TRANSPORT CROSS SERVICE REVIEW IMPLEMENTATION PROJECT PROGRESS REPORT

Report By: Director of Environment

Wards Affected

County-wide

Purpose

To inform Members of the further progress that has been made on implementing the recommendations of the Transport Cross Service Review.

Financial Implications

None as a result of this report.

Background

1.   The Transport Cross Service Review Implementation Project seeks to implement improvements that will help the transport services currently provided by the Environment, Education and Social Care Directorates meet transport needs in a quality and cost effective way through better co-ordination and integration.

2.   A Project Board is in place chaired by the Director of Environment and includes the Director of Education and Director of Social Care and Strategic Housing. The Project Team draws membership from the three Directorates.

3.   Progress reports on the implementation of the recommendations of the Transport Cross Service Review were considered by the Committee at meetings on the 10th February, 1st April 2003, 13th October 2003 and 26th April 2004. The report considered on 1st April 2003 set a number of targets and milestones to be achieved during the implementation of the project. This report seeks to update Members on the current progress towards meeting these targets and outlines proposals for the monitoring of performance in relation to efficient scheduling of vehicles.

Considerations

4.   The project is continuing broadly in accordance with the original programme.

5.   The following table identifies the original milestones and targets and, where appropriate, revised targets that have been adopted to guide the implementation of the project. In addition, a new milestone has been established in relation to developing a live pilot to assess the benefits of staggering opening times. This element of the project can progress further now that the scheduling software is operational. Further details of what has been achieved so far and the reasons for any amendments to targets and milestones are presented below.

Further information on the subject of this report is available from Richard Ball, Transportation Manager
on 01432 260965

Key Targets / Milestones	Target / Milestone as reported 13th October 2003	Status / Revised Target
Develop and Implement Improved Co-ordination and Integration		
1. Potential IT systems examined and demonstrations held	30/5/03	Achieved
2. Change Management Strategy Developed	1/6/04	Partly achieved through co-location of Social Care Transport with Education Transport. Further consideration of coordination and integration opportunities to be undertaken by 31/3/05
3. Change Management Strategy Approved for Implementation	1/8/04	See above
Identify and Procure Scheduling Software		
1. Potential IT systems examined and demonstrations held	30/5/03	Achieved
2. Budget Approved to procure appropriate software	30/6/03	Achieved
3. Software Installed	1/3/04	Achieved
4. Commence Review of Contracts *and use of the system for demand responsive transport provision*	4/5/04	Achieved in relation to Social Care, Special Educational Needs and Demand Responsive public transport. The systematic review of all Education Mainstream contracts will commence once the relevant module of the software for this piece of work is operational in January 2005. See below for further details.
Review Discretionary Policies		
1. Draft Revised Policies Considered by Cabinet to approve for consultation	Project Elements transferred for consideration by Education Scrutiny Committee Transport Working Group. This group reported back to Education Scrutiny Committee on 22nd June 2004 and Cabinet considered a report in relation to this on	
2. Publish Revised Policy		

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3. Revised Policy Takes Effect	Cabinet considered a report in relation to this on 15th July 2004 and resolved to broadly retain the status quo.	
Pilot Projects for Staggered Opening Times for education and social care establishments		
1. Identify suitable area for trial	28/2/03	Achieved
2. Complete desk top study prior to trial implementation	31/7/03	Achieved
3. Agree revised transport services and opening times for live pilot	**28/4/05**	**New Milestone**
Brief LEA Governors on School Transport		
1. Briefing held for Governors	30/4/03	Achieved

Commentary on Progress

Develop and Implement Improved Co-ordination and Integration

6.   The co-location of the Social Care Transport Team with the Education Transport team has further strengthened links and made joint working easier. This has assisted with staff training and support in relation to the installation and use of the scheduling software.

7.   Over the past six months the review team have had to concentrate on the implementation of the Scheduling Software element of the project. The review team will consider over the next six months opportunities for further integration and ongoing arrangements for coordinating the work of the team. This will need to take into account accommodation issues and the recent Environment Directorate restructuring.

