

ABERDEEN CITY COUNCIL

COMMITTEE	Community Housing and Infrastructure Committee
DATE	27 th October 2015
DIRECTOR	Pete Leonard
TITLE OF REPORT	Corporate Fleet Management Performance and Compliance - Update
REPORT NUMBER	CHI/15/291
CHECKLIST COMPLETED	YES

1. PURPOSE OF REPORT

At a meeting of the Audit, Risk and Scrutiny Committee on 25 June 2015 an audit report on Fleet Governance was presented by PWC. The committee made a recommendation about service performance - "that the health and safety aspects would be reported to Corporate Health and Safety Committee and all other performance issues would be reported to Communities, Housing and Infrastructure via the Performance Indicators".

To ensure that meaningful information is reported to both committees which will facilitate sustainable and on-going governance of fleet compliance and performance; the service is currently developing a robust performance framework for the monitoring, analysis and reporting of improvements made across the Service.

This report provides for members of the committee the progress to date on developing a suite of performance indicators to report to this committee at each of its meeting.

It is likely that reports to both this and the Health and Safety Committees will be very similar in content. This is due to most of the work undertaken to date has been about improving compliance. Whilst it is intended to reach a high level of compliance with the council further work is required to improve service effectiveness and efficiency. All service improvements must be undertaken without compromising corporate compliance.

2. RECOMMENDATION(S)

That the Committee:

- (i) Notes actions taken and measures put in place in Fleet Services, for monitoring performance of corporate Fleet Compliance.

3. FINANCIAL IMPLICATIONS

There are no financial implications arising from this report. All improvements to Fleet Compliance and relevant training given to ensure vehicle compliance will be made within the overall Communities Housing and Infrastructure budget.

4. OTHER IMPLICATIONS

This report sets out actions taken to address specific areas for improvement of working operations to ensure compliance with the councils "Operators License" and all other associated vehicle and health and safety legislation.

The main purpose of goods vehicle operator licensing is to ensure the safe and proper use of goods vehicles and to protect the environment around operating centres.

5. BACKGROUND/MAIN ISSUES

5.1 Context

The council received notification on the 3 October 2014, from the Traffic Commissioner, that due to ongoing concerns and a perceived lack of progress a public inquiry would be held into the Council's Goods Vehicle Operator's Licence. There were two hearings of the Public Inquiry held on the 19 December 2014 and the 12 May 2015.

At this time, Angela Scott placed the Fleet Service into special measures under the direction of Mark Reilly; instructed a complete root and branch review of the service and that officers implement whatever is necessary to improve service compliance, delivery and performance.

The outcome of the hearing on the 12 May 2015 was as follows:

- That the Public Inquiry before the Commissioner for Scotland concluded on 12 May 2015.
- The Operator's Licence* has been curtailed to 111 vehicles. The trailer authorisation is unaffected.

** Vehicles listed on “the licence” are those which need a goods vehicle operator’s licence. This is where a business uses goods vehicles above a certain weight. You need a licence to carry goods in a lorry, van or other vehicle with a gross plated weight (the maximum weight that the vehicle can have at any one time) of over 3,500 kilograms (kg).*

The Traffic Commissioner indicated that if there was to be an increase in the authorisation under the licence then a form of variation would be required. If an application for an increase is lodged, DVSA are likely to pay a visit and that updated reports would be helpful before considering whether to grant the licence increase.

It is likely that updated reports would prove helpful to the Traffic Commissioner when considering any changes to the current licence.

During and following the Inquiry, work has continued to improve service compliance, delivery and performance. Special measures are still in place and although compliance has improved considerably there is a significant amount of work required to improve service performance.

5.3 Progress Update – 30 September 2015

The second phase of improvement across the Fleet Service continues with the aim of addressing the longer-term efficiency and effectiveness of the service. This work continues to be governed by Mark Reilly as Project Sponsor. The information in this section provides a summary of the key work completed to date.

5.3.1 In continuing to meet our responsibilities under the “Operators Licence”, the Team of Consultants remains in place to ensure that compliance is maintained in all areas and that a sound financial foundation for service development is created. They continue to be focussed on the following areas of work:

- To ensure continued compliance with the Council’s Goods Vehicle Operators Licence
- To operationally manage and control the systems and processes relating to compliance
- To implement quality management procedures, processes and systems which meet ISO 9001:2008
- To develop and implement a robust set of systems / reports that will baseline the fleet department spend and facilitate a better understanding of all fixed and variable costs applicable to each service
- To develop and implement a customer led robust asset acquisition and disposal strategy for the Fleet Service.

Before the Consultants can be withdrawn from the Service a restructure of staff is required to ensure the right posts are in place to maintain compliance; achieve the standards of ISO9001; and to ensure an appropriate and focussed Fleet Management Service.

The first phase of this restructure will take place during October and November when three new management posts will be recruited to: a Fleet Manager (Senior Service Manager Level), a Fleet Compliance Manager and a Fleet Business Support Officer. The aim of these posts within the structure is to create a new level of management capacity and capability which will shape future operating structures. It is hoped that these posts will be filled before the end of the year.

5.3.2 A number of improvements in the Vehicle Workshops have been implemented:

- The new hot works area within the workshop is now complete providing a safer working environment for employees.
- New service sheets for all vehicles / plant are in place.
- A big tidy-up of the workshop has been completed with the removal of a substantial amount of scrap from inside the workshop and the surrounding area.
- Improvements have been made to load points on vehicles resulting in improved security of loads within the Roads Service.
- Heating and ventilation within the workshop has been repaired.
- Public facing employees within the Office have been issued with uniforms.

5.3.3 Plans are in place to upgrade and decorate the entrance hallway, canteen and office facility in the workshops building. These are due to commence in October.

5.3.4 Funding for the required alterations to improve the working environment in the Vehicle Workshops has now been agreed. This work includes for painting within the garage area; improved flooring; improved lighting; and improved electrics; and herringbone parking arrangement.

5.3.5 Fleet Service can report that there have been one test fail and no roadside encounters as of the end of Sept 2015. On the 3 September 2015 a vehicle failed its test due to the headlamp aim being at fault. This was adjusted at the time of test and the vehicle subsequently passed. This was disappointing as this was the first failure this financial year.

5.3.6 Training continues across all services. Over the coming month, a team of Service Managers and Team Leaders from across different operational areas of the Council will undertake the Certificate of Professional Competence (CPC) in National Road Transport Operations. This CPC qualification is a legal requirement of the operator licensing system. After completing this training, the team will be better equipped with the understanding required to minimise assist the council in managing future risks associated in compliance and safety across the operation of Council fleet in their service areas.

Other training and development completed to date includes:

- 62 Supervisors have been trained in driver walk round checks. The supervisors will be responsible for cascading this training to Drivers.
- 4 Supervisors have been trained in loads and loading vehicles.
- 9 Supervisors have been trained in Operators Licence Awareness.

A second phase of mechanic accreditation IRTEC training has been scheduled and should be completed in November 2015. This is a voluntary accreditation scheme for assessing the safety and competence of technicians who maintain and repair vehicles.

A “Drivers Handbook” has been distributed via walk around training with Supervisors. The books have been distributed to Roads, Grounds, Buildings and Waste Services.

Fleet compliance is continually reviewed and a number of systems are in place to ensure continued and continuous improvement in compliance. Driver and vehicle checks are being carried out on a regular basis. These checks are subject to a regular audit by the services. These service audits are being carried by supervisors, mechanics and, on a regular frequency, by an external company.

Procedures to initiate investigations have been put in place where accident damage, driver or vehicle related incidents are identified.

5.3.7 Tranman System - The workshop servicing and MOT schedule is complete to the end of 2015 and work is now in progress to produce schedules into 2016. Operational management information will be available within the next 2 to 3 months.

The “Tranman” system is used to produce weekly reports to highlight any scheduling concerns particularly overdue inspections.

5.3.8 The implementation of the fleet replacement and disposal programme continues with a current focus on vans. As part of this programme of

work, robust service level agreements are being negotiated with suppliers.

5.3.9 A review of the Fleet budget has commenced with the Programme Management Office taking an extended role in the project, leading on the financial work-stream. This is a critical work-stream for ensuring an effective financial management system is in place across the service.

5.4 Improvement in Service Governance

At a meeting of the Audit, Risk and Scrutiny Committee on 25 June 2015 an audit report on Fleet Governance was presented by PWC. The committee made a recommendation about service performance - "that the health and safety aspects would be reported to Corporate Health and Safety Committee and all other performance issues would be reported to Communities, Housing and Infrastructure via the Performance Indicators".

To ensure that meaningful information is reported to both committees which will facilitate sustainable and on-going governance of fleet compliance and performance; the service is currently developing a robust performance framework for the monitoring, analysis and reporting of improvements made across the Service.

A current suite of KPI's for Fleet have been proposed and are currently being developed. These currently are:-

1) MOT % First Time Pass Rate ('O' Licence Vehicles)

O' Licence MOT Test - % First Time Pass Rate	
2014/15	89.00%
2014/15 National Average	82.25%
2015/16 Q1	100.00%
2015/16 Q2	95.83%
2015/16 National Average	84.33%

Table 1: O' Licence MOT Test - % First Time Pass Rate

It is intended to report an YTD figure for Pass Rates.

