

10 January 2013**Agenda Item:6****REPORT OF THE SERVICE DIRECTOR FOR TRANSPORT, PROPERTY AND
ENVIRONMENT****PERFORMANCE REPORT – Transport and Travel Services****Purpose of the Report**

1. This report provides information to the Committee on the performance of Transport and Travel Services.

Information and Advice

2. Transport and Travel Services (TTS) provides an integrated passenger transport service across Nottinghamshire.
3. There are a range of measures which support performance management across the services delivered by TTS including local bus, home to school, SEN transport, Adult Social Care, community transport and infrastructure.
4. Development work across Transport and Travel Services is being undertaken in order to ensure that current performance measures accurately reflect service performance. Any resulting changes will be implemented in April 2013.
5. The TITAN project pilot scheme in the Newark area implements the new network services from 7 January 2013. In order to measure the impact of the new services, TTS will monitor customer feedback via the contact centre and corporate complaints system. Six months after implementation a survey will be carried out at Newark bus station to gather feedback on satisfaction levels. The TITAN project's review of transport networks across the rest of county, by April 2014, will ensure that funding is used in the most cost effective and efficient way.

Summary of Performance

6. **Appendix 1** shows current levels of performance in quarter 2
7. **Appendix 2** Shows the National Highways and Transport annual survey results; this is a satisfaction benchmarking report carried out by MORI.

8. Through the centralisation of vehicle fleet services and the use of an electronic vehicle tracking system (Masternaut) which monitors operational performance of vehicles, the following efficiency savings have been realised:
 - £92,000 savings in vehicle fuel costs
 - £185,000 through the reduction of 51 fleet vehicles
9. The fleet vehicle replacement programme has subsequently been reduced from £3m in 2011/12 to £1m in 2012/13 and will be further reduced to £750,000 in 2013/14.
10. TTS will continue to review the size of the operational fleet as part of the TITAN project and the Adult Day Services Review. Ten vehicles have already been removed this year as part of this work, generating £48,000 savings.
11. A project to review the future provision of the operational passenger fleet has commenced and this will identify:
 - options for future operating models
 - further efficiency savings
 - Which model effectively meets client needs

The outcomes of this project will be reported to committee for consideration.

12. The successful transfer of the TTS Fleet and Compliance Team from Riverside Way, Nottingham to shared premises with Rushcliffe Borough Council in Abbey Road, West Bridgford has resulted in revenue savings of over £70,000 per annum for Nottinghamshire County Council (NCC) and significant savings for Rushcliffe Borough Council. This move has also negated the need for NCC to make any workplace parking levy payments (£6000 p.a.) and has resulted in strong partnership working with Rushcliffe Borough Council. The cost of the relocation will be recovered within 1.4 years of the move.
13. The management of lease and pool car services and arrangements for business travel has resulted in reduced business travel costs of £200,000 in 2012/13.
14. As part of the TITAN project including the implementation of a revised transport network in the Newark pilot area, benefits of £111,000 in efficiency savings will be realised and improved travel opportunities for users within the pilot area communities will be provided. To complement the revised services in the Newark pilot area, strong partnership work has been undertaken with a community transport organisation (CTO) based in Newark in order to build up capacity to deliver more services within the area.
15. The TITAN project aims to deliver a total of £2.08m efficiency savings across the whole county passenger transport network. The pilot exercise to date is

very encouraging in terms of the level of efficiency savings achieved whilst minimising any negative impact for service users.

Analysis

16. **Appendix 1** – The latest performance figures show that, out of the 16 performance indicators currently in use, 63% have been achieved or exceeded. The remaining 37% have fallen short of achievement but, as detailed above, a lot of progress is being made towards achieving these targets in the future. Some of the key achievements to date include:

- The number of people taking up free concessionary travel aged 60 or above has exceeded the target despite the qualification age being increased in line with national policy.
- Local bus services are a key priority in ensuring that people can access services and in promoting economic recovery and the costs of these are being contained without compromising provision.
- Through improved network planning and efficiency savings, the cost per head of population has reduced whilst continuing to provide high quality local bus services meeting the needs of the people of Nottinghamshire.
- Through network reviews and improvements in bus services we have been able to increase the percentage of rural households within 800 metres of a bus service.
- Passenger transport information is key to attracting the travelling public to use public transport. We have achieved the target for the numbers of bus stops with information displays.
- We have further supported the County Council in delivering services within revised (reduced) budgetary constraints by exceeding targets to reduce costs of home to school travel.

17. **Appendix 2** – The annual National Highways and Transport satisfaction benchmarking survey report 2012, published the results of 24 questions asked by MORI on Public Transport. Some key targets are:

- Nottinghamshire was benchmarked against 21 other County Councils.
- There were overall improvements made in 20 of the 24 questions from 2011 to 2012.
- This places Nottinghamshire at the top for 16 of the questions and within the top 5 for the remaining 8 questions.
- key increases in satisfaction levels are as follows:-
 - Local bus services
 - Public transport information
 - Community transport and overall reliability

- Number of bus stops
- State of bus stops
- Raised kerbs at bus stops
- Clarity, accuracy and amount of information provided
- Information about accessible buses
- Journey planning information
- Reliability of electronic displays

This is a very encouraging report which highlights the continued network improvements made by Nottinghamshire County Council and its partners for the provision of local bus services, infrastructure and community transport.

Other Options Considered

18. None – this is an information report.

Reasons for Recommendations

19. None – this is an information report.

Statutory and Policy Implications

20. This report has been compiled after consideration of implications in respect of finance, equal opportunities, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

21. The monitoring of service performance will ensure that the spend on passenger transport services and facilities will be used efficiently and effectively.

Implications for Service Users

22. The continued monitoring and management of performance will ensure that the required quality standards are maintained and appropriate transport services are provided to meet the needs of the people of Nottinghamshire.

Recommendation

1) That Committee note the contents of the report.

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**For any enquiries about this report please contact:
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Travel Services**

Background Papers

National Highways and Transport benchmarking survey 2012.

Electoral Divisions

All