

Subject:	In Cab Technology Update	Status:	For Publication
Report to:	Overview & Scrutiny Committee	Date:	9 th March 2020
Report of:	Technical Officer, Operations Team	Portfolio Holder:	Operations and Development Control
Key Decision:	<input type="checkbox"/> Forward Plan <input type="checkbox"/>	General Exception	<input type="checkbox"/> Special Urgency <input type="checkbox"/>
Equality Impact Assessment:	Required:	No	Attached: No
Biodiversity Impact Assessment	Required:	No	Attached: No
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1.	RECOMMENDATION(S)
1.1	Members are asked to note the update

2. PURPOSE OF REPORT

2.1 To update members on progress regarding the implementation of our In Cab Technology in Waste and Recycling.

3. BACKGROUND

3.1 A presentation made to O&S committee meeting on 2nd December 2019 by Operations Team outlined the proposed further implementation of android tablets in refuse cabs and the system to provide up to date information across platforms for the teams, back office and Corporate Support. This is in line with our Corporate Digital Strategy where we aim to put customers first by using new technology to provide a better service to the end user.

3.2 Following the success of the pilot scheme Operations proposed to invest in a total of 15 Samsung tablets across all refuse and recycling teams, the tablets will access the 'Notion' system with the day's round including missed bins etc.

3.3 The In-Cab solution makes it easy for teams to report information such as bins not presented and share this real time to office staff who are better informed to answer customer enquiries. In return, teams receive up to date information. Supervisors can also use the live progress data to make changes to ensure service delivery as and when necessary. The daily information is produced by our in-house database system and rather than printing paper work tickets in the Operations back office it will now produce import files that are shared across the tablet and platforms (over the web via the Notion app solution). Completed work now no longer needs to be re-entered by an officer and this is much more efficient.

3.4 The new tablets and accessories were purchased before Christmas 2019 and fully rolled out to all refuse and recycling teams in the New Year 2020.

4. RISK

4.1 There are no specific risk issues for members to consider arising from this report.

5. FINANCE

5.1 £4,890 total capital cost for in-cab tech for 15 vehicles. Plus £192.80 per annum revenue in the full version of Notion app. This was contrasted against £31k capital, £21k revenue p.a. for a bought in system.

6. LEGAL

6.1 Legal considerations to the final location of the tablets within the cab must be within prescribed guidelines for road safety and these will be adhered to.

7. POLICY AND EQUALITIES IMPLICATIONS

7.1 Our Council policy on mobile phone usage by drivers will be reviewed if necessary to include tablet usage on the road.

8. CONCLUSION

8.1 After a month we can conclude that the rolling out of the in-cab technology is a success. All the work tickets are now electronic through the web and Notion application. Changes to our database now means jobs can be closed down more efficiently, eliminating staff time. We can all now track progress real-time and Corporate Support are better placed to inform customers promptly. Some issues have been raised which we will address;

- Some teams request the day's work is routed in order of operation. [Also GPS location sensitivity would be a long term ambition].
- Tablets are ultimately to be secured with a purpose made bracket and charging enabled in-cab. [CommCare UK Ltd visited on 11th February and are preparing a bespoke solution].
- Phone calls cannot practically be made through the tablet so we routed team's mobile phones onto the tablet Wi-Fi, this has sometimes caused issues, however the cost of two SIM card contracts per crew would be costly.

8.2 A user group is being set up to include a driver, operative, Corporate support officer and Operations Technical Officer, to meet fortnightly to deal with teething problems and make recommendations for ongoing improvements.

8.3 In general, the teams are happy with the new setup, find it easy to use and an improvement on the archaic paper systems. The ability to launch a map of a location (for a bulky collection or delivery) and ability to share pictures are additional benefits which the users are encouraged by. We will continue to improve our methods and listen to feedback from the users throughout the year.

No background papers