

KCC Highways

Vehicle Managed Service (VMS) Case Study



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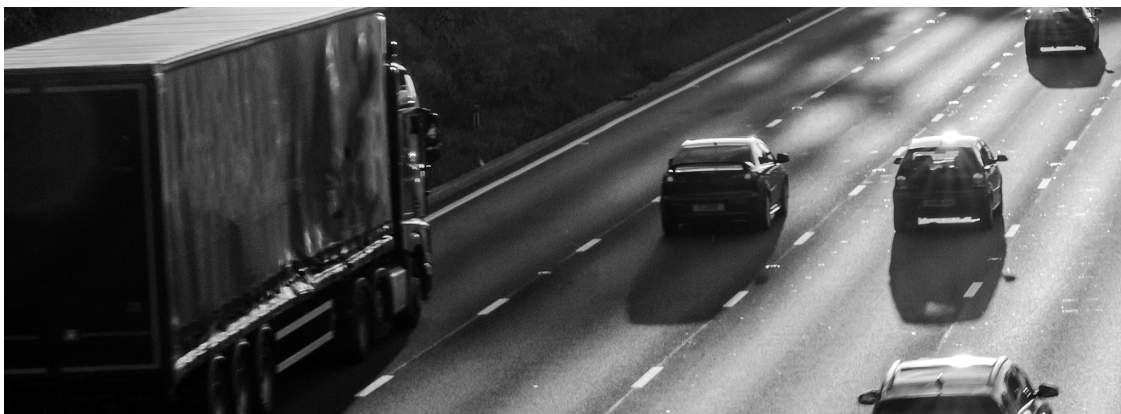
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The Challenge.

The KCC Highways team includes highways stewards and inspectors who are responsible for completing daily inspections of the road networks across Kent and dealing with customer enquiries to look at defects such as potholes. The highways stewards are out on the roads of Kent in KCC Highways vans on a daily basis, they are public facing and dealing with matters of great importance to citizens of the county, and therefore a highly

important operation for Kent County Council.

Before KCC Highways enlisted the support of the Vehicle Managed Service (VMS) from Procurement Services, the organisation of their vehicles was below requirements and inconsistent. Vehicles weren't always the right specifications and there were concerns around vehicle breakdowns and how to handle those.



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The Solution.

KCC Highways were looking for consistency in service and a dedicated central team who would be able to fully manage all vehicles on behalf of them, ensuring the fleet was run effectively. The size of the operation is around 170 vehicles, ranging from Toyota Yaris, Volkswagen Caddys, Toyota Auris, Fiesta vans and Toyota Hilux for the emergency service KCC Highways run.

Procurement Services were brought in as a neutral partner to deliver the VMS service, to ensure KCC Highways could concentrate

on delivering theirs. The Vehicle Managed Service provides peace of mind that everything is taken care of; from arranging annual MOTs, to monitoring telematics, managing insurance claims, penalty charges, driver checks and beyond.

As part of the VMS, the team have trained over 300 KCC Highways drivers and continue to train Managers as required.



The solution includes

Vehicle acquisition

Routine servicing and MOTs

Arranging daily rental vehicles

Penalty charge management

Insurance management

Driving licence checks

Telematics provision
and/or monitoring

Management reports

Daily driver checks

Fuel cards

Fleet utilisation

KCC Highways has to ensure any financial spend is carefully considered, as the money is from the public purse. The VMS team are managing the fleet so efficiently and are able to ensure vehicles are only off the road for a minimum amount of time, and therefore savings are made. If KCC Highways don't have sufficient vehicles on the road they are not dealing with the enquiries, which has an impact on the public perception of KCC Highways delivering the service. Therefore the smooth running of the fleet via the VMS team is paramount.

The Benefits.



Dedicated VMS expert managing the entire fleet

- Peace of mind that the VMS team is dealing with everything
- KPIs and performance reporting to deliver the business in a more effective way
- Navman driver reports to ensure drivers are behaving correctly on the roads
- Measures in place if issues need to be addressed and rectify to improve all the time
- KPIs to measure the customer service performance of the VMS team

“The customer service we get is very good, there's no them and us, we work together”



“As far as I am concerned, they are part of the furniture”

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