Transport Manager	Commenced, discussions. On-going with Masternaut.	In progress
19.	Trade Union Agreement	Secure Trade Union agreement of appropriate arrangements for formalising the use of the Masternaut System within the Building and Works Service.	Head of B&W	Complete.	
20.		Emergency Response Repairs –early consideration to be given to the use of Masternaut’s vehicle locator facility to co-ordinate and improve Building and Works response to all emergency repairs.	Head of B&W	Complete.	
21.		In view of the revised reporting hierarchy and the new reporting arrangements instigated within the Building and Works Service, ensure that appropriate arrangements are in place to allow trend analysis and external benchmarking of the performance information generated.	Head of B&W	Complete.	
22.		Following the introduction of the ‘live’ Building and Works KPI screen and recent development of the information reported via the KPI screen, continue to work with Masternaut to ensure that the KPI screen is providing the management information required by the Building and Works Service.	Head of B&W	Complete.	

No.	Theme	Action	Responsibility	Progress	Due Date
23.		Further explore the possibility of raw data from Masternaut being sent to B&W in a format which would allow more sophisticated and detailed analysis via BO.	Head of B&W	Complete.	
24.		Continue to monitor operator 'key' usage and instigate appropriate management action required to ensure that all operatives are using their 'keys'.	Head of B&W	Complete.	
25.		Resolve negotiations with Masternaut to secure a financial refund for those vehicles that experienced a loss of reporting capabilities as a result of hardware issues.	Head of B&W	Complete.	
26.		Put in place management arrangements to monitor reports to identify vehicles experiencing reporting difficulties and ensure that these are resolved timeously and if considered appropriate, seek further compensation for loss of service from Masternaut.	Head of B&W	Complete.	
27.		In consultation with the Transport Manager, undertake a cost benefit analysis to determine whether short to medium term hired vehicles should now be fitted with Masternaut hardware.	Head of B&W	Complete.	
28.		In consultation with Masternaut, investigate potential options for allowing vehicles to be removed from the system whilst at the same time, retaining historical data.	Head of B&W	Complete.	
29.	Existing Contract	Fully assess the current contract and review of all the agreements for additional VTS units to ensure they align with the current contract.	Transport Manager / Procurement	Complete.	June 2009

APPENDIX B

GOVERNANCE & SCRUTINY COMMITTEE - REVIEW OF MASTERNAUT

1. Information On How Many Drivers Do Not Use Their Identification Key And What Action Is Being Taken.

- 1.1** The following information was gathered using figures provided by Masternaut for the week starting 11th January 2010. On this week there was a total fleet idling and moving time of 5399 hours, of this there was 253 hours in which the vehicle was not used with an identification key. This would put key use at 95.3% of total moving and idling times. Another way that the key use could be looked at would be the number of journeys and idling occasions. On the week shown previous there were a total of 38845 journeys and idling for the fleet. Of these 2722 were made without a key being used giving a key use of 93%.
- 1.2** These figures do not include vehicles in which key readers are not installed and vehicles that were in either the council garage or third party garage. There may also be a number of vehicles in which either the key reader or identification key are not working correctly included in these figures.
- 1.3** It is the responsibility of each department's managers/supervisors to monitor the use of identification keys. If a vehicle is not showing a driver name then there may be a fault with the equipment, this can be tested by using a key that is known to be working in the vehicle and checking if a name appears. If there is a fault with either the key or key reader then the department should contact Transport Services who will issue a new key or arrange for an engineer to repair any fault to the key reader.
- 1.4** Where a driver does not have a key other procedures are used to record vehicle drivers.

2. SAVINGS IDENTIFIED USING MASTERNAUT.

- 2.1** Using Masternaut to analyse vehicle usage Building and Works identified 19 vehicles that could be put off hire. The annual saving of the cost of hire and fuel for these vehicles equated to £95,000.

3. FIGURES IN CONNECTION WITH THE NUMBER OF VEHICLES ON DUTY OVER THE FESTIVE HOLIDAY PERIOD.

- 3.1** Appendix B Annex 1 details the number of Council vehicles with Masternaut that were in use over the Christmas and New Year period..