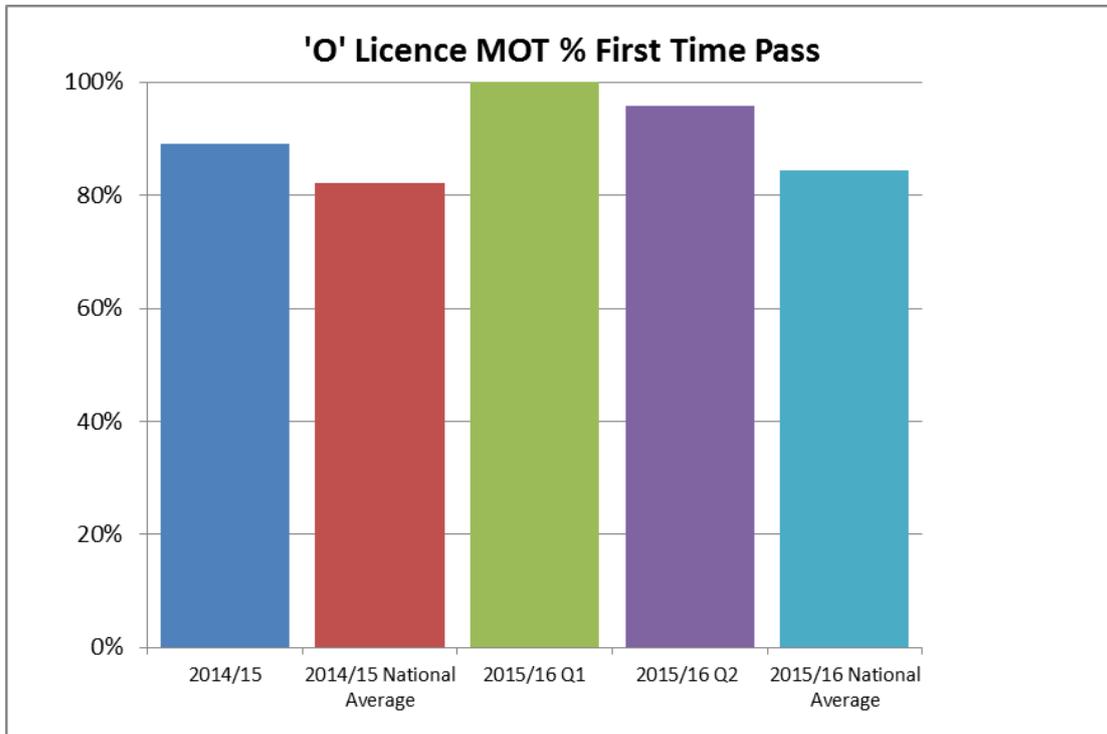


Chart1: O' Licence MOT Test - % First Time Pass Rate

2) Roadside inspections / resulting prohibitions. Roadside prohibition rate 2014/15 = 33%. 2015 (Year to date) = 7%.

Roadside Inspections & Prohibitions	
2014/15	
Inspections	3
Prohibitions	1
2015/16 (to date)	
Inspections	14
Prohibitions	1

Table 2: Roadside Inspections & Prohibitions

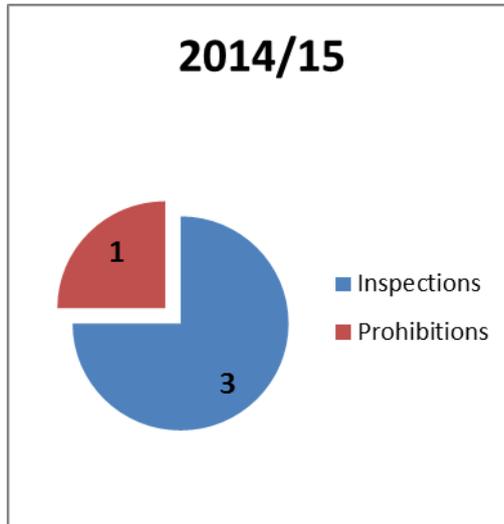


Chart 2a: Roadside Inspections & Prohibitions 2014/15

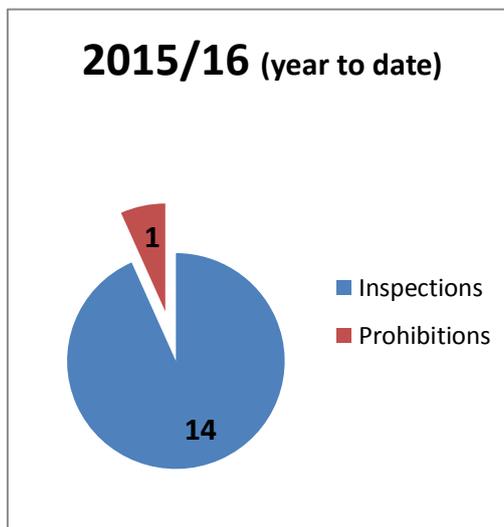


Chart 2b: Roadside Inspections & Prohibitions 2015/16 (year to date)

3) Value of Spare parts held as stock

Value of total stock held in stores has reduced in 2015 / 16 from £49,049 to £43,334 mainly by the introduction of impress stock.

Spare parts held as Stock	
2013/14	£95,000
2014/15	£48,766
2015/16	£43,334

Table 3: Spare parts held as Stock

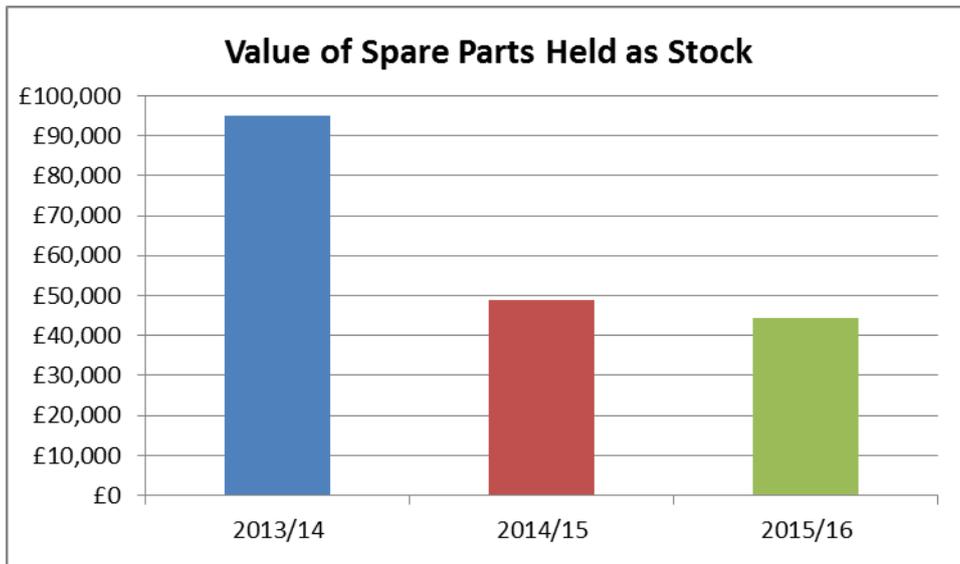


Chart 3: Spare parts held as Stock

4) Outstanding 'O' Licence MOT's/Inspections

This indicator shows the number of MOT and Service Inspections which showed as outstanding on the "Tranman" system at the end of each month. This is a check which the service carries out and is used to reconcile the system and to ensure that all service inspections and MOT's are carried out when due. It does not indicate that we are failing to service and MOT vehicles at the appropriate time.

Outstanding O Licence MOT & Service Inspections	
Apr-15	5
May-15	5
Jun-15	8
Jul-15	9
Aug-15	3
Sept-15	1

Table 4: Outstanding O Licence MOT & Service Inspections

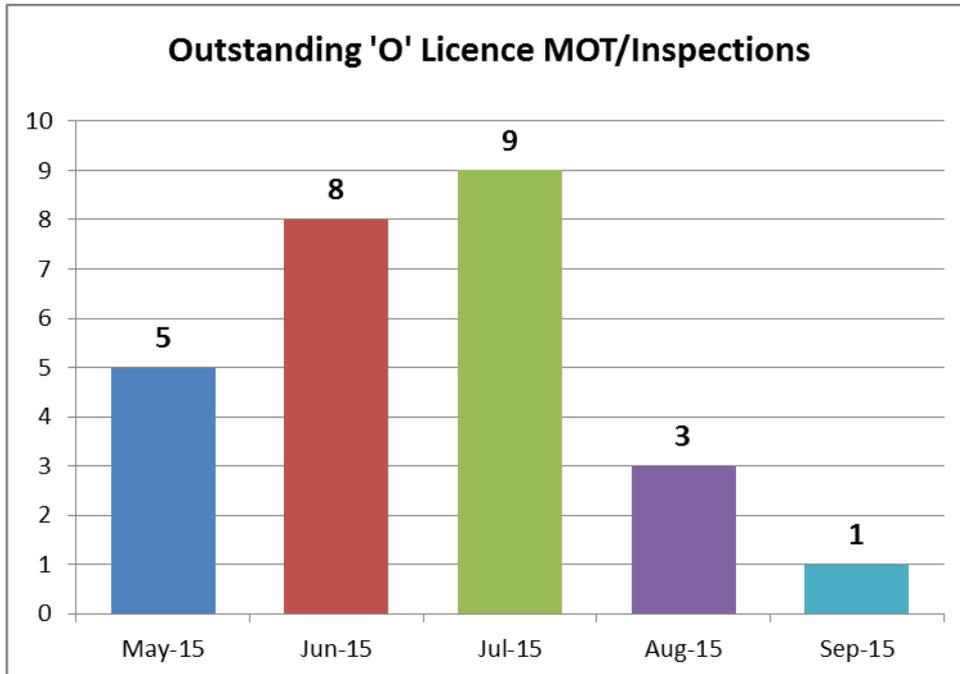


Chart 4: Outstanding O Licence MOT & Service Inspections

5) Vehicles over 5 years old

Vehicle “life” depends on a number of criteria and operating life may range from 3 to 7 years depending upon usage. There is an optimum time for vehicle replacement. It is likely that the older the vehicle the greater the cost of repairs and maintenance and the likely increase of vehicle downtime.

