AUTOMATED TRACKING
GETS THE COMPLIANCE NOD

THE PROBLEM

Wagga Shuttle is the sole bus shuttle operator in the Riverina. Accredited to operate up to six shuttles, it covers more 80,000 kilometres each year to ensure local residents meet flights and trains on time, and in turn get home safely.

It's a busy service with at least 30 trips a day between the airport and passenger destinations, and the owners and drivers pride themselves on giving a personalised service to each and every customer.

However the compliance and accreditation requirements of Transport for NSW, where all bus operators have to record each vehicle's use including individual driver behaviour and violations, were time-consuming and hampered their ability to focus on customer needs.

Owner Peter Rex of Wagga Shuttle wanted to automate his reporting, as opposed to manual log book reporting which was cumbersome and not always accurate. Peter considered using an automatic recording service - a tacho graph – but it was still time-consuming and expensive. He turned to GRIDTRAQ Vehicle Tracking and Fleet Management Australia to find a better way.

THE SOLUTION

GRIDTRAQ recommended its Fleet Max solution. Through the installation of a Fleet Max 'little black box', journeys, speeds, and any violations that may occur including hard braking, abnormal acceleration and speeding are recorded. The solution can also track which driver is behind the wheel at any given time via an integrated driver identification module.

GRIDTRAQ partnered with Telstra to use its wireless Machine 2 Machine (M2M) Control Centre solution to carry the data from the shuttle buses to its comprehensive online web portal, hosted at their A Grade server in Port Melbourne.

Telstra's Wireless M2M Control Centre uses Telstra's world-class Next G® mobile network which covers more land area than any other wireless network carrier in Australia.

Each Fleet Max 'black box' features an exclusive Telstra M2M SIM card that provides the connectivity to track and record the shuttle data in real time and relay it back to GRIDTRAQ's portal for instant compliance reporting.

THE RESULTS

GRIDTRAQ's Fleet Max saves Peter and his team of five part-time drivers about seven hours of work each week. At a charge out rate of $140 per hour, that equates to a massive $50,000 savings each year, and importantly it's time saved to shuttle even more passengers safely to and from their destination of choice - on time.

Wagga Shuttle is now audit ready and compliant and can run instant reports to the specifications set by Transport for NSW.

Thanks to the Telstra Wireless M2M Control Centre and GRIDTRAQ's Fleet Max Solution, Peter can use the recorded histories of each driver to train them to be better drivers leading to savings on fuel and maintenance. He can also monitor any fines that his drivers may incur and track a vehicle in case of theft.

M2M TECHNOLOGY DRIVES ACCURATE REPORTING AND BETTER FLEET CONTROL

Managing a fleet can be costly, time-consuming and compliance is exacting. So finding ways to reduce costs through technology and comply without cutting corners is critical.

GRIDTRAQ, the Telematics Division of Melbourne company Directed Electronics Australia, are leaders in developing solutions that enable fleet owners to keep their vehicles safe, secure and on the road.

GRIDTRAQ's flagship real-time fleet management system the Fleet Max solution is based on leading world-class technology with advanced features such as high definition tracking, driver scores, collision reports, detailed journey summary reports and route adherence.

And it's making inroads into helping fleets like Wagga Shuttle meet compliance and regulatory requirements and to make some unexpected improvements and savings.

Transport for NSW requires operators involved in ferrying passengers to record their vehicle uses and the driver driving the vehicle, including distance and speeds as well as any events or violations. Historically this information has been recorded manually in driver log books, on pieces of paper or through taco graphs.

GRIDTRAQ's Business Development Manager Dylan Hartley said many drivers have run their vehicle 'on the back of a matchbox' - a reference to the almost haphazard recording of essential details.

"Being compliant with government regulations is the most important factor in managing a fleet. If a fleet is not compliant owners can face a hefty fine at the least, or at worst lose their ability to operate," he said.

The Fleet Max Solution was designed to create a clean audit trail of vehicle use and driver behaviour. But it's got some additional tangible benefits that make it an irresistible solution, as Wagga Shuttle discovered.

"Wagga Shuttle was looking for a way to better service its 150,000 customers, reduce the cost of running the vehicles, and importantly to comply with all licence requirements," Dylan said.

"Core to their requirement was to do away with recording data manually which was not only time-consuming but inaccurate.

"GRIDTRAQ assessed the fleet and recommended the Fleet Max solution to track and record all vehicle movements in real time including distances travelled and routes. The inclusion of a driver identification module, where every driver has a unique identification disc, means driver behaviour is also monitored."

Benefits are three fold:

- all elements needed for compliance and licensing are automatically and accurately recorded and can be accessed at any time via any internet connected phone

- driver behaviour is monitored – for example whether they're breaking too hard, speeding, or accelerating too quickly – and modified through awareness and training which leads to cost savings

- and if a vehicle is stolen, it's tracked and more easily recovered before permanent damage is done.

GRIDTRAQ's customers report a 30 per cent improvement in driver behaviour as a result of the Fleet Max solution which in turn has led to savings in maintenance, fuel, tyres and brake pads.

The intelligent nerve centre of the Fleet Max solution is a little 'black box' which is fitted to the vehicle, and its heart beat is a Telstra M2M SIM card connected to Telstra's Wireless M2M Control Centre. The Fleet Max solution relies on Telstra's extensive world-class Next G® network, which covers more land area than any other wireless network carrier in Australia. Telstra's network superiority is crucial in delivering the real time data.

Telstra's Wireless M2M Control Centre carries up-to-the minute data to GRIDTRAQ's comprehensive online web portal - hosted at GRIDTRAQ's A Grade server in Port Melbourne, Victoria.

"The result for Wagga Shuttle has been more than a substantial cost saving. They passed their compliance audit with flying colours," Dylan said.

"And now that the drivers don't have to spend time record keeping, they can concentrate on the road and on delivering a high quality experience that keeps customers wanting to come back."

GRIDTRAQ operates more than 60,000 SIM cards throughout Australia and South Africa, mainly in machine-2-machine (M2M) applications for fleet management and monitoring, logistics and vehicle security. Customers range from large fleets – freight and passenger - through to smaller suburban owner operators like plumbers, electrician and shuttles services, and concerned mums and dads with novice drivers on the road.

FOR MORE INFORMATION CONTACT YOUR TELSTRA ACCOUNT EXECUTIVE OR VISIT
telstra.com/business/m2m

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