

Waste management is a hot topic at **Guildford Borough Council** and better vehicle utilisation is the key to its efficiency.

"It's about risk management. We accept that occasionally accidents do happen." says Mick Tuffs, Fleet Administrator, at Guildford Borough Council.

"Even our best drivers will occasionally clip a wall, gate post or a wing mirror – it is almost inevitable from time to time. But, we need every driver to understand that now they can be identified with Traka, and ensure that any accident which occurs is reported – it makes life so much easier."

The Council has 44 HGV waste collection vehicles, providing kerb side recycling, domestic refuse collection, green waste collection and commercial refuse collection. These vehicles start their rounds on a phased basis from 5am each morning. "Typically some 75% of our drivers are full time employee's," says Mick. "But about 25% are agency drivers and, whilst their use enables us to cope with reduced or increased waste collection at certain times of the year it can introduce other issues such as responsibility and accountability." By adopting Traka it has enabled Guildford BC to solve many of these problems.

So how does Traka help? To comply with VOSA (The Vehicle and Operator Services Agency) it is necessary to maintain strict records on:-

- Maintenance records for each vehicle – reported faults, repairs and details of routine service schedules.
- Driver records, competency reports, licensing details, and their individual expiry dates.
- Vehicle usage – Tachograph for commercial use or Log Book for domestic use.



Mick explains – "We needed to ensure that drivers without a 7.5 tonne licence couldn't get access to keys for inappropriate vehicles – imagine the consequence if there was a serious accident as a result of someone picking up keys at 5am from a pegboard – now with Traka this can't happen. Every key is locked in place – and only authorised drivers can get access."

With Traka, the Fleet Administrator can control who gets access to keys and how many they can take. A driver can only take 1 key at a time, whilst an Inspector or a Yards-man can take up to 6 keys. Workshop mechanics can get access to vehicle keys and Traka offers the use of advanced key booking to stop a driver from taking a specific vehicle when it is reserved for service or repair.



“Since Traka was introduced we no longer have difficulty in identifying which driver was driving a particular vehicle on any day.”

Mick Tuffs explains why this is important. “... records were patchy, Log Sheets were not always submitted by agency drivers and, if there was an accident, a speeding fine, or a report of inappropriate driving, we used to have problems identifying the driver. But now with Traka, we can trace the driver immediately, even if the incident happened weeks ago. The easy to use Traka software holds all the records. With ISO9002, we need to be able to both comply and demonstrate that we have procedures in place to manage and account for driver activity.”

What sold you on a Traka solution?

- It does what it says it does.
- The great thing about Traka is that it did what we wanted; it was easy to adapt and we didn't have to change our processes in order to fit the software – a big advantage.
- It is really good and very reliable.
- It saves significant administration time.

Does Traka integrate with other fleet management software?

Guildford BC uses an independent Fleet Management system and a separate Fuel Management system.

“We keep the systems separate,” explains Mick Tuffs. “But deliberately so, they would integrate if we wanted them to. The way it is, it enables us to cross check the information easily.”

What do you see as the real benefits?

“Firstly compliance; ensuring driver access to vehicles is restricted and that the records they submit are accurate. Then system reliability; providing easy day to day use by our drivers. Finally efficient administration; with information readily available in simple management reports at the touch of a button; information that would otherwise have taken hours to collect, even if it had been recorded, which it wasn't always!” says Mick. In fact the system, first installed in the Refuse Shed, has proved so valuable that it has been moved to the Waste Operations Office and an extension has now been added to manage Road Sweepers, Litter vehicles and Pest Control vehicles. “Our Car Parks department have also installed a system to control their keys, including those for car park cash machines. The benefits are widely recognised within the Borough Council.” explains Mick Tuffs.

Traka systems are used extensively in the UK and around the world in more than 30 countries. New systems continue to be developed as new technologies arise. Traka is used in many different market sectors, among them Distribution and MHE Management; Fleet Management; Property Access Control for Hospitals, Libraries and Museums; Casinos; Petrochemical and Mining; Airports, Docks and Railways; Military and Emergency Services; even Royal Households.

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