

North Wiltshire District Council

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TomTom WORK helps Council to clean-up in North Wiltshire

Accurate tracking of vehicles, more effective deployment of staff and better fleet scheduling leading to improved waste collection services for residents, are all being achieved by North Wiltshire District Council thanks to their use of TomTom WORK's vehicle tracking and communication system.

The Organisation

Providing wide range of services incl. collection & disposal household waste

North Wiltshire District Council covers a largely rural area of 300 square miles centred on the ancient town of Chippenham. It serves the needs of 125,000 residents, providing them with a wide range of services including the collection and disposal of their household waste.

The Council's fleet of 22 refuse collection vehicles is on the road every weekday making collections of general household waste and materials for recycling, including garden waste. As well as scheduled collections there is an 'on-request' service for larger items, such as white goods or furniture. The operation is managed from a central depot in Chippenham.

The Challenge

Improve fleet utilisation, to more effectively supervise the collection teams

As with all public bodies, North Wiltshire District Council is under constant pressure to make the most effective use of the resources it uses to provide services to local people. These include its physical assets of vehicles and equipment and also the teams of people employed to deliver the services. The Council is also keenly aware of its duty of care to its employees, particularly those working alone or remotely.

A system was needed that would provide route plotting, vehicle tracking and in-cab navigation for the refuse collection vehicles, particularly those used to provide the 'on-demand' collection services. It also had to be able to capture information that would help to improve fleet utilisation, to more effectively supervise the collection teams, and that would assist in complying with the Working Time Directive and new Duty of Care legislation.

The Solution

A review of its operations by an external consultancy highlighted the value of having a vehicle tracking and route plotting system to improve efficiency in managing the refuse collection fleet.





TomTom WORK's Connected Navigation system based on their TomTom WEBFLEET fleet management software, TomTom LINK 300 tracking device and TomTom GO satellite navigation unit provided the answer in a single package.

The system is being used predominantly as a tracking and reporting solution. For the garden waste vehicles, for example, routes have been devised and programmed in so that new drivers can follow a specific route or a route can be easily changed and followed by the driver.

An on-request service is also provided for the collection of unwanted white goods and furniture. This requires that drivers can find their way around the area easily, safely and by the shortest route. The TomTom GO unit provides direct and safe navigation by clear voice instructions and the use of easy-to-follow 3D maps and uses the shortest route, thus saving on fuel.

Location of each vehicle can be identified at all times

The TomTom LINK 300 tracking unit ensures that the location of each vehicle can be identified at all times. This assists the office to answer ad hoc customer enquiries about expected pick-up times quickly and precisely. Work scheduling is also improved and workloads can be more effectively shared between vehicles and a better balance maintained between the hours worked by drivers and crews.

Office staggers arrivals to avoid queues building up

Geo-fencing of the landfill site, which is visited by the refuse vehicles regularly during the day, has allowed the office to stagger arrivals to avoid queues building up. Other locations, such as regular break areas, are also geo-fenced to enable the office to ensure that drivers and crews take their breaks for the allotted times in line with the Working Time Directive.

WEBFLEET allows the production of an extensive range of reports that can help the Council better manage its fleet and teams. These include reports on trips and vehicle usage times and can be used to validate time sheets. They can also provide an audit trail to prove compliance with legislation covering employee working hours and welfare.