Route Planning, In-cab and Back-office Technology to meet Improvement Targets

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Edinburgh

- Population of c.507,000
- Approximately 245,000 households with around 60% served by communal collections
- Worldwide tourist destination and UNESCO World Heritage Site
- Three universities, with approximately 100,000 students per annum
- Recycling rate of 42%

Why did we need Routesmart?

- Lack of clear MI on route performance
- No clear understanding of how efficient and achievable our routes were
- Routes not being completed but no clear reasons why
- High number of complaints but no real root cause analysis
- Better data needed to drill down on fuel spend
- Needed to understand the problem before we could plan the fix……

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What are the issues that we needed to address?

- Improved visibility of route information for crews that focusses on bin location as opposed to property address
- In-cab device needed to require minimal manual input but provide maximum information
- Needed a system that allowed us to display key route specific risk assessment information easily and in a manner which crews understand
- Our routes were not optimised around depot and tipping infrastructure
- Needed robust data that allowed us to challenge incorrect missed collection reports and avoid missed bin returns
- Requirement for more accurate and timely MI (i.e. access issues, bins not presented, contaminated bins etc)

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Who uses the Routesmart system?

- The system is used by:

- Managers
- Supervisors
- Driver Crew Leaders
- Crews
- Contact Centre
- Technical Team
- Head of Service and Executive Support

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Progress to date:

- Successful implementation of the system in over 40 routes per day with plans to roll out further
- Introduced new collection routes using Routesmart (saving £500k per annum)
- Rollout of chargeable garden waste service to coincide with the new routes (saving over £1.6m per annum)

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What benefits has the system delivered?

- Improved consistency of collections for all residents
- Improved ability for all drivers to undertake ‘unfamiliar’ work
- Increased intelligence being returned by frontline staff
- Increased certainty of data that allows more first time resolution of customer enquiries/complaints

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How has Routesmart helped us improve?

- Improved resident satisfaction with waste collection reported in 2017 (up 7%)
- Clearer data on route problems (e.g. key times of the day when access is a problem)
- Better understanding of the % the working day that is productive v non-productive
- Opportunities to improve productive time have been identified (e.g. tipping and depot infrastructure)
- Data has allowed us to identify improved working patterns to further improve performance

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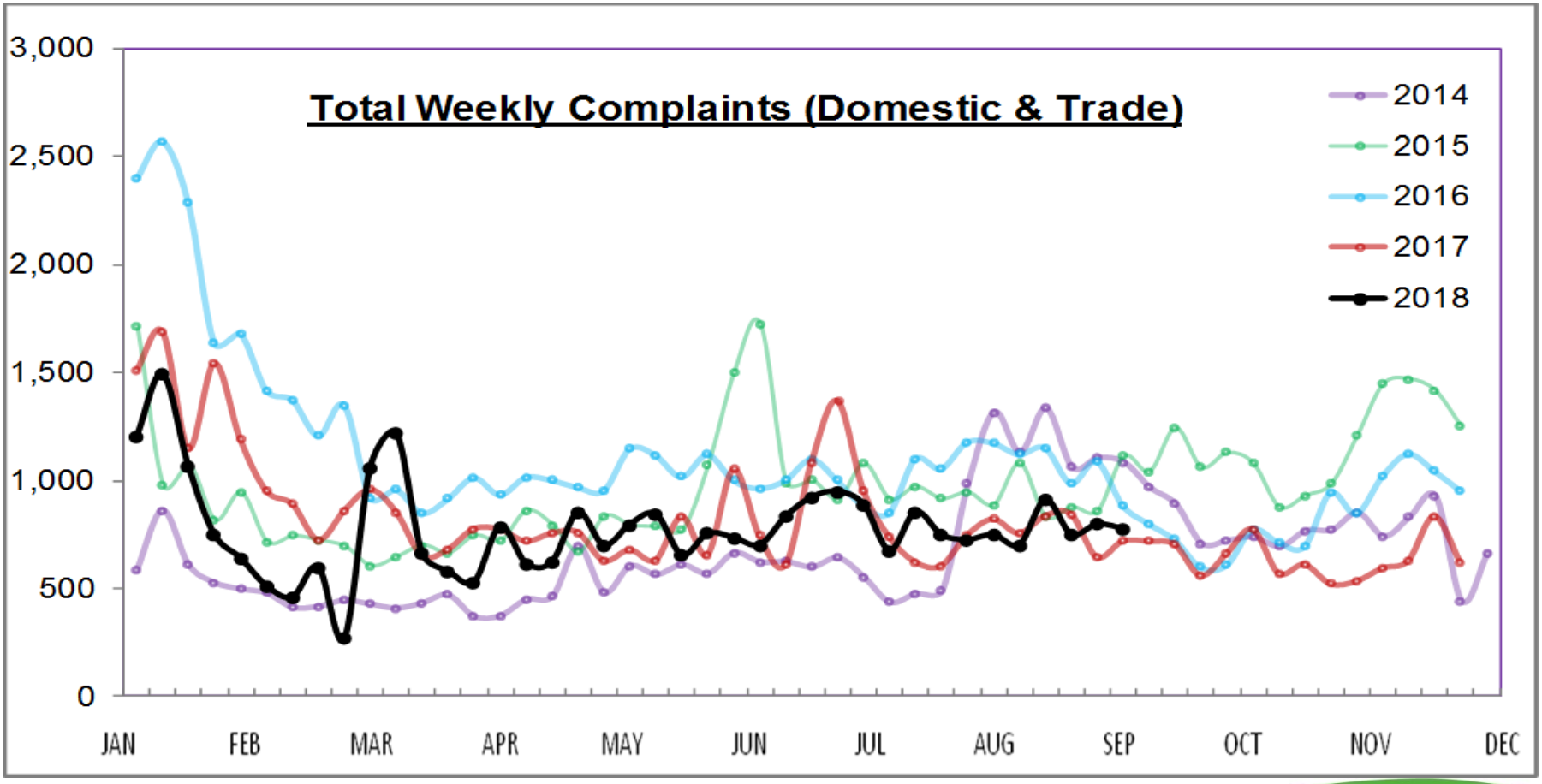
Current Performance – Reported Missed Collections



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What are the next steps for Waste and Cleansing?

- Rollout street cleansing and litter bin routes
- High profile re-design of our communal waste and recycling service
- Delivery of new transfer stations and depots in 18/19
- Integration of Routesmart data with customer services systems (webforms and CRM) for better complaint resolution as part of Customer Digital Engagement workstream

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Thank You – Any Questions?

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