Vehicles over 5 years old - current	
Total Vehicles	522
Total over 5 yrs	284
Total not known	2
Total less than 5 yrs	236
% over 5 years	54.4 %

Table 5: Vehicles over 5 years old - current

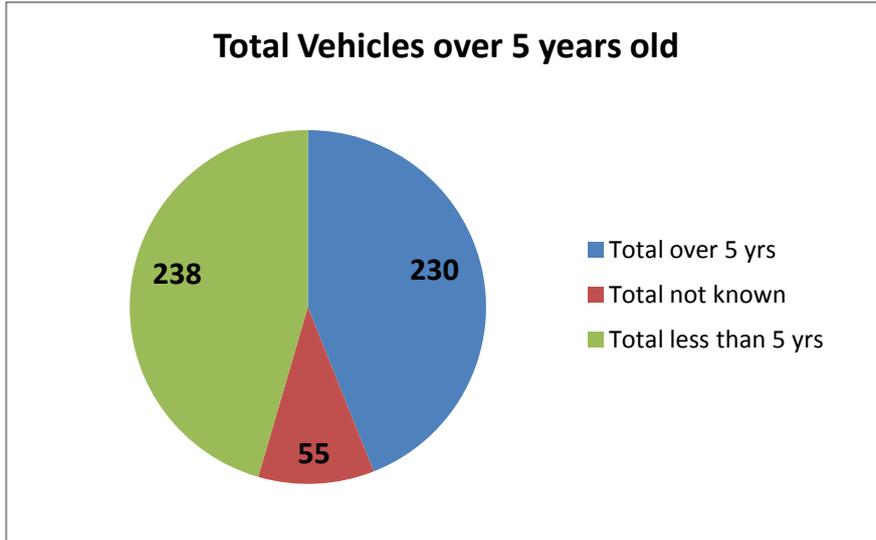


Chart 5: Vehicles over 5 years old - current

6) Number of Vehicles per Service

Number of Vehicles per Service		
Service	No	%
Building Services	143	27.39
Grounds	75	14.37
PTU	25	4.79
Waste	75	14.37
Roads	89	17.05
Common Wheels	12	2.30
Facilities	9	1.72
Education	19	3.64
Other*	75	14.37
Total	522	100

* Includes 10 Hydrogen Buses.

Table 6: Number of Vehicles per Service

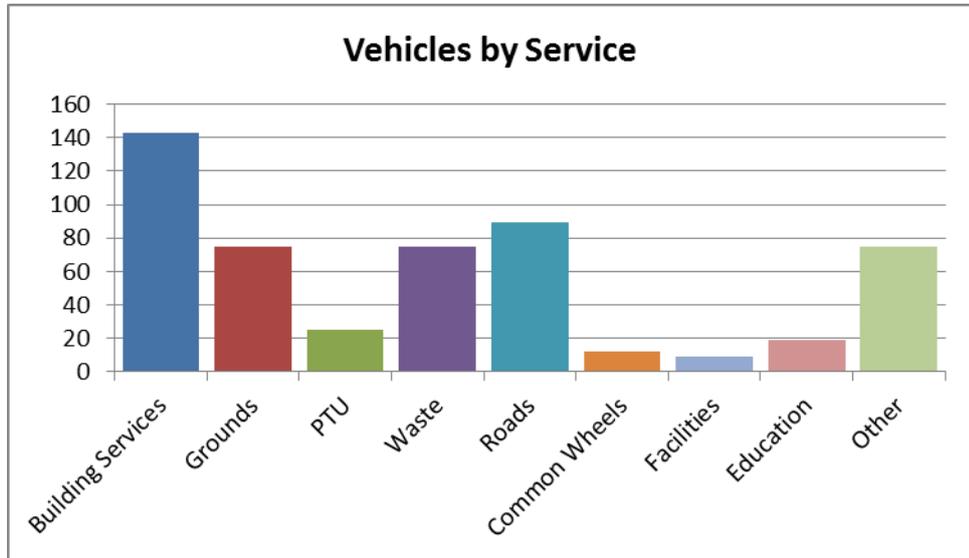


Chart 6: Number of Vehicles per Service

7) Licence Issues as % of Licence Checks

Drivers Licence Checks - Q1	
No. of Drivers	147
% Drivers Checked	100%
Licence Issues as % of Checks	1.36

Table 7: Drivers Licence Checks - Q1

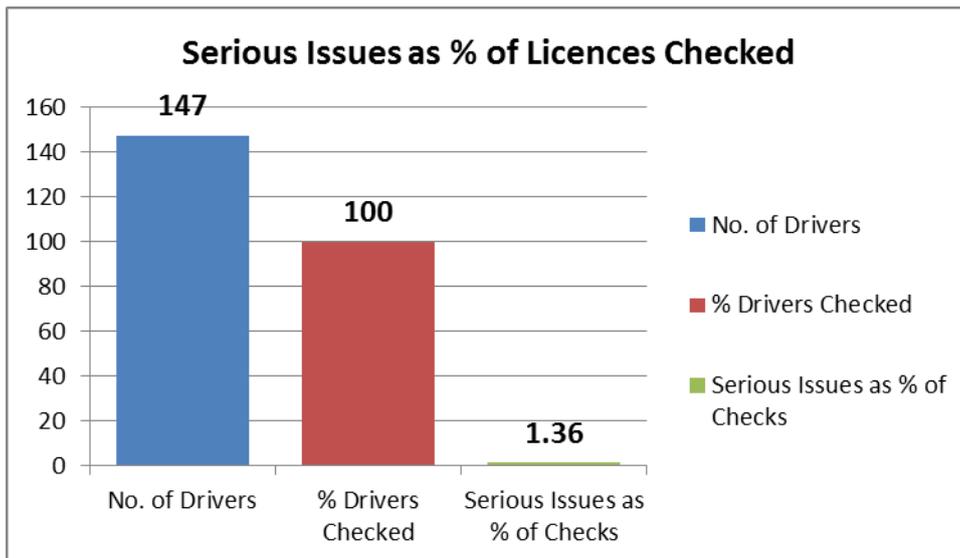


Chart 7: Drivers Licence Checks

The KPI's developed to date for Fleet are based on information that we have currently available. It is intended to develop base information further so that other operational KPI's can be collated, particularly those relating to financial performance.

The KPI's would include the following areas if the service is able to develop accurate systems to measure.

a) **Insurance Claims**

- Number of Accidents/per Service
- Cost of Accidents/per Service

b) **Vehicle Incidents**

- Investigations (number as a % of service Fleet size)
- Investigations (late reports as a % of those issued / outcomes agreed by Fleet Compliance Manager)

c) **Fleet use**

- Vehicle availability – the number of days the fleet is available for use.
- Vehicle downtime – the number of days lost due to maintenance and repairs.
- Vehicle utilisation – how much the fleet is used compared with its availability

d) **Compliance**

- Number of accidents;
- Number of vehicle defects;
- Number of MOT failures or first time passes
- Driver Hours / Tachograph Infringements

e) **Operational**

- Fuel usage – miles per gallon (mpg);
- Spend and consumption (in litres) can be measured but not miles
- CO2 emissions

f) **Servicing and Maintenance**

- Vehicle life-span
- Number of Repairs by Type
- Number of Jobs per Service / Live Jobs
- Vehicles serviced within schedule
- Response time to reported defects
- Number of vehicles per mechanic employed
- No of unplanned breakdowns

g) Costs

- Maintenance cost per vehicle;
- Tyre cost per vehicle;
- Insurance cost per vehicle;
- Operating cost per vehicle;
- Vehicle purchase costs

5.4.1 Vehicle Accidents / Incidents recording.

The service commenced recording vehicle and driver accidents and non-compliance incidents in February 2015. Since keeping these records it has become clear that there are a high number of incidents where vehicle and plant are damaged through accident or misuse. This impacts on the services in a number of ways through increased risk of a service health and safety incident; increased risk of vehicle / driver compliance incident; and increase in service costs.