4. NUMBER OF VEHICLES FITTED WITH TRACKER UNITS

- 4.1** Appendix B Annex 2 details the number of vehicles fitted with tracker units.
- 4.2** Examples of plant fitted with tracker are some tractors and small pavement sweepers. Plant that may not require to be fitted with VTSS are ride-on mowers, fork lift trucks and loader shovels.

APPENDIX B - ANNEX 1

FIGURES IN CONNECTION WITH THE NUMBER OF VEHICLES ON DUTY OVER THE FESTIVE HOLIDAY PERIOD

DEPARTMENT	25/12/2009	26/12/2009	27/12/2009	28/12/2009	29/12/2009	30/12/2009	31/12/2009	01/01/2010	02/01/2010	03/01/2010	04/01/2010
Building & Works	16	16	17	25	31	28	25	11	16	21	40
Cleansing	0	0	1	38	37	38	36	1	0	2	36
Community Recreation	0	0	0	1	0	0	0	0	0	0	0
Education	2	0	1	4	11	6	5	0	0	0	0
Housing	1	1	5	3	5	5	5	0	0	3	4
Outdoor Amenities	1	9	11	17	43	41	36	0	3	7	7
Roads	21	19	18	22	27	27	25	22	20	21	23
Transport	1	2	1	3	3	3	3	1	1	1	2
TOTAL	42	47	54	113	157	148	135	35	40	55	112

APPENDIX B - ANNEX 2

NUMBER OF VEHICLES FITTED WITH TRACKER UNITS

DEPARTMENT	FLEET			HIRES			PLANT				TOTAL			
	With Tracker	Without Tracker	Total	With Tracker	Without Tracker	Total	With Tracker	Without Tracker	May Not Require	Total	With Tracker	Without Tracker	May Not Require	Total
Housing Asset Services	118	0	118	49	2	51	0	0	2	2	167	2	2	171
Housing	5	0	5	0	0	0	0	0	0	0	5	0	0	5
Leisure Services	2	7	9	0	8	8	0	0	0	0	2	15	0	17
Outdoor Amenities	7	1	8	22	1	23	10	11	23	44	39	13	23	75
Roads	27	5	32	6	5	11	0	0	2	2	33	10	2	45
Street Lighting	6	1	7	0	0	0	0	0	0	0	6	1	0	7
Street Cleansing	14	2	16	6	2	8	7	1	6	14	27	5	6	38
Transport	4	3	7	0	0	0	0	0	0	0	4	3	0	7
Waste Management	41	3	44	0	0	0	0	0	4	4	41	3	4	48
TOTAL	224	22	246	83	18	101	17	12	37	66	324	52	37	413

DEPARTMENT	FLEET			HIRES			PLANT				TOTAL			
	With Tracker	Without Tracker	Total	With Tracker	Without Tracker	Total	With Tracker	Without Tracker	May Not Require	Total	With Tracker	Without Tracker	May Not Require	Total
Administration	0	3	3	0	0	0	0	0	0	0	0	3	0	3
Asset Improvement	0	0	0	0	5	5	0	0	0	0	0	5	0	5
Criminal Justice	0	0	0	0	4	4	0	0	0	0	0	4	0	4
Education	0	3	3	0	1	1	0	0	0	0	0	4	0	4
Environmental Health	2	1	3	0	0	0	0	0	0	0	2	1	0	3
Finance	0	2	2	0	0	0	0	0	0	0	0	2	0	2
I.T.	0	3	3	0	0	0	0	0	0	0	0	3	0	3
On-Site Services	0	5	5	0	4	4	0	0	0	0	0	9	0	9
Planning Dept	0	2	2	0	0	0	0	0	0	0	0	2	0	2
Skills Training	0	0	0	0	3	3	0	0	0	0	0	3	0	3
Social Work	14	30	44	0	0	0	0	0	0	0	14	30	0	44
Woodlands	0	2	2	0	1	1	0	0	0	0	0	3	0	3
TOTAL	16	51	67	0	18	18	0	0	0	0	16	69	0	85

COUNCIL TOTAL	240	73	313	83	36	119	17	12	37	66	340	121	37	498
----------------------	------------	-----------	------------	-----------	-----------	------------	-----------	-----------	-----------	-----------	------------	------------	-----------	------------