

INFORMATIVE AND INTERESTING PERFORMANCE CHAT

In November and December, performance interviews take place with drivers in Driving Service. But Hópbílar Driving Service services PANT driving for Strætó BS. The conversations are truly instructive and informative for all those involved, both the project manager and the drivers.

In the conversations, the driving behaviour of each driver is reviewed. It examines whether the driver has reported any safety events. Safety events include accelerations, braking, left turns and right turns. Statistics on safety events are examined and for comparison the average safety events for all drivers at Hópbílar Driving Service is shown. Each driver then receives an overview of the number of safety events during the last six months.

Next the drivers fuel consumption over a six month period is reviewed. There is e.g. Examine whether the driver has always been driving the same car and whether there is a difference in the drivers fuel consumption between months and seasons.

High relative idle often goes hand in hand with high fuel consumption. In the conversation, the relative idling of each driver is reviewed, praise is given for what is done well, but also scrutinized if there are any specific places where the driver could turn the engine off instead of keeping the car idling. A comparison is also made here with the average of the group to which the driver belongs.

Each driver receives printed results showing their individual performance. In that form, the average of the group is also available for comparison. In addition to the above data, information about the total driving time and the total number of km the driver has driven over a certain period can also be found.

Drivers take an active part in the conversation, are interested in what is done well and where they can improve. After all, the performance conversations of the groups that have already finished conversations like that with the project manager have resulted in a considerable improvement in the statistic results. The drivers really deserve thanks and praise for their ambitious response and smooth driving.