Accidents / Incidents Q1 per Service	
Building Services	1
Grounds	8
PTU	2
Waste	18
Roads	3
Other	1

Table 8: Accidents / Incidents per Service - Q1

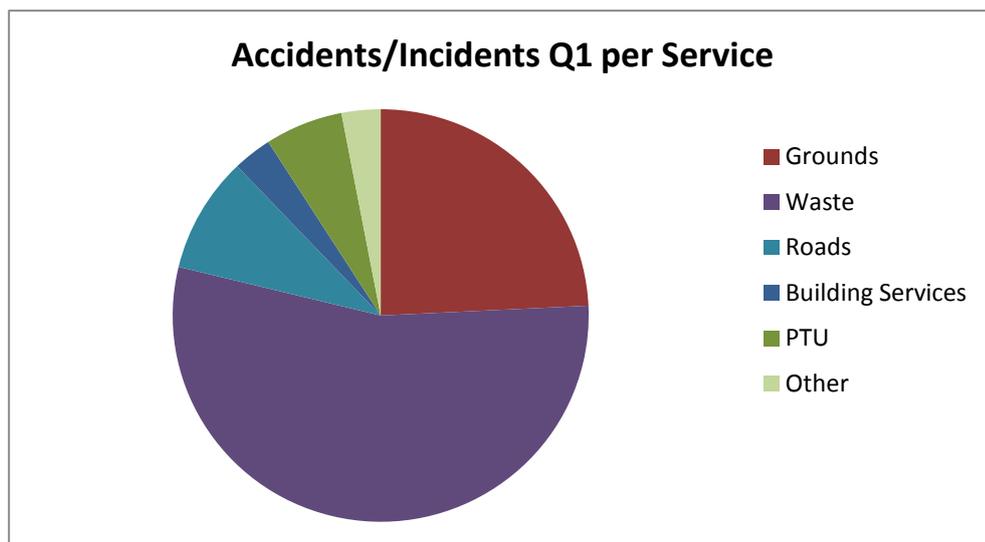


Chart 8: Accidents / Incidents per Service - Q1

Accidents / Incidents Q2 per Service	
Building Services	16
Grounds	37
PTU	5
Waste	39
Roads	9
Other	5

Table 8a: Accidents / Incidents per Service – Q2

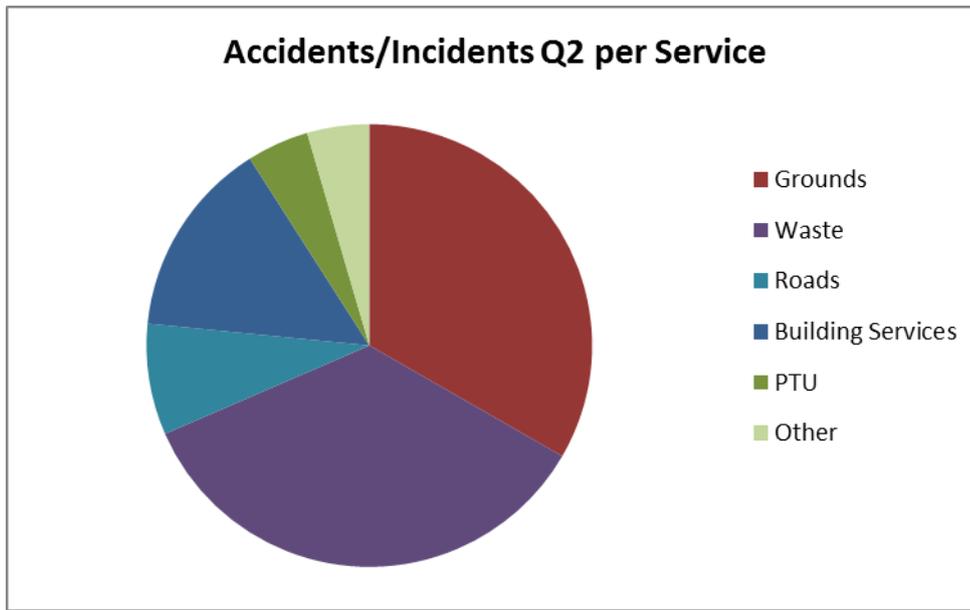


Chart 8b: Accidents / Incidents per Service – Q2

It is expected that each incident is investigated in a timely and appropriate manner. To that end a record is kept on the performance of each service in meeting the investigation criteria.

Late Reports Q1 per Service	
Building Services	1
Grounds	3
Waste	14
Roads	1

Table 8a: Late Reports per Service - Q1

Late Reports Q2 per Service	
Building Services	6
Grounds	5
Waste	4
Roads	6
Other	2

Table 8b: Late Reports per Service – Q2

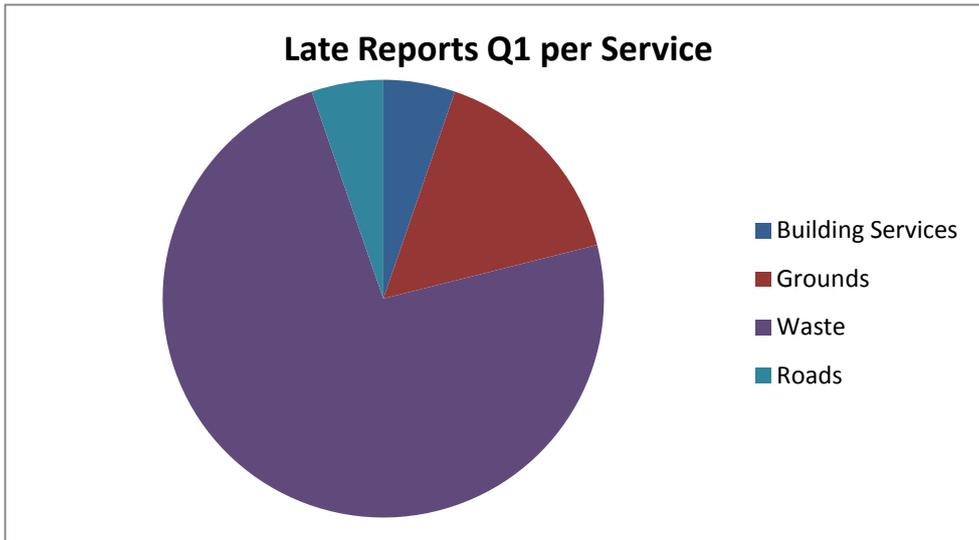


Chart 8a: Late Reports per Service - Q1

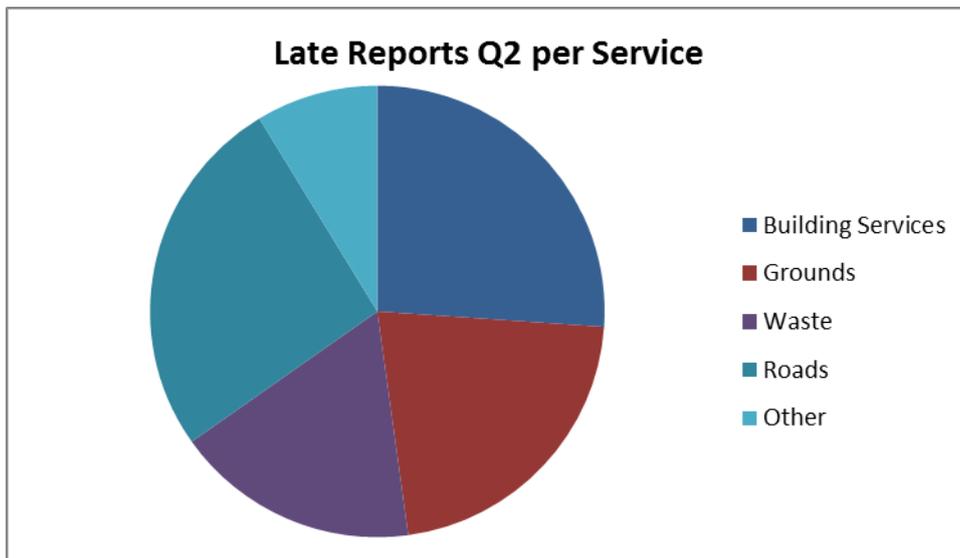


Chart 8b: Late Reports per Service – Q2

When sufficient data has been collected an analysis of the types of incidents and accidents will be undertaken to determine trends and consequentially any appropriate actions that need to be put in place.

The KPI's for accident/incidents per service measured are not all relating to vehicles. In certain services, for example Grounds, the majority of reports are for pieces of plant e.g. mowers, ride on mowers, tractors, strimmer's, trailers etc.

5.4.2 Vehicle Accidents - Motor Claims Experience

Initial discussions have been taking place with officers in our Insurance Services section. There is an emerging trend where poor fleet compliance practices impact adversely upon the councils motor claims experience.

Some of the facts regarding the councils motor claims experience:

- Claims experience has worsened in past 5 years; Insurance Premiums for Motor have increased a total of £215,000 (per annum) in the last four financial years.
- Majority of accidents involve reversing (and are preventable with the appropriate training and diligence from drivers)
- Time to notify claims has improved through Zurich First Response from 47 (2010/11) days to 9 (2014/15) and continues to improve, currently 4.4 days for 2015/16 (YTD).
- Street Cleansing and Refuse collection claims costs make up 40.8% of the overall spend on claims over the last 5 financial years.

A report instigated in June 2013 suggested the following measures to improve the claims experience:

- Raise awareness with drivers / supervisors of the seriousness of incidents: likely to be lack of appropriate observation and judgement
- Highlight the need to reduce speed to ensure clearance can be properly judged
- Encourage drivers to leave the cab to assess clearances, rather than assume or guess
- Ensure drivers are familiar with all fleet vehicles
- Driver induction training to include vehicle familiarisation
- Training interventions aimed at manoeuvring
- Investigations of all accidents including face to face discussions with drivers, review of telemetry data if available
- Addressing repeat incidents / black spots / drivers involved in accidents

Number of Claims by Financial Year

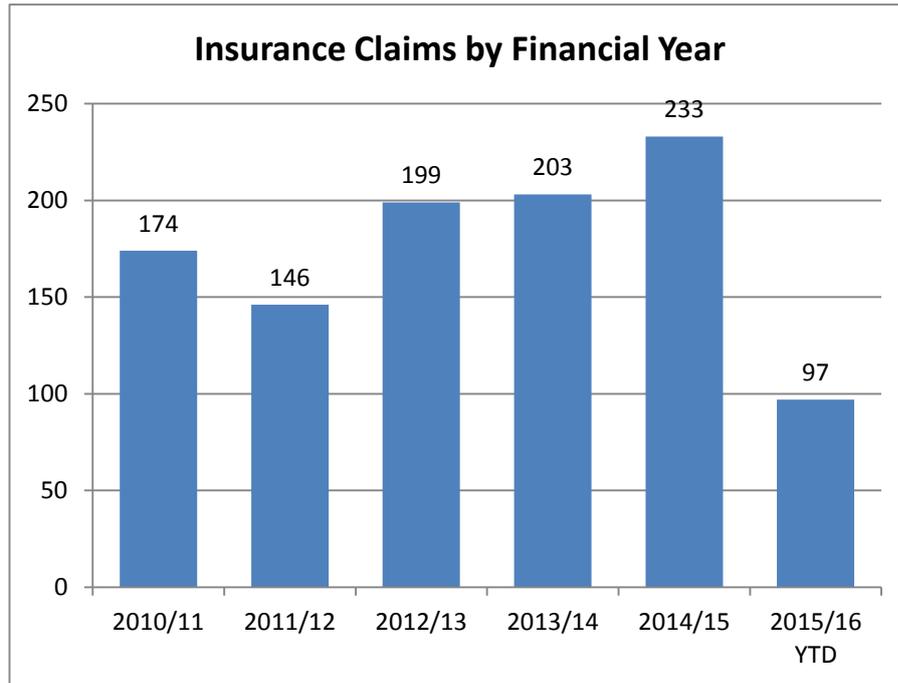


Chart 9: Number of claims by Financial Year

5.4.2 Fleet / Vehicle Compliance Awareness – Staff Survey

To judge the awareness of vehicle compliance amongst council employees a survey was undertaken between Thursday 30th April and Tuesday 5th May 2015. There were 411 responses to the survey.

