

23 April 2015

Agenda Item: 4

## **REPORT OF THE SERVICE DIRECTOR, TRANSPORT, PROPERTY & ENVIRONMENT**

### **TRANSPORT AND TRAVEL SERVICES: CREATION OF TWO TEMPORARY POSTS**

#### **Purpose of the Report**

1. To seek approval for the creation of two 12 month temporary posts as follows:
  - (i) to supervise the operation of bus stations and transport interchanges
  - (ii) to monitor local bus service and Quality Bus Partnership (QBP) compliance

Both posts will also be reviewed following the outcome of the shared service review with the City Council in April 2016.

#### **Information and Advice**

2. In late summer 2015 Worksop bus station will open, which will be a staffed facility encompassing the following:
  - A £3m investment by the County Council in this quality bus facility
  - A footfall of over 900k passenger journeys per annum
  - 8 bus and coach bays and 1 bus stand with 302 departures per day, Monday to Friday
  - An enquiry desk dealing with information and ticketing enquires. Bus Station staff will also sell National Express and local bus tickets as per Mansfield Bus Station.
  - A retail unit; suitable for a café or small convenience store
  - A rest room for drivers
  - Toilet facilities to cater for all users
3. Transport and Highways Committee on the 9 January 2014, approved the implementation of a Voluntary Quality Bus Partnership (VQBP) for Worksop Town Centre which included the following improvements to add value to the bus station investment:
  - 29 bus stops to be upgraded
  - Information enhancements: improved wayfinding information at each stop and timetable information
  - Real Time Passenger Information Displays: 15 key stops across the Town Centre

- Bus stop clearways: to deter indiscriminate parking and loading/unloading
4. At the same Committee a Statutory Quality Bus Partnership (SQBP) for Beeston Town Centre and the tram/bus interchange was approved, which is currently out to public consultation. The improvements include:
- An interchange slot booking system for the 6 bus bays; a managed solution to the bus interchange to ensure efficient and safe operation, maximise capacity and reduce anti-competitive behaviour. There will be 854 departures per day. 23 bus stops upgraded, information enhancements: improved onward journey planning and wayfinding information.
  - Real Time Passenger Information Displays at 11 key stops including the interchange.
  - Bus stop clearways: to deter indiscriminate parking and loading/unloading
  - Ticket machines: 3 new off bus ticket machines for people to purchase their Kangaroo ticket off bus and speed up boarding times.
5. A review of current staffing arrangements has been undertaken in light of the shared service work, the additional responsibilities for the Worksop Bus Station and Beeston Interchange and the need to monitor the quality bus partnerships. The review identified the need for two further posts to ensure that:
- (a) the Council meets its statutory duties and legal obligations as set out in the quality partnership agreements and,
  - (b) all the bus stations and interchanges are adequately supervised to meet customer expectations, service delivery requirements and safety regulations
6. The two posts will be for 12 months and reviewed as part of the shared services work.

## **Proposals**

7. It is proposed that two temporary 12 month posts are created and staff appointed as soon as possible. The grading of the posts will be determined through job evaluation.
8. The first post is a QBP & Compliance Officer who would carry out the following functions:
- QBP compliance in Mansfield, Worksop and Beeston; ensuring that the agreed standards are being met by the bus operators, the County Council and District Councils.
  - Beeston Interchange monitoring; ensure bus operators use the allocated time slots.
  - Local bus contract compliance; bus operators are following the contract specifications and penalty notices issued for non-compliance.
  - Revenue Protection; that bus passes are being checked and fares collected and correctly recorded.
  - Hot spots; to survey parking infringements that impede bus movements and access to stops to inform the development of the traffic management measures.

9. The second post, based at Mansfield Bus Station, is a Bus Station and Interchange Officer to carry out the following functions:
- Ensuring that bus stations and interchanges operate efficiently and safely.
  - Responsible for the day to day operation and supervision of Travel Advisors and staff at the County bus stations and interchange.
  - Stakeholder Liaison; operational interaction with bus company management and drivers.
  - Contractor liaison and compliance: supervision and monitoring of external contractors.
  - Passenger liaison; dealing with complaints and customer feedback.
  - Passenger information: responsible for electronic information at bus stations and on-street interchanges.
  - Bus station process and systems development; including Health and Safety
  - Responsible for revenue generated in the bus station from ticket sales and customer facilities.
  - Assisting with the opening of Worksop bus station and the Beeston bus/tram interchange.
10. The County Council and City Council are currently carrying out a shared service review to determine whether efficiencies, savings and better outcomes can be realised via a different delivery model for public transport functions. This review was approved at the 19 March 2015 Committee and is available as a background paper.
11. The review is being led by the Team Manager, Commissioning and Policy with the assistance of a Project Officer, which is jointly funded by the City and County Council. This review will be completed by April 2016.
12. The work of the temporary posts is currently the responsibility of the Transport Facilities Manager who has taken on some of the managerial duties of the Team Manager whilst he post-holder is managing the shared service project. The creation of the two posts will ensure that the Council continues to deliver this area of work and new facilities in an efficient, effective and safe manner.
13. Both posts will report to the Transport Facilities Manager and are on a temporary basis while the shared service review is carried out. A revised structure chart for the team is appended.

### **Other Options Considered**

14. Failure to create a QBP and Compliance Officer post will compromise the QBP legal agreements whilst targeted local bus contract compliance ensures the County Council is only paying for those services that meet the contract specifications.
15. Failure to create an Interchange Officer post, will put at risk the safe and efficient operation of the facilities and will compromise the effective delivery of the Worksop Bus Station and Beeston Interchange.

### **Statutory and Policy Implications**

16. This report has been compiled after consideration of implications in respect of finance, the public sector equality duty, 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.

### **Sustainability and Environment**

17. Public transport is key to congestion management; reductions in car use, improves air quality and reduces CO2 emissions.

### **Financial Implications**

18. The QBP and Compliance Officer's proposed grade is Scale 5 subject to job evaluation and including on-costs - £30,384.

19. The Interchange Officer's proposed grade is Band A subject to job evaluation and including on-costs - £37,243.

20. The costs for the posts will be funded from income from bus camera enforcement.

### **Implications for Service Users**

21. Efficient and effective public transport services help tackle congestion and improve accessibility to employment, training, health and other key facilities.

## **RECOMMENDATIONS**

It is recommended that Committee approve the creation of the following posts on a temporary basis for 12 months:

- 1) A QBP and Compliance Officer post at Grade 5 (subject to Job Evaluation)
- 2) An Interchange Officer post on Band A (subject to Job Evaluation)

**Mark Hudson**  
**Group Manager, Transport and Travel Services**

**For any enquiries about this report please contact:**  
**Pete Mathieson, Team Manager, Commissioning & Policy**

### **HR Comments (JP 25/03/2015)**

22. The HR implications are contained in the body of the report.

### **Constitutional Comments (SMG 20/03/2015)**

23. The Committee has the responsibility for approval of departmental staffing structures. The proposals in this report fall within the remit of this Committee.

24. The Employment Procedure Rules provide that the report to Committee include the required advice and HR comments and that the recognised trade unions be consulted on all proposed changes to staffing structures (and any views given should be fully considered prior to a decision being made).

### **Financial Comments (TMR 25/03/2015)**

25. The financial implications are set out in paragraphs 18 to 20.

### **Background Papers**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- TRANSPORT & TRAVEL SERVICES (TTS): POTENTIAL FOR SHARED PUBLIC TRANSPORT SERVICES PROVISION WITH THE CITY COUNCIL; Transport and Highways Committee - 19 March 2015.

### **Electoral Divisions and Members Affected**

All