

YORKSHIRE WATER



“Ctrack has provided real benefits to our fleet operation, resulting in operating efficiencies and an enhanced service to our customers”

**Geoff Dyson,
ICOM Field Operations
Team Manager at
Yorkshire Water**

Yorkshire Water provides water and waste water services to domestic and businesses customers across Yorkshire, servicing more than 4.7 million people and 140,000 businesses.

The company manages the collection, treatment and distribution of water, supplying around 1.24 billion litres of drinking water each day, and also collects, treats and disposes of about one billion litres of waste water safely back into the environment on a daily basis.

Yorkshire water is committed to adopting advanced technologies to maintain its position as the leading water utility company within the UK. As a result the company is continually reviewing its operational and back office processes to identify ways of reducing overheads, increasing customer service and achieving regulatory compliance.

ADVANCED VEHICLE TRACKING

Yorkshire Water has undertaken a phased roll-out of Ctrack across more than 500 vans used by technicians in the field. This sophisticated vehicle tracking solution has been adopted following a detailed trial involving 60 vans that demonstrated widespread fleet benefits including:

- An increase in jobs per day up to 13.5 per cent.
- A 30 per cent improvement in emergency response times.
- A improvement in fuel efficiency of approximately 12.5 per cent.

VISIBILITY AND CONTROL

Yorkshire Water's pilot scheme highlighted the added visibility and control that is achievable using Ctrack, resulting in increased optimisation of technicians including a rise in the numbers of completed jobs per day by up to 13.5 per cent. Furthermore, there was a significant reduction in the time it took office based schedulers to identify a suitable technician as well as a 30 per cent improvement in emergency response times.

FUEL MANAGEMENT

Yorkshire Water experienced an increase in the miles travelled per litre of fuel, with an average increase of approximately 12.5 per cent. This added fuel efficiency has not only reduced overheads, but also realised substantial environmental benefits. Through the duration of the trial alone, fuel usage was cut by almost 3,500 litres, with savings in carbon dioxide (CO2) emissions of more than 9 tonnes.

DRIVER SAFETY

Each vehicle is fitted with a Ctrack device along with a panic alarm and driver ID to provide added safety and protection to the mobile workforce and resources. The panic alarms enable technicians to request assistance in the event of an emergency, whilst detailed real-time and historical positional data provides proof of location to aid insurance claims and effective accident analysis. This information also supports vehicle location and recovery in case of theft.

“Our vehicle tracking solution forms an essential aspect of a maintenance strategy that supports our aspirations to become clearly the best water company in the UK”

WORKFLOW MANAGEMENT

Yorkshire Water has integrated vehicle location information provided by Ctrack with an existing workforce management application to further streamline the job allocation process. This has enabled data to be plotted into a single view via the company's in house GIS system that is available on all technician's ruggedised mobile laptops.