A copy of the responses to the survey has been attached to this report (See Appendix 1).

The areas where respondents had concerns will have been / will be covered in the planned Team Briefs and training sessions. These sessions are as follows:

- Overloading – covered in Loads and loading course
- Medical conditions – covered in driving licence team brief
- Highway code – full team brief
- Accident reporting – full team brief
- Traffic Commissioner – covered in Operator Licence awareness training

Details of improvements in Fleet Services / Compliance are not included directly in any training sessions, although they are partly covered in the Operator Licence awareness training. A way is being considered to add this information into one of the training sessions.

It is intended to run these surveys every six months to raise awareness of Fleet Compliance and to identify areas where there is a need to focus resources to improve awareness, performance and compliance.

5.4.3 Conclusion

It is evident that effective Fleet Compliance is essential to the safe and efficient operation of front line services.

Since October 2014 there has been a major review of Fleet Services and of Corporate Vehicle Compliance. A number of service initiatives have been commenced. This work is not complete and the review of the organisational structure of Fleet Services has been carried out but is still to be implemented. There is a need to implement these structural changes so that the service has capacity to support and continue with the work already undertaken in Fleet Management. There is also a requirement to build on this work to improve, not only Fleet Services, but the behaviours and cultures towards Fleet Compliance corporately.

Regular performance reporting to this and the Community, Housing and Infrastructure Committee will assist members in keeping a current awareness of performance trends in corporate vehicle compliance.

6. IMPACT

Improving Customer Experience – Effective and efficient management of Fleet Services and Fleet Compliance and Managing will reduce the risk of accidents and incidents involving our own staff and property and that of third parties.

Improvement in how Vehicle, Plant and Equipment assets are managed in partnership with user services should deliver incremental improvements in productive time for user services due to improved availability of these assets and assets that have been procured to meet the needs of that service.

Improving Staff Experience – Effective and efficient management of Fleet Services and Fleet Compliance and Managing will improve the utilisation of vehicle, plant and equipment assets in user services. Improving support and performance

Improving our use of Resources – Effective and efficient management of Fleet Services and Fleet Compliance and Managing will improve the utilisation of vehicle, plant and equipment assets by user services. Reduce costs of maintenance and repairs by ensuring that drivers and

operatives are trained use the assets appropriately reducing the risk of injury to themselves, unfair wear and tear to the asset and additional costs through unnecessary repairs and down-time.

Corporate - Although not directly linked to the Single Outcome Agreement, effective health and safety and fleet management is an integral part of service delivery. There are no direct implications in regard to the corporate or public perspective arising from this report.

Public – This report will be of interest to the public as this report has come about as a result of a public inquiry by the Traffic Commissioner into Aberdeen City Council failure to meet the requirements of its “Operators Licence”.

7. MANAGEMENT OF RISK

The effective management of health and safety and fleet ensures compliance with legislation and is consistent with the vision to make Aberdeen a healthier and safer place in which to live and work. It assists in maintaining employees who are healthier, happier and better motivated, essential to the sustainability of high quality services.

8. BACKGROUND PAPERS

None

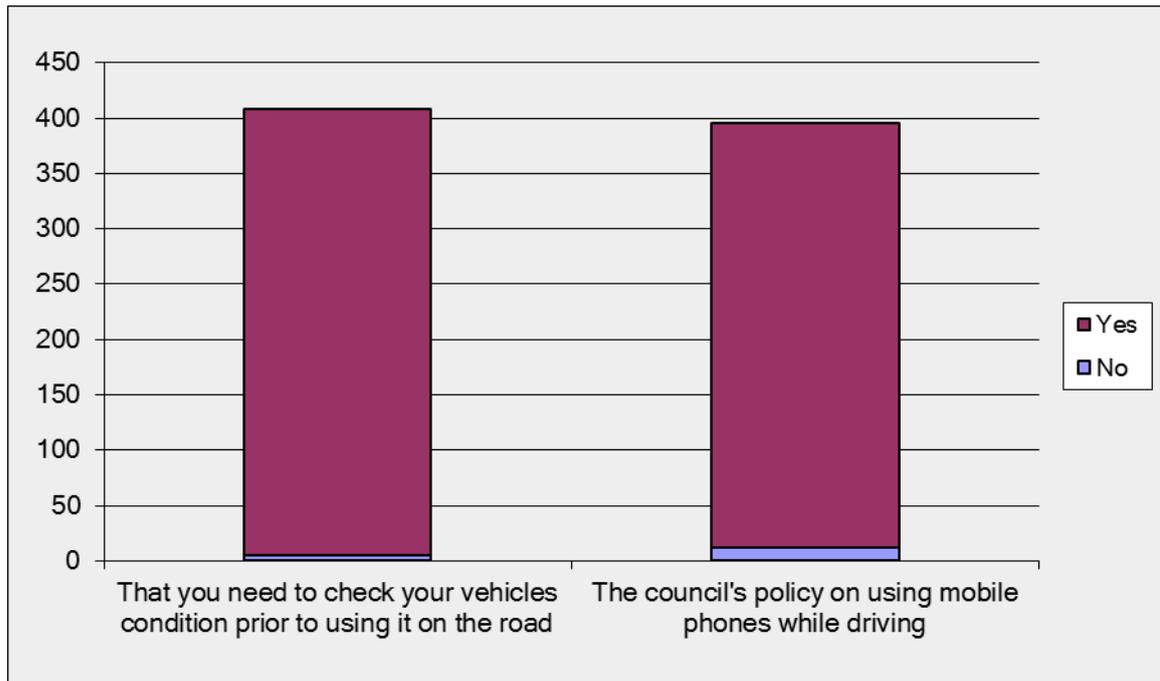
9. REPORT AUTHOR DETAILS

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Staff Survey of awareness of Vehicle Compliance

The transport staff survey was undertaken between Thursday 30th April and Tuesday 5th May 2015. There were 411 responses to the survey.

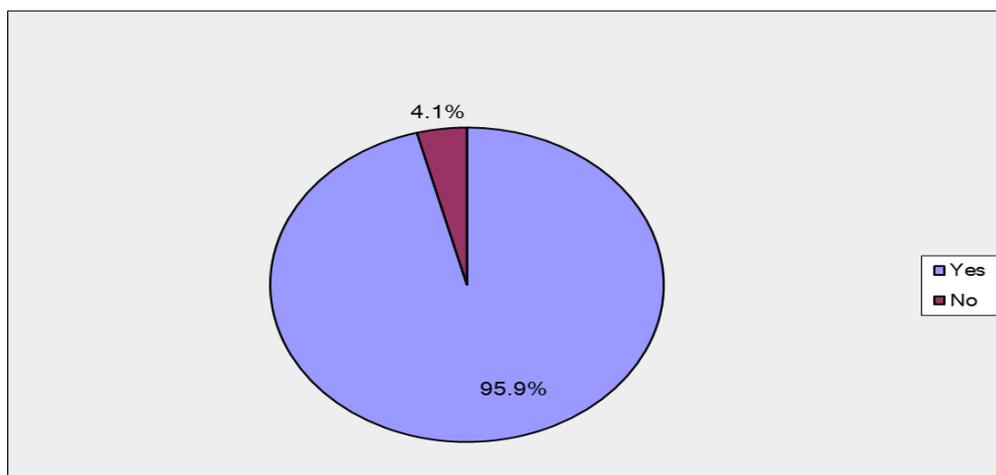
Question 1: Are you aware of the following:



Baseline: 409 respondents

The chart shows that the majority of respondents were aware of both the need to check their vehicle and the council policy on using mobile phones while driving. 5 respondents and 12 respondents respectively answered 'no' to this question.

Question 2: Do you feel you are able to carry out an effective vehicle check?



Baseline: 410 respondents

95.9% of respondents felt they were able to carry out an effective vehicle check.

Question 3: If no, why not?

