

Department of Industry Telematics

overview

NSW Department of Industry vehicles travel over 30 million kilometres each year. Most of these kilometres are clocked by workers driving alone on isolated country roads.

The Department developed telematics as an initiative to keep workers safe while out in the field, and to cut down on fleet and administrative costs.

background

Several months ago a Department worker had a car accident. It took a long time to locate the staff member and establish the extent of their injuries. Had their vehicle been fitted with telematics the Department would have been able to locate and contact the driver quickly and easily.

the journey to change

Assessment Needs/Evaluation Method

The system requirements for telematics were determined by the Health and Safety Unit in consultation with a cross-section of other business units. Once these were in place, the Department began to approach Integrated Fleet Services providers.

The Department chose Teletrac Navman to provide the telematics system for two reasons: firstly their system met agency requirements, and secondly, they are in close partnership with fleet provider, sgFleet.

Executive Buy-in

Executive buy-in was critical for the success of this project, and approval for the new devices was signed by the Secretary as part of the sgFleet contract. Following this approval, Integrated Fleet Services provided regular reports to senior management that incorporated findings from the initial trial.

Consultation Framework

Different levels of agency staff were consulted throughout the process.

The Department also developed a number of communications to educate staff about telematics and the trial. These included trial updates via newsletters, email and intranet; as well as instructions on device operation; and a training PowerPoint presentation.

results

Before the introduction of telematics the Department of Industry was averaging 136 claims at a net cost of \$4,255 per year. Since the introduction of telematics around 50 claims have been reported at an average cost of \$3,190 (a 74 per cent improvement in the average cost of claims). Additionally, the overall average of reported claims dropped by around 28 per cent compared to the previous five years.

**Telematics helped
save time and
process whilst
reducing risks to
staff**

Telematics may also result in:

- i) A reduction in annual contribution and hindsight adjustment calculations.
- ii) Improved work health and safety
- iii) The elimination of unauthorised vehicle usage
- iv) Improved fuel tax processing
- v) Reduced vehicle operating costs, underutilisation and administration processes.

Staff engagement

The biggest complaint by staff concerned possible vision obstruction caused by the position of the screen on the dash.

To address this, the Department sought expert advice while the Health and Safety Unit conducted a risk assessment. As a result of this process, it was found that the screen positioning was correct.

Meanwhile, the system initially reported considerable harsh vehicle usage by staff. As the program has progressed however, the Department has noted an improvement in driver behaviour and an overall smoother use of fleet vehicles.

KPIs

Telematics success KPI's included improved fleet optimisation and reductions in:

- Claims
- Private use
- Vehicle operating costs

- Workers compensation costs
- Processing time for motor vehicle log sheets.

which will be communicated to all staff as part of an ongoing education and training program.

Challenges / future strategies

Currently the challenge revolves around motor fleet management. Through telematics the Department is aiming to reduce operating costs such as fuel consumption, maintenance and administration.

The data reports generated by telematics can also help to meet the challenge of fleet optimisation, to ultimately reduce fleet size and cut down on costs.

Meanwhile, the telematics system will continue to monitor driver behaviour and patterns, the results of