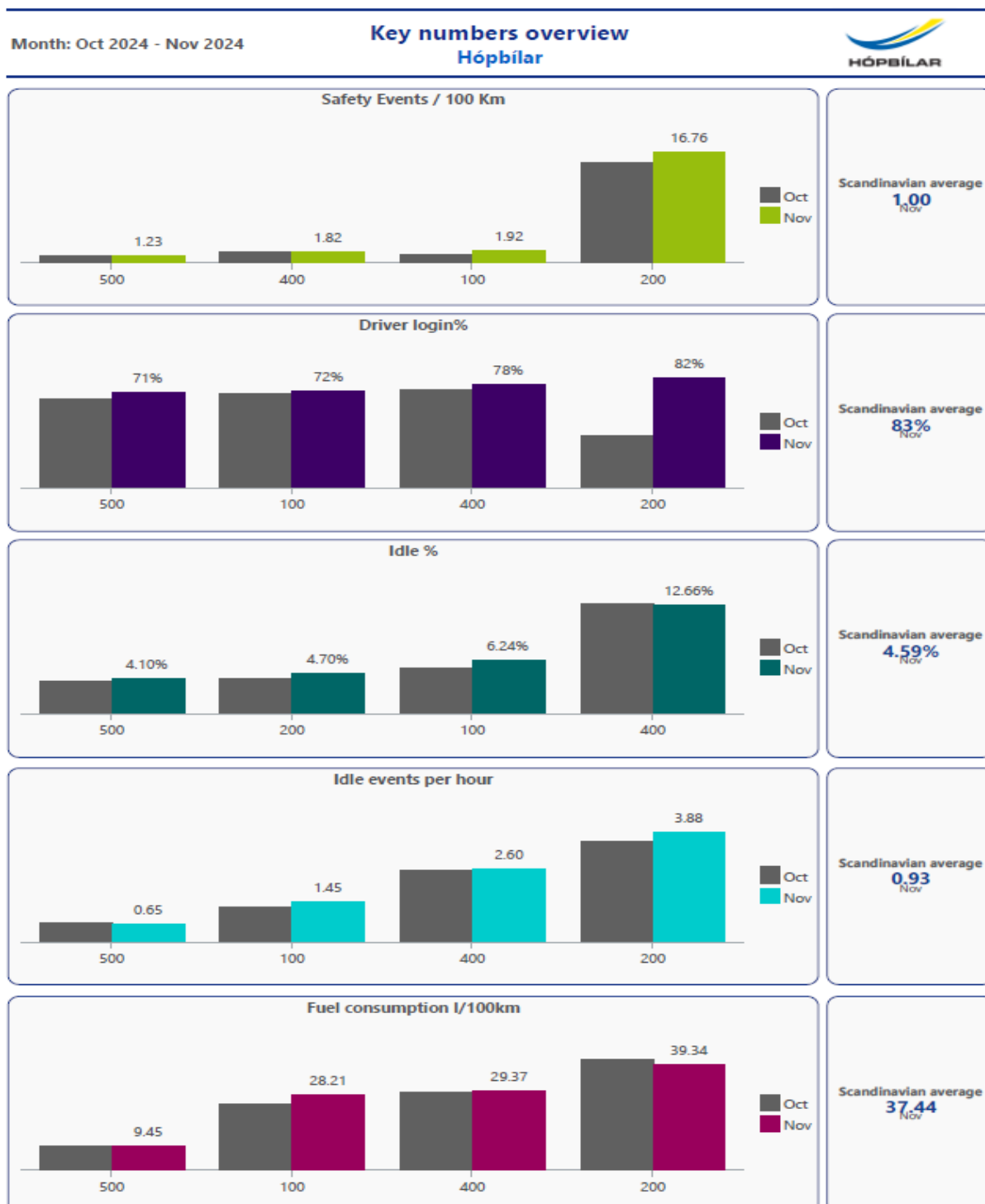


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DRIVING BEHAVIOUR AND STATISTICS FOR OKT-NOV 2024

Here you can see a complete overview of the driving behaviour and comparison statistics of Hópbílar and Hagvagnar drivers. The whole group is divided into four smaller groups. Group 100 is the travel department, group 200 is the yellow bus, group 400 are the ones driving the countryside bus and group 500 is the driving service for disabled and elderly people. Please note that group 200 is a little bit behind in installation of the system.



DID YOU FIND A BEAR IN THE BUS?

VÍKINGUR KRISTJÁNSSON – SHIFT MANAGER

Almost a year ago, I was invited for a job interview for a shift managers position at Hópbílar, that I saw advertised and half-heartedly decided to apply. I dare to admit that I knew little about what the job entailed, but decided to scrape together all the charm I could possibly find to take with me to the interview. Twenty years of acting experience probably came in handy too. Anyway, I got a call few days later, informing me that the job was mine.

If the intention was to find a pleasant office job, a relaxed and comfortable job, I kissed those hopes goodbye when I became a shift manager, and watched them blow away. Then I sat down in front of the computer screens in the office and started examining the pages of the Road Administration and the Meteorological Office.

Can the bus from Akureyri stay on schedule? What about Höfn? There was an announcement from Herjólfur, it's going to Þorlákshöfn and not Landeyjarhöfn. Which is a hassle, we need to solve the driver issue, because driver A who was going to fix the drive home from Rio Tinto forgot to inform me about his appointment at the chiropractor and I had to use the driver that was going to Þorlákshöfn instead. But before I solve it, I have to call a driver of a 500 car and inform him there is a person on his way to him to give him a start. Where was he again ...Hvassaleiti, Háaleiti, or was it Hressaleiti? Thank God for Traffitech system. Isn't the after school program drivers all on their way? Wait a minute ... Why is driver B in Kópavogur? We do not provide the after school drive there !

What was with the group leader who called earlier and wanted to change his plan, skip the ice cave visit and go to see the lava rocks instead, which would actually be a bit of a detour and would maybe extend the drivers driving time by a few hours, not many though, almost nothing. I need to send a letter to the marketing department and report this to them. Must call the driver. Is he driving or has he stopped? Ok, it has stopped at Skógarfoss, probably I will have to wait because the wind is up to 35km pr hour. When will it go down? Is it slippery as well? Wasn't the driver who drives to Landeyjarhöfn sure that Herjólfur doesn't go there? He cannot sell tickets to Landeyjarhöfn as it only goes to Hvolsvöllur.

The phone rings once again. Its a woman from Strætó customer service. Could it be that a teddy bear was found in the car that drove to Akureyri on Thursday last week? I tell her I will check the lost and found. I get up and walk to the coffee machine. Thank God there is good coffee at work. And although some might find it strange, and I will tell you the truth, I really enjoy my work as shift manager at Hópbílar.



**HÓPBÍLAR, HAGVAGNAR AND HAGVAGNAR
SERVICE WISH YOU ALL A HAPPY CHRISTMAS
AND A PROSPEROUS NEW YEAR.
YOUR CONTRIBUTION TO OUR WORK
IS GREATLY APPRECIATED.**

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HÓPBÍLAR

