

**16 July 2015****Agenda Item: 5****REPORT OF THE SERVICE DIRECTOR, TRANSPORT, PROPERTY &  
ENVIRONMENT****SHARED PUBLIC TRANSPORT SERVICES PROVISION WITH THE CITY  
COUNCIL UPDATE****Purpose of the Report**

1. To inform Committee of the progress of the shared service project for public transport functions approved by 25 March Transport & Highways Committee.
2. To seek approval for a Dial-a-Ride pilot in the Greater Nottingham area from October 2015 until October 2016, subject to approval by the City Council

**Information and Advice**

3. The Redefining Your Council strategy is a new approach to make sure the Council can deliver the Strategic Plan. The strategy requires a fundamental review of services and the best model for delivery to ensure frontline services are safeguarded. The Transformation Programme identified transport as an area for review and the work undertaken in this review will determine the best delivery model in order to achieve value for money and achieve the best outcomes for the travelling public.
4. By way of background, Transport & Highways Committee on 25 March 2015 approved:
  - i) that the TTS Team Manager for Commissioning & Policy lead on the shared service project for public transport between April 2015 until 2016, whilst also managing some day to day work for both Authorities.
  - ii) the appointment of a Project Officer from the Transformation Programme to support the shared service project
  - iii) start shadow working in key areas where there is potential for 'quick wins' which include but was not exclusive to:
    - Integrated ticketing to utilise City expertise to support the critical phase of smartcard and ticketing developments in Mansfield
    - Independent Travel Training (ITT)
    - Back office systems: information, data and asset management
    - Concessionary Travel Scheme Management
5. The work commenced on the shared service project on 1 April 2015 and the Project Officer has been appointed.

6. A project plan has been developed and is split into 'quick wins' and 'mapping'. The 'quick wins' are split into public transport functions work streams covering the following areas:
  - Public Transport Policy (including statutory quality bus partnership and franchising)
  - Independent travel training (ITT)
  - External funding bids
  - Fares and ticketing (including smart ticketing)
  - Transport facilities management
  - Transport information and bus service registrations
  - Bus quality partnerships
  - Concessionary fare scheme management
  - Business travel administration
  - Passenger transport technology development
7. These 'Quick Wins' will help inform any future shared service model by highlighting the benefits of working together to produce better outcomes for public transport users and the Councils. It will also highlight other opportunities to share resources and ensure the efficient delivery of public transport functions.
8. The 'Mapping' elements of the Project Plan
  - Policies, processes and procedures: understanding the implications of different ways of doing things.
  - Resources: mapping human and financial resources due to differing staffing arrangements and budgets.
  - Quality Bus Partnership (QBP): review current QBP legal agreements and quality standards.
  - Best practice in the provision of shared services by looking at current models ie Leicester City and Leicestershire County Council since Local Government re-organisation in 1998 and other models as identified through scoping work.
  - Governance model against the backdrop of Combined Authority, Devolution and 'Metro 'Mayors.
  - Reporting milestones over the next 12-15 months.
9. This mapping combined with the joint working outlined in paragraphs 10-15, will help inform the development of any future shared service proposals. These proposals will be brought to the Committee later in the year.

### **Quick Wins Progress**

10. Independent Travel Training: Both Authorities have agreed to share resources to promote and embed one single ITT scheme in City and County schools/academies.
  - Simplifies the offer to both County and City service users
  - Where County and City service users are in the same school, the school is only promoting and managing one scheme rather than two. This also enables it to be included in the curriculum more easily.
  - Shared resources negate the need for either Authority to recruit further ITT resources as originally envisaged in the County business case. This has therefore reduced budget pressures in CFCS.

11. Integrated Ticketing Development: Development was as approved at Transport & Highways Committee on the 11 September 2014. Both Authorities are now working on the development of Integrated Ticketing for the Mansfield to Nottingham Pronto service, with this being the springboard for an integrated ticket for the Mansfield area. It is then intended to roll this out to other market towns. This joint collaboration will:

- Reduce the need for consultant support for the development of a product
- Reduce the need for consultant support for 'smart' ticketing development as we propose to use existing smart infrastructure
- Reduce the need for expensive back office systems to apportion revenue and administer the scheme.
- Both Authorities benefit from shared resource and lower on costs.

This builds on processes and systems used to implement the large scale successful smartcard joint ticketing and retail work on the Greater Nottingham wide Kangaroo and the upcoming 'e' purse schemes.

## 12. Information and Data Management

- The City have utilised the County's data and asset management system saving capital and ongoing revenue costs. The County has benefited with a reduction in ongoing maintenance costs.
- The data and asset system will also enable the more efficient production of on street printed timetable information saving on design and print costs.
- One data and asset management system also enables staff to help one another through peaks and troughs in workload.
- A second phase will develop smart mobile solutions to aid asset, information and contract management to improve efficiency in compliance monitoring.
- There is also now a joint survey and smartcard data analysis project looking to identify fraud and journey patterns which should enable a joint reduction in concessionary fares reimbursement
- Expansion and roll out of the real time stop and interchange information scheme across Nottinghamshire, utilising the back office systems and staff at the City Council, together with its communications and maintenance systems. Includes over 100 displays installed in the past 6 months, including at important bus/tram interchanges such as Beeston.