Of the 4.1% that answered no to the previous questions, the answers included:

Training

- No training (2 answers)
- Have no knowledge of cars
- Not qualified
- Not a mechanic
- Have never been trained properly
- Not mechanically minded (2 responses)
- Not been shown but follow check list as best as to my knowledge, so not sure if right
- Can't always see what to check not 100% what all the check involve

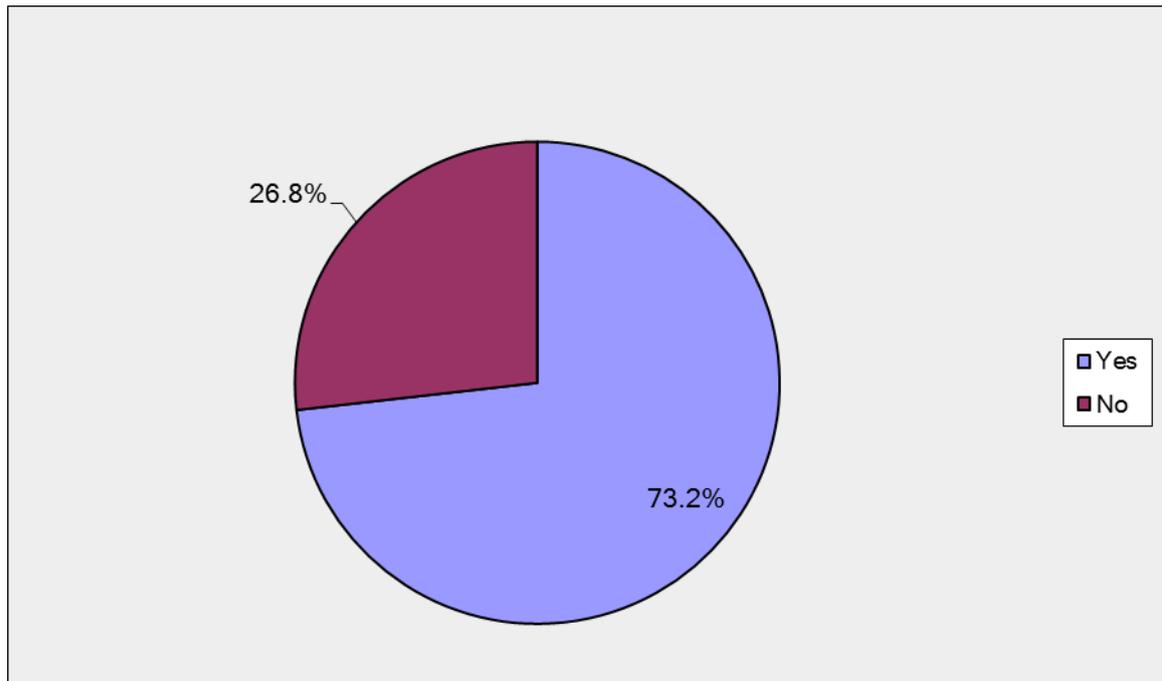
Equipment

- hard to check brake lights in light mornings by one person
- Presumably a condition check would include tyres so would we need a tread depth gauge?
- Difficult to check rear lights on own, not always a colleague available to check this. Should have tool to check tyre tread
- If taking the vehicle out when alone it would be very difficult to check operation of brake lights

Other

- Always told off for coming back too early to clean motor out
- certain things within check list not relevant while others would be

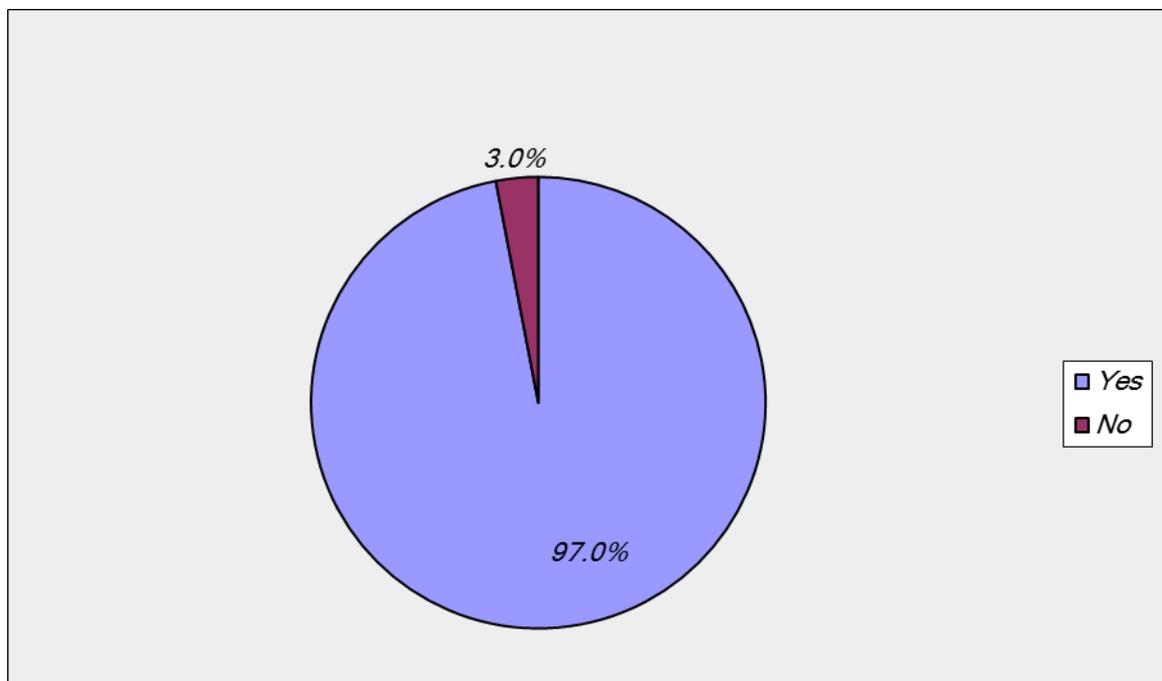
Question 4: do you know the carrying capacity of your vehicle?



Baseline: 407 respondents

As shown in the graph, the majority (73.2%) were aware of the carrying capacity of their vehicle.

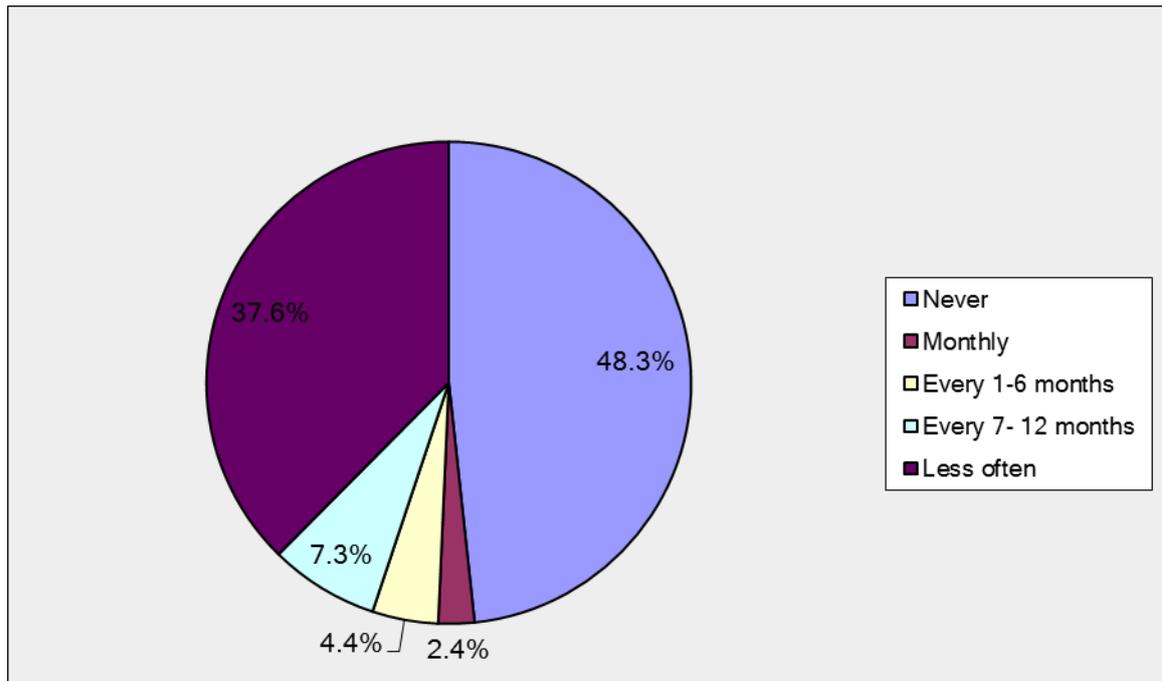
Question 5: Do you know which vehicles your driving licence allows you to drive?



Baseline: 405 respondents

Again, the majority of respondents (97%) are aware of what type of vehicles their licence allows them to drive.