Identify and Procure Scheduling Software

8.   The installation of the Trapeze "PASS" software for the service to provide a dynamic scheduling tool to enable the efficient use of vehicles for education, social care and public transport demand responsive trips has been completed. Initial data transfer and staff training has also been completed. The system is now in place for use by public transport, social care and special educational needs transport. The system will be operational for Special Educational Needs trips from the end of October following the installation of the updated pupil lists during half term.

9.   As reported in the last progress report, the Council is working with Trapeze Software Ltd to tailor the software to specifically meet our requirements for the planning of mainstream education transport. This development work is due to be completed over the coming months with the system planned to be operational from January 2005. A programme for reviewing current mainstream contracts will then be followed to enable opportunities for further efficiency improvements to be identified.

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10.   It is important to be able to monitor the improvements being achieved as a result of the adoption of the new Scheduling Software to ensure the predicted improvements in efficiency are being achieved. In order to monitor this, the performance indicators highlighted in the following table have been identified.   The baseline position is presented below to indicate the situation prior to the adoption of the new system. It is proposed to monitor progress against these indicators on a six monthly basis.

Performance Indicator	Definition	Baseline Position
Education		
Cost per passenger journey	Average cost per two-way passenger journey: Special Educational Needs transport Mainstream – Primary Mainstream - Secondary	2003/4 Figures £14.55 per two-way passenger journey £4 per two-way passenger journey £3 per two-way passenger journey
Total number of contracts	Total number of Education contracts	450
Average number of riders per vehicle:	Taxi Minibus Bus/coach Average number of miles per contract	Baselines to be determined using figures from the Scheduling Software and monitored on an ongoing basis
Social Care		
Journeys Adults 2003/04 Children 2003/04	Number of two-way passenger journeys per annum	2003/4 Figures Contract 46272 Ad Hoc 23764 Contract 1440 Ad Hoc 10915
Average Number of passengers.	Number of passengers travelling per mini bus on contract route.	Approx 8 to 12

Miles per contract	Average number of miles per contract route.	No history on mileage per route as yet. Baseline to be determined using figures from the Scheduling Software and monitored on an ongoing basis
Cost per passenger journey Adults 2003/04 Childrens 2003/04	Cost per two-way passenger journey for Ad Hoc and Contract provision.	2003/4 Figures Contract @ £10.50 per two-way passenger journey Ad Hoc @ Approx £19.50 per two-way passenger journey Contract @ £5.00 per two-way passenger journey Ad Hoc @ Approx £22.11 per two-way passenger
Public Transport		
Demand Responsive Public Transport	Number of demand-responsive transport schemes operating.	2

Review of Discretionary Policies

11.　　The Education Scrutiny Committee at it's meeting on 22nd June 2004 considered the Review of Discretionary Policies Applicable to Home to School Transport and resolved that the report and recommendations of the Working Party be noted and the following recommendations be submitted to the Cabinet Member (Education) for consideration:
a) Denominational Transport.
That the status quo be maintained.
b) Post 16 Transport
That the current charging levels be maintained (subject to annual review) but no additional subsidy be offered on the basis that Education Maintenance Allowances (EMAs) were available to cover costs.
c) Transport for Under 5s
No change to existing policy.
d) Transport for Children with Special Educational Needs
That the existing policy be amended to benefit only those students who have not reached their nineteenth birthday, and those students not in receipt of a mobility allowance.

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12.   In addition, the Cabinet considered a report on this issue at it's meeting on 15th July 2004 and resolved that there should be no change to the current policy pending the outcome of the government's transport review and the Council's cross-cutting best value review of transport.

Conclusion

13.   The above report highlights the progress that is being made to implement the recommendations of the Transport Cross Service Review. The project continues to demonstrate the success of close working relationships between the Environment, Education and Social Care Directorates. The continued monitoring of performance indicators in relation to the efficiency of scheduling will enable Members to keep track of improvements being achieved. Attached at Appendix 1 is a copy of the current programme for the project. A further progress report will be submitted in six months time.

RECOMMENDATION

THAT the progress with the implementation of the Transport Cross Service Review be noted.

