



CITY OF HAMILTON
PUBLIC WORKS DEPARTMENT
Operations Division

TO:	Chair and Members Public Works Committee
COMMITTEE DATE:	March 21, 2016
SUBJECT/REPORT NO:	Standardization of Vehicle Camera Equipment (PW16019) - (City Wide)
WARD(S) AFFECTED:	City Wide
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SUBMITTED BY:	Gerry Davis, CPA,CMA General Manager Public Works Department
SIGNATURE:	

RECOMMENDATION

- (a) That in accordance with the City of Hamilton’s Procurement Policy #14 – Standardization, “Lytx, Inc.” continues to be used as a supplier for vehicle cameras for the City’s Public Works Department.
- (b) That the General Manager of Public Works, or their designate, be authorized to negotiate all prices, quantities, terms and conditions with the single source supplier with content acceptable to the General Manager of Public Works.

EXECUTIVE SUMMARY

The Waste Collections Section of the Public Works Department is responsible for collecting waste materials for approximately half the City, including Flamborough, Dundas, and Hamilton (below the escarpment). Waste collection services require a significant investment in both labour and equipment to effectively provide this service. Historically, the Operations Division has been a significant contributor to the City’s overall unfavourable Commercial Vehicle Operators Registration (CVOR) as the result of challenges with maneuvering vehicles to collect waste materials and removing snow from roadways.

Staff is actively seeking new opportunities to improve the delivery of its services in a safe and efficient manner. Vehicle cameras are an innovative technology being adopted by commercial fleets worldwide as a means to improve road safety. In June 2015, staff introduced vehicle camera (“dash cam”) technology as a pilot project in ten of the City’s waste collection vehicles as a strategy to improve driver behaviour through coaching as well as to mitigate risk. “Lytx, Inc.” was retained by the Operations Division to supply the dash cam system for the City’s waste collection trucks. To date, the dash

cam pilot has been extremely successful in changing driver behaviour, supporting staff training initiatives, and supplying details on risk management concerns. After the introduction of the pilot, the Operations Division has noticed a significant improvement in its CVOR rating, which can be attributed to improved performance expectations and the use of this new technology.

This report recommends utilizing the City's Standardization Policy #14 to expand the City's dash cam pilot to the remainder of the City's waste collection vehicles to continue building on the success of this initiative. Staff would like to make this technology available for other fleet within the Public Works Department, subject to budget availability for future deployment.

Alternatives for Consideration – See Page 4

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: The cost to expand the vehicle camera system to the remainder of the City's waste collection fleet has been incorporated into the Waste Collection Section's budget. The financial implications for other Sections within the Public Works Department would be based on available budget for the vehicles to be outfitted with the video camera system.

Staffing: The expanded dash cam system for the Waste Collection Section will continue to be provided without increasing full time employees. The benefit of the proprietary monitoring service offered by "Lytx, Inc." is that they offer enhanced customer support. This means better use of City staff time to target and focus on risk concerns. If the dash cam system is expanded to other areas in the Public Works Department, staffing implications will depend on the number of vehicles included in the program.

Legal: Staff from the Legal Services Division and Corporate Services Section will be consulted to assist with any legal and procurement requirements as applicable.

The Public Works Department will continue to work with the Risk Management Section to supply them with information from the dash cam system if required for claim management concerns.

HISTORICAL BACKGROUND

Several continuous improvement initiatives were introduced in the Waste Collection Section to ensure the public receives optimal services. Council received information on these initiatives in Information Update OPS1503 in May 2015. Among the initiatives cited in OPS1503 was the introduction of the dash cam pilot project for the City's waste collection fleet. The objective of the pilot was to improve safety and provide information on road incidents.

Staff completed an extensive review of vehicle camera system suppliers to assess operational and capital costs in order to obtain the most effective system for the City. Based on their review, "Lytx, Inc." offered an extensive technical package which met the

City's requirements. Vehicle cameras were installed in ten City waste collection vehicles in June 2015. Since that time, these vehicles have been in operation on a daily basis and have been used for a wide variety of collection routes.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

The City of Hamilton Bylaw #13-317 – Procurement Policy, Policy #14 outlines the methods and requirements to adopt a specific product or service for the City's operations.

The standardization policy meets the Public Works Department's Business Plan to support aligned business planning processes through the use of efficient and cost effective services.