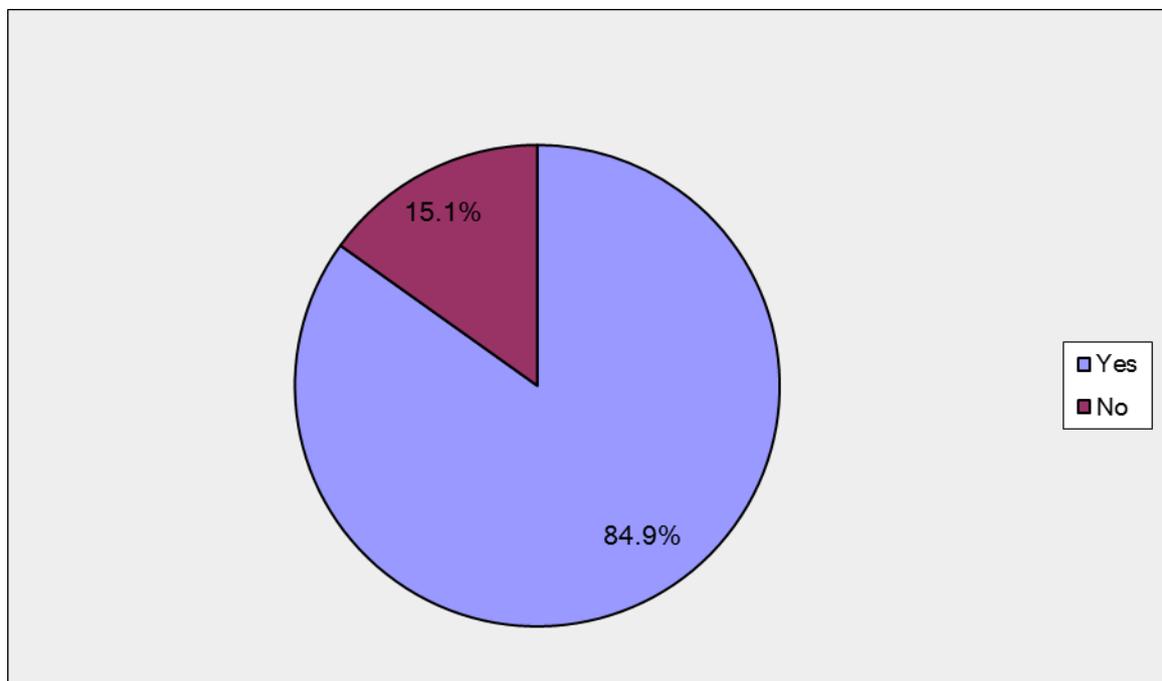
Question 6: How often do you read the Highway Code?



Baseline: 410 respondents

The graph shows that 48.3% of respondents never read the Highway Code. 2.4% of respondents stated that their read it on a monthly basis.

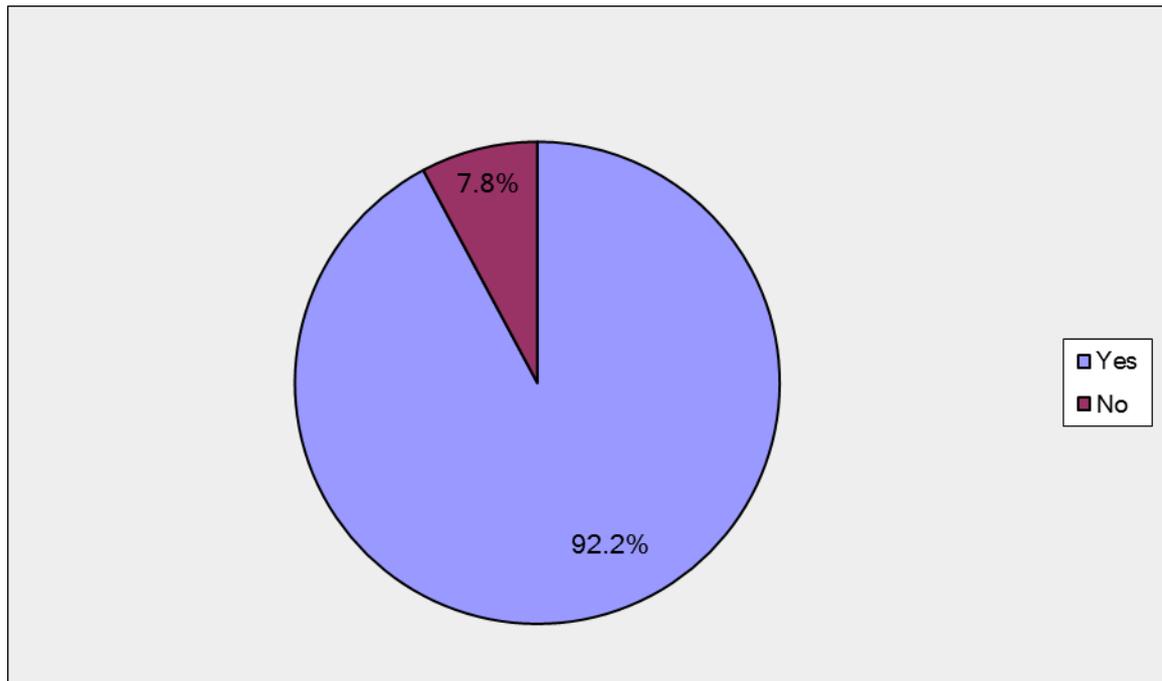
Question 7: Do you know the council's vehicle accident reporting procedure?



Baseline: 403 respondents

The graph shows that 84.9% of respondents were aware of the accident reporting procedure.

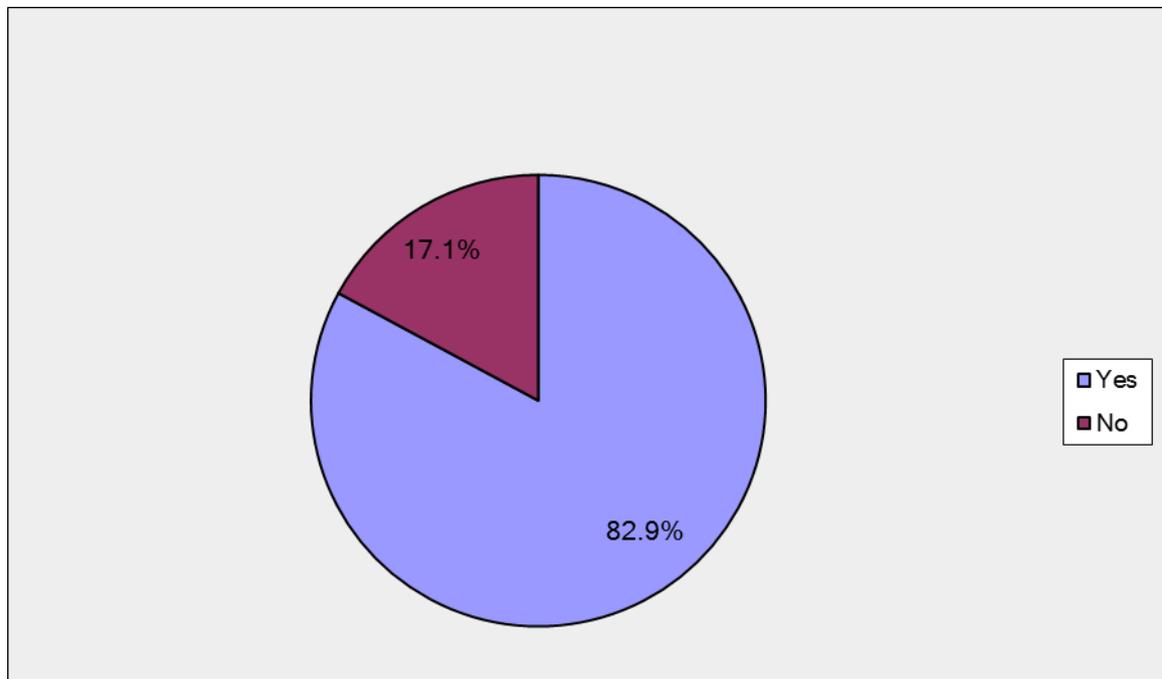
Question 8: Do you know the council's drink/drug policy?



Baseline: 410 respondents

A large majority (92.2%) of respondents are aware of the council's drink/drug policy.

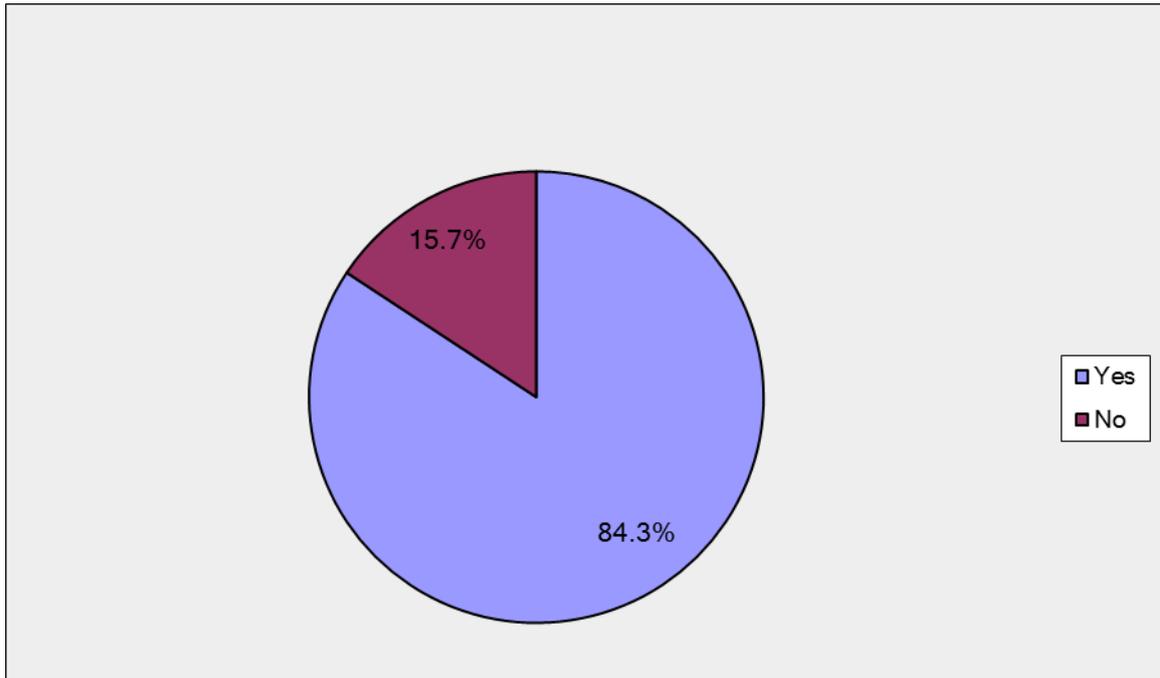
Question 9: Do you know which medical conditions may affect your ability to drive?