BACKGROUND PAPERS

• None

Further information on the subject of this report is available from Richard Ball, Transportation Manager
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APPENDIX 1 – TRANSPORT CROSS SERVICE REVIEW IMPLEMENTATION PROJECT PROGRAMME

ID	Task Name	Start	Finish		2003	2004	2005
				Q3 Q4	Q1 Q2 Q3 Q4	Q1 Q2 Q3 Q4	Q1 Q2 Q3 Q4
138	**TCSR Implementation Project**	**Tue 26/11/02**	**Mon 06/03/06**				
139	**Develop and implement improved co-ordination and i**	**Tue 26/11/02**	**Mon 06/03/06**				
140	Examine existing models of co-ordination and integration	Tue 26/11/02	Thu 01/04/04				
141	Examine potential IT systems	Tue 26/11/02	Fri 30/05/03				
142	Review Transport Co-ordination Study results	**Mon 06/01/03**	**Thu 01/04/04**				
143	Consider the final report to examine opportunities f	Mon 06/01/03	Thu 01/04/04				
144	Further Examination of IT Systems	Mon 01/03/04	Tue 01/06/04				
145	Develop Change Management Strategy	Fri 02/04/04	Thu 31/03/05				
146	Seek approval for model for co-ordination and integratic	Fri 01/04/05	Fri 01/04/05				01/04
147	Commence Implementation of Change Management Stra	Mon 04/04/05	Mon 06/03/06				
148	**Identify and Procure Scheduling Software**	**Tue 26/11/02**	**Mon 02/05/05**				
149	Consider IT Support Requirements	Tue 26/11/02	Mon 03/02/03				
150	Approve budget for IT Support	Tue 04/02/03	Tue 04/02/03		04/02		
151	Examine available software and develop specification	Mon 10/02/03	Fri 30/05/03				
152	Approval for procurement of software	Mon 02/06/03	Fri 27/06/03				
153	Procure and install software	Mon 30/06/03	Fri 09/04/04				
154	Undertake staff training	Mon 02/02/04	Fri 30/04/04				
155	Commence review of contracts	Tue 04/05/04	Mon 02/05/05				
156	**Review Discretionary Policies**	**Thu 02/01/03**	**Tue 30/09/03**				
157	Examine costs and benefits of existing policies in Educa	Thu 02/01/03	Fri 28/02/03				
158	Review approaches taken by other authorities	Mon 03/03/03	Thu 08/05/03				
159	Task transferred to ESC Working Group	Tue 30/09/03	Tue 30/09/03		30/09		
160	**Pilot projects for staggered opening times for schoo**	**Mon 06/01/03**	**Thu 20/10/05**				
161	Identify suitable areas for pilot projects	Mon 06/01/03	Fri 28/02/03				
162	Undertake Desktop Study of Implications	Mon 31/03/03	Tue 24/06/03				
163	Contact and secure agreement of relevant establishmer	Mon 01/11/04	Fri 28/01/05				
164	Agree revised transport services and opening times	Mon 31/01/05	Thu 28/04/05				
165	Untertake Monitoring of Initial Contracts	Fri 29/04/05	Tue 23/08/05				
166	Prepare report detailing outcomes	Wed 24/08/05	Thu 20/10/05				
167	**Develop policy and practice regarding developer cont**	**Tue 26/11/02**	**Wed 31/03/04**				
168	Raise issue at the Development Impact Group	Tue 26/11/02	Wed 31/03/04				
169	Include transport in SPG for Planning Obligations	Tue 26/11/02	Wed 31/03/04				
170	**Brief LEA Governors on school transport**	**Tue 26/11/02**	**Wed 30/04/03**				
171	Prepare guidance info for Governors	Tue 26/11/02	Fri 31/01/03				
172	Undertake annual briefing for Governors in relation to Ll	Mon 03/02/03	Wed 30/04/03				
173	**Reporting on Progress**	**Mon 10/02/03**	**Fri 15/10/04**				
174	Report to Strategic Monitoring Committee February 2003	Mon 10/02/03	Mon 10/02/03		10/02		
175	Report to Strategic Monitoring Committee April 2003	Tue 01/04/03	Tue 01/04/03		01/04		
176	Report to Strategic Monitoring Committee October 2003	Mon 13/10/03	Mon 13/10/03		13/10		
177	Report to Strategic Monitoring Committee April 2004	Mon 26/04/04	Mon 26/04/04			26/04	
178	Rerport to Strategic Monitoring Committee October 2004	Fri 15/10/04	Fri 15/10/04			15/10	