RELEVANT CONSULTATION

This initiative has been undertaken with the collaboration of various groups:

- The Operations Division consulted with the Procurement Section concerning the procurement implications as noted in this report.
- The City's Fleet Services Section was involved with the installation of the equipment for the existing pilot. The installation requirements for the expanded dash cam program for the City's waste collection fleet will continue to be supported by the Fleet Services Section.
- The City's Risk Management Section supports the use of dash cam technology as a tool to provide information related to claims management.
- The Public Works Department's CVOR Committee champions the use of new technology to improve the City's CVOR rating.

In addition, the Operations Division will share information with other Departments if the vehicle camera technology could be beneficial for other City fleet.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

The Operations Division operates 41 waste collection trucks. The City must ensure that front-line staff work in a safe manner and vehicles are operated optimally to have long-term best value for the public.

The use of new technology, such as vehicle cameras, is making a significant contribution towards improving safe work and mitigating road related concerns. The City has introduced vehicle cameras in their fleet as this technology offers many benefits which include:

- Driver training – video footage can assist with instructing employees on proper driving techniques;
- Claims management – audio and video recordings provides an objective account of events in the event that an incident has occurred;

- Customer service – videos can record details within the surrounding area to assist with customer service issues.

Prior to the start of the pilot project, staff reviewed various types of vehicle camera systems to assess best practices. “Lytx, Inc.” offers state-of-the-art video event recorders including hardware and software which currently is not available from other suppliers. “Lytx, Inc.” provides services for more than 500 fleets including government utilities, private waste management companies, and major corporations. Features from “Lytx, Inc.” include tamper-resistance hardware, broad views on each lens, geo-fencing capabilities, driver safety reports, and a web-based application. In particular, “Lytx, Inc.” offers a proprietary monitoring system which allows City staff to focus on incidents that pose the greatest risk to the municipality. With this monitoring system, “Lytx, Inc.” reviews all video footage from the vehicle cameras and sends an edited version for the City’s review. This edited video footage focuses on safety concerns. This service is beneficial in that staff can use their time wisely rather than having to review volumes of data/footage compared to systems offered by other vehicle camera suppliers.

There has been tremendous success with the dash cam pilot. After initial coaching sessions with staff, there have been significant improvements with compliance with Highway Traffic Act requirements and reductions in at-fault accidents.

The City’s Procurement Policy #14 outlines the guidelines for goods/service standardization. This process assists the City in selecting a product or service that best meets the City’s operational requirements. Expanding the dash cam pilot through the Policy #14 will allow the Operations Division to install the dash cam system in the remainder of the City’s waste collection fleet in an expedited timeframe.

ALTERNATIVES FOR CONSIDERATION

An alternative to the recommendation is to obtain another vendor to supply the vehicle camera system and to hire staff to review video footage. This alternative would result in higher labour costs for the staff time required to complete the procurement process and ongoing labour requirements to review video footage. This alternative would be less attractive particularly if the vehicle camera system is expanded to Public Works fleet since other Divisions would be responsible for reviewing their own video footage. At present, the Operations Division does not have staffing resources available to review large volumes of video footage.

Selecting another vendor would require staff to initiate the City’s Procurement Policy #5.2 – Request for Quotations (RFQ) or Policy #5.3 – Request for Tenders (RFT) to solicit a new vendor for vehicle camera technology through a competitive bid process. The City’s existing dash cam pilot project could continue until such time that a new vendor is selected through a bid process. The use of Policy #5.2 or #5.3 depends on the number of vehicles to be included in the vehicle camera system. For example, a RFQ could be based on the requirements for the City’s waste collection fleet while a RFT would meet the needs of the Operations Division or the Public Works Department. The RFQ/RFT specifications need to be very detailed to ensure the City receives the most appropriate vehicle camera system to meet its requirements.

ALIGNMENT TO THE 2012 – 2015 STRATEGIC PLAN

Strategic Priority #2

Valued & Sustainable Services

WE deliver high quality services that meet citizen needs and expectations, in a cost effective and responsible manner.

Strategic Objective

- 2.1 Implement processes to improve services, leverage technology and validate cost effectiveness and efficiencies across the Corporation.

Strategic Priority #3

Leadership & Governance

WE work together to ensure we are a government that is respectful towards each other and that the community has confidence and trust in.

Strategic Objective

- 3.2 Build organizational capacity to ensure the City has a skilled workforce that is capable and enabled to deliver its business objectives.
- 3.3 Improve employee engagement.
- 3.4 Enhance opportunities for administrative and operational efficiencies.

APPENDICES AND SCHEDULES ATTACHED

N/A