## 13. Bidding for External Monies

- GLAD ERDF: This is a bid for complementary smarter choices and infrastructure measures for the Southern Growth corridor. This closer working with the City has ensured the geographical scope of this project now includes GAR and the Teal close developments.
- Southern Growth corridor (LEP funded): co-location and co-operation has ensured the County Council is more closely involved in the development of the business case to maximise the benefits for County residents.
- OLEV (Office for Low Emission Vehicles) bid: a County/City working group is drawing up proposals to bid for low emission buses and infrastructure to reduce long term local bus contract costs and help manage air quality issues in Greater Nottingham.

- LSTF/Cycle Ambition : closer co-operation with the City Council has enabled the rollout of the Citycard bikes hire scheme to an additional 16 locations in the County
- EAPC Programme: Bike bid for electronic bike to complement traditional bicycles.

#### 14. Concessionary Fares Management and Administration

- Exploring potential to jointly negotiate concessionary fares arrangements with operators from April 2016 onwards
- Exploring the option for joint contracts concessions smartcard management
- Exchanging best practice in the concessions application process to minimise fraud and introduce e-applications.

### **Dial-a-Ride**

13. Dial-a-Ride in the city area is operated by Nottingham Community Transport and is a facility for Nottingham City residents who are disabled and unable to access traditional public transport services. Concessionary pass holders may also use the facility. The service is contracted out under tender from the City Council, with the vehicles also under City Council ownership.

14. Dial-a-ride offers a facility to take people up to 10 miles (from the city centre) and therefore drops off and picks up from County destinations.

15. County residents who have difficulty using mainstream transport services cannot currently use the Dial-a-Ride facility and are therefore reliant on other travel solutions to meet their local needs ie taxi or in some cases a voluntary car scheme.

### **Proposals**

16. It is proposed that the City Dial-a-Ride service is extended into the County (Greater Nottingham area) on a trial basis under the same terms and conditions for City residents. This will:

- Provide an affordable and flexible travel solution for County residents with disabilities;
- Utilise Dial-a-Ride capacity as the vehicles run light back from County destinations to pick up City residents;
- Improve the long term sustainability of Dial-a-Ride services.

17. It is proposed that a contribution of £10k is made from the current TTS revenue budget to support the trial from October 2015 until October 2016.

18. If the trial is approved the County Council will work with Nottingham Community Transport to promote the services which will include:

- The County and City websites
- Social networking channels; twitter and facebook
- Leaflets; produce information to disseminate to local libraries, health centres, hospitals and community/volunteer organisations

19. This trial will also require approval from the City Council and the trustees of Nottingham Community Transport who operate the Dial a Ride services.

20. This proposed extension of the Dial a Ride service builds on some of the quick wins already captured before this project started. This included the:

- Joint negotiations with the new Health Centre on Wilford lane; to improve connectivity for City and County residents via a revised L22/L23 Linkbus service. This builds on other Linkbus services contracted by the City Council that run into the County at no additional cost to the County Council.
- Tendering contracts to Nottingham Community Transport, utilising City Owned vehicles and depot infrastructure, to run Notts County Council contracts in the Gedling area.

21. Further reports on the shared service project as it progresses will be provided:

- Respective Corporative Leadership Team and Departmental Management Teams (City).
- Executive Board (City)
- Portfolio meetings (City).
- Transport & Highways Committee.
- Public Transport Integration Board; advisory only.
- Joint Committee on Strategic Planning & Transport

## **Other Options Considered**

22. To do nothing and continue with the current separate arrangements will not realise the potential for efficiencies, savings and better outcomes for transport users.

## **Environment and Sustainability**

23. Public transport is key to congestion management; a reduction in car use improves air quality and reduces CO2 emissions.

## **Statutory and Policy Implications**

24. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working 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**

25. The costs for the Dial-a-Ride trial can be met from the current revenue budget.

## **Implications for Service Users**

26. Public transport helps tackle congestion and improve accessibility to employment, training, health and other key facilities. Improvements in service delivery, such as integrated ticketing will improve the public transport offer for users. Introducing a pilot Dial-a-Ride service in the Greater Nottingham area will give people with access difficulties more choice of travel.

## **RECOMMENDATION/S**

- 1) Note the progress of the shared service project to date.
- 2) Approve the Dial-a-Ride pilot for the Greater Nottingham area.

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**Group Manager**  
**Transport & Travel Services**

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

### **Constitutional Comments (LM 15/06/2015)**

27. The Transport & Highways Committee has delegated authority within the Constitution to approve the recommendations in the report.

### **Financial Comments (TMR 17/06/2015)**

28. The financial implications are set out in paragraph 25 of the report.

### **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.

- Integrated Ticketing Plan - Transport & Highway Committee 11 September 2014
- Transport & Highways Committee 25 March 2015

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

All