



Matthews Coach Hire

A Twin-tracked Approach to Risk Management

Matthews Coach Hire operate a high-frequency commuter service to Dublin from the north-east. Matthews employ **85 people** and have a fleet of **43 vehicles** across their commuter, corporate hire, events and coach tours services. The company have invested in their fleet which now has an average age of 49 months (four years), which means less maintenance, more fuel efficiency and safer vehicles.

A twin-tracked approach to economy and safety

Matthews Coach Hire identified economy and safety as their two major objectives and came up with a long-term plan to introduce both technology and training to improve risk management and fuel consumption.

Through the introduction of an on-board telematic system, allied to the adoption of eco-driving techniques, Matthews have managed to become the greenest and most fuel-efficient passenger transport company in Ireland, with a huge emphasis on improved safety and risk management as a result.

Overall results of Matthews' twin-tracked approach to risk management 2011-2018:

- 55%** reduction in number of incidents
- 26%** fall in overall insurance costs despite 21% rise in number of vehicles
- 157%** increase in annual fuel bill savings since 2011
- 10%** reduction in fuel consumption
- 66%** reduction in windscreen replacements
- 32%** longer brake life



Matthews' Eco Drive training pays dividends in all aspects of business

Each Matthews driver receives ongoing training in Eco Driving techniques, coupled with real-time technological scrutiny. Since its introduction, the training and implementation has proven that an Eco Driver is a safer driver. Matthews found the optimum way of performance managing drivers was to introduce a leaderboard, showing how each driver is performing. We produce monthly performance scoresheets, with drivers who score above a certain mark receiving positive feedback on a weekly basis.

We trained one of our best performing drivers as an Eco Drive trainer and changed the process of recruitment and induction within the company. By actively discouraging harsh braking and acceleration, the more relaxed driving style encourages drivers to keep a safe following distance from vehicles, which allows them to scan the road ahead for potential dangers and take evasive action if required.

New maintenance facility means constant testing

We are near completion of our state-of-the-art three bay maintenance and safety inspection facility. At a cost of €300,000, this additional facility will complement our existing workshop and will enable our engineers and fitters to run a more efficient operation. They will no longer need to wait for a bay to start a job allocation which will reduce

This has resulted in a more comfortable journey for passengers, a reduction in road incidents, less wear and tear on the vehicle and 32% longer brake life. In the past, Matthews would have replaced one windscreen per vehicle per year. Now the average is just one per month in the entire fleet – an overall reduction of 66% thanks to Eco Driving techniques keeping Matthews vehicles further back from the risk of flying stone chips. The overall incident rate has reduced by 55% over four years. Our on-board telemetry system enables us to marry each driver up with each bus and analyse their driving style for every second they drive on their shift. The driver is rated on a combination of harsh braking, over-revving, speeding and cruise control usage. At the end of the shift an overall driver performance score is produced. This allows us to map trends throughout the fleet, and vastly improve risk management.

vehicle down time. The new equipment within the facility will test the vehicle's brakes, suspension, wheels, lights in a comprehensive 65 point six-week checklist. This investment will give our passengers peace of mind and shows our commitment to safety and risk management.



Insurance costs fall thanks to measures

We have made a **26% saving in overall insurance costs** over three years despite increasing our fleet from 29 to 35 vehicles during that time. This is due to the **fall in incident rates** over the same period – a direct result of the Eco Drive training and monitoring that we employ. Our insurance company have also recognised our harsh braking and average speed monitoring, the use of **alcolocks** and our **Eco Drive training** itself, in our insurance quotes.

Other risk management practices

Use of alcolocks

Matthews Coach Hire are the only transport company in Ireland to have **alcolocks** installed, and every Matthews coach and support vehicle carries one of the devices. Alcolocks are connected to a vehicle's ignition system and activated by the driver blowing into a tube. They will prevent a vehicle's engine starting if the driver's alcohol level exceeds a pre-set safety limit, essentially preventing the intention to 'drink drive'.

Matthews Pre-Flight Check

Matthews have considerably improved safety and reduced maintenance costs by introducing a **pre-shift walk-around safety check** of the vehicle, performed by the driver and monitored via an app which is linked to the online maintenance system. Walkaround checks are live, which allows for all maintenance information to be stored in one place, easier analysis of faults and a stronger chain of custody. This system also lets drivers highlight any issues that occur, and alerts the company to any licences, certs or requirements that are about to expire.

CCTV monitoring fleet-wide

We have retro-fitted our fleet with a CCTV monitoring system which not only acts as a security deterrent but allows us to get a true picture of incidents, identify trends and risks and put the correct control measures in place.

Matthews achieve an industry-leading 26% reduction in fuel use over six years

Matthews have made fuel savings worth €540,000 for an investment of €125,000 over the past six years, achieving a 26% reduction on fuel usage over that same six-year period. Between 2011 and 2017, the company has seen fuel consumption drop by 10% and their average fuel savings rise by 157% when the current average figure is compared to 2011. Fleet average fuel consumption in the coach industry is 33-35L/100km. Matthews started at 33-35L/100km when registering for their first energy audit in December 2007. In the years since, Matthews have applied structured energy management to achieve world-leading fuel efficiency whilst transporting

more passengers, using largely the same vehicles, drivers and routes. Between 2007 and 2011, Matthews reduced their fuel usage from 32L/100km to 29L/100km. Since then they have managed to reduce that figure further to an industry-leading audited usage of 26L per 100km. Our greenhouse gas (GHG) and carbon dioxide (CO₂) emissions are now a full 20% lower than our starting point in 2008. With our emissions at just 20g of CO₂ per passenger kilometre, compared to an A-labelled car at 140g/km, we can confidently say that we are Ireland's cleanest passenger transport service.

A company of firsts

In 2013, we became the first passenger transport company in Britain and Ireland, and only the second in the world, to achieve the **ISO 50001 Energy Management Systems** standard.

SEAI National Awards:

2012 Energy Award for energy awareness through driver engagement.
2010 Energy Efficiency Award – Major User
2010 Environmental Sustainability Award

Matthews Coach Hire have also won the following awards:

Repak Pakman Green Transport of the Year Award 2017
Best Use of Creativity in the Community in the 25th Allianz Business To Arts Awards 2016
Care For The Environment Award – Fleet Bus and Coach Awards 2013
Best Training Initiative – Dundalk Chamber Awards 2013
Safety Award – Fleet Bus and Coach Awards 2012
Safety Award – Fleet Bus and Coach Awards 2010
ISO 9001:2008 Quality Management System Accreditation 2009
Leading Lights Safety Award – Road Safety Authority 2009