Baseline: 409 respondents

82.9% of respondents are aware of the medical conditions which affect their ability to drive.

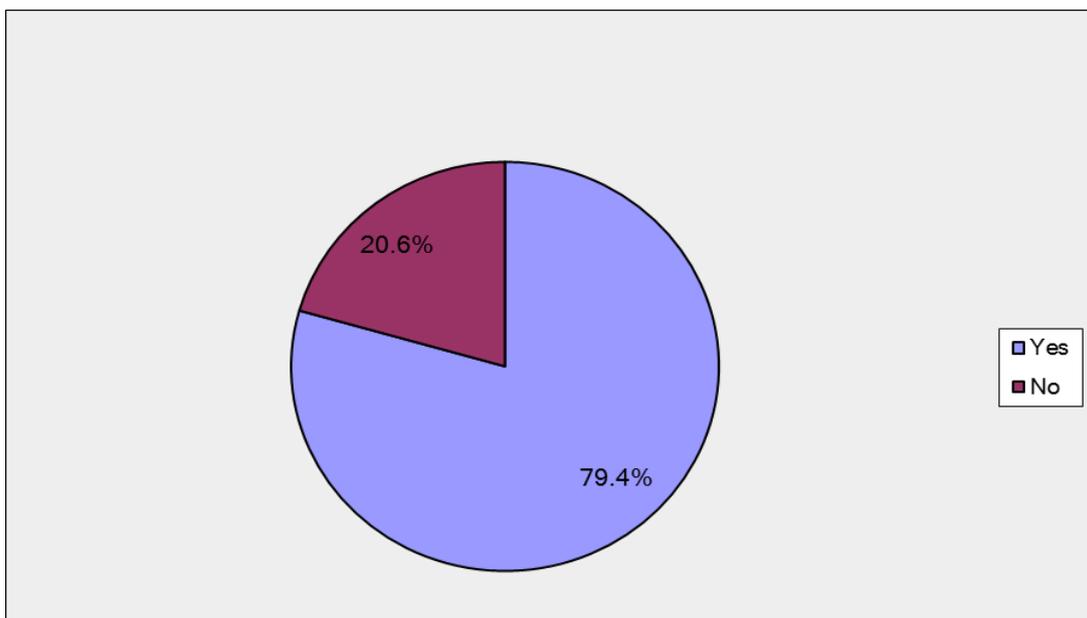
Question 10: If you had a medical condition which affected your ability to drive, would you know how to report it?



Baseline: 407 respondents

In the previous question, 82.9% of respondents were aware of the medical conditions which affect their ability to drive – this question shows that a slightly higher percentage (84.3%) are aware of how to report those conditions.

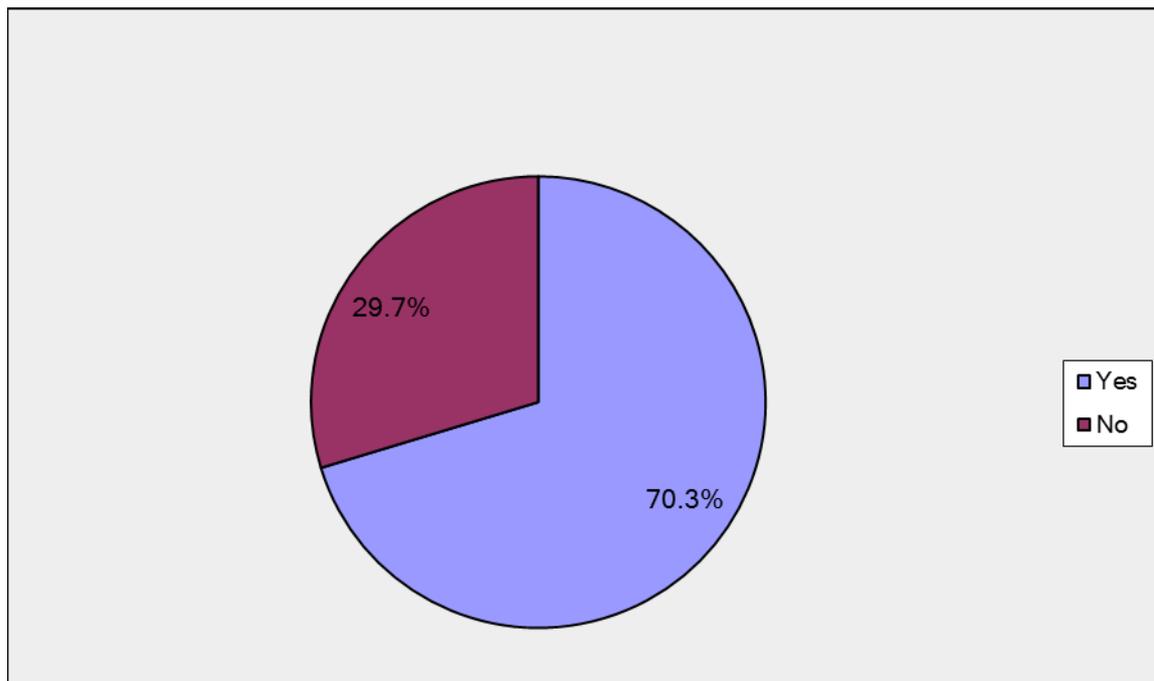
Question 11: are you aware of the Traffic Commissioner’s concerns about the vehicle fleet?



Baseline: 408 respondents

The graph shows that 79.4% of respondents were aware of the concerns.

Question 12: Are you aware of the work being taken to improve the Fleet Management procedures and Fleet Services?



Baseline: 408 respondents

As shown in the graph, 70.3% of respondents are aware of the improvement work.

Question 13: If you have any further comments to make, please provide them here:

37 respondents took the opportunity to provide further comments which are listed:

Comments relating to previous questions

- Comment Q8: Cos they don't have one in place
- Comment Q9: Drugs and drink
- 4. Dependent on vehicle
- No. 4 I know how to find out.
- Also carrying capacity - passengers or loading weight? Can answer the first, not the second generally.
- I am only aware of some of the work being referred to in Q.12
- Re question 2, I feel confident with a basic check, lights horn wheels etc.
- Some knowledge re 12, but more info might be helpful

Vehicle / Maintenance

- What happens when you have reported a defect and you are told the fleet services can't find anything wrong so keep driving it are they liable if something happens?
- Get better mechanics
- The nets currently being used to strap/hold materials on back of van, is a good idea just require more holes for tying and securing loads, will also ensure there is no excess net flapping around whilst driving.

- A lot of the time jobs being done in garage are never fixed right & need done again! Garage attitude to drivers is horrendous
- Faster return of vehicle from garage.
- A load cell to be fitted on transit trucks
- Replace older diesel vehicles with newer electric ones - less problems for drivers and less pollution. Being newer they will have better safety features, better tyres, wipers, etc, and will be in better overall condition. The ACC area is so small you should never run out of battery power
- Need to be provided with materials to clean inside of windscreen (currently have to provide our own glass cleaner and cloths). Should also have ice-scrapers to clear windscreen in winter as de-icer spray not always effective especially if thick ice/snow. Windscreen wash comes in a sachet which is difficult to open and needs to be diluted but no easy access to water/ containers to do this.
- Very poor standard or workmanship and attention to detail provided by Kittybrewster workshop. A vehicle can be released with faults that it did go in with. Kittybrewster has to understand that when a vehicle is off the road, depts. still have to deliver the daily service required of that dept. Staff with specialist knowledge of hydraulics are required.
- lack of facilities for cleaning vehicle interiors
- I would like a quota of blue vehicle check books to be issued at the start of the year to save making journeys to Fleet.

Staff Capacity

- I think that the drivers are being asked to do more & more rather than the superintendent & management doing there job. I also think that management is trying to put most if not all responsibility on drivers.
- Certain areas of the council supervisors/managers seem unaware of who needs to have tachograph or driver cpc licences.

Training

- I have never actually been shown what checks to do, never been told maximum load for my vehicle either.
- I have never been told weight limits of any vehicle I have driven since I've been working for the council.

Policy / Communications

- Spot checks on using drugs
- Insurance certs laminated in each vehicle
- Bump cards would be helpful
- I don't know the answers to some of the questions off the top of my head but I suspect that finding the answers would be fairly easy eg I don't know the accident report procedure and I'm sure that less regular users don't either but I suspect it would be easy to find out.
- I don't know ABC's specific policy on drug/drink but I am aware of the law...

- The zone contains little to no information in. A member of my staff had a bump in the van and I was unable to find any information on how to report it or what the next steps are.
- There seems to be a lack of communications from fleet/anywhere down to drivers in my section.
- I find it strange that we seem to get constant emails - all staff CHI - regarding things that aren't relevant but seem to miss any useful information in regards to fleet/driving
- Driving, as with all corporate H&S, policy and procedures are very poorly communicated.

Other

- You would not want to know
- Stop wasting paper
- When can we wash our vans?
- The fleet is run very well.
- I don't drive yet, would learn the necessary information prior to driving.
- Have never driven a council vehicle and only likely to drive env health and trading standards van or car club vehicle very occasionally
- I would appreciate being kept up to date on the no ticks Alex Gray Homecheck Kittybrewster
- Did not drive for 7 months due to medical and DVLA advice
- I use Co-Wheels cars, which I find to be very useful, however due to high demand they must be booked early. I would normally report any issues with the car or any queries to Co-Wheels rather than the council.