

**4 July 2013****Agenda Item:****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 and fleet 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 2014.
5. The TITAN project pilot scheme in the Newark area implemented the new network services from 7 January 2013. The TITAN project's review of transport networks across the rest of county, is in progress ensuring that funding is used in the most cost effective and efficient way. A progress report following recent roadshows will be presented to Committee in September.

**Summary of Performance**

6. **Appendix 1** shows current levels of performance.
7. **Appendix 2** Shows the National Highways and Transport annual survey results 2012; this is a satisfaction benchmarking report carried out by MORI.
8. **Appendix 3** Shows the Bus Passenger Survey results 2012; this is a bus passenger satisfaction survey carried out by Passenger Focus.

9. The following efficiency savings have been achieved through reviewing service provision over the last year:-

- Reducing fleet fuel costs by £92,000
- £185,000 through the reduction of 51 surplus fleet vehicles
- Reducing the fleet vehicle replacement programme from £3m in 2011/12 to £1m in 2012/13 and to £750,000 in 2013/14.
- The management of lease and pool car services and arrangements for business travel has resulted in reduced business travel costs of £200,000.
- As part of the TITAN project including the implementation of a revised transport network in the Newark pilot area, delivered £111,000 in efficiency savings and improved travel opportunities for users within the pilot area communities. 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.

10. A project to review the future provision of the operational passenger fleet has been undertaken and has identified :

- options for future operating models
- further significant efficiency savings
- a model which effectively meets client needs

The outcomes of this project and proposals will be reported to Transport and Highways Committee later this year.

11. In addition to the efficiency savings reported for 2012/13, work is underway to progress TITAN to achieve further savings of £1.08 million over the next year.

## **Analysis**

12. **Appendix 1** – The latest performance figures show that, out of the 32 performance indicators currently in use, 50% have been achieved or exceeded. The remaining 50% are either new or are under review as part of the efficiency savings. As detailed above, a lot of progress has been made towards achieving efficiencies. Some of the key achievements to date include:

- 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 the bus network.
- 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 partnership working with the bus operators and improvements in bus services we have been able to increase the percentage of rural households within 800 metres of a bus service.
- We have further supported the County Council in delivering services within revised (reduced) funding by exceeding targets to reduce costs of home to school travel.
- The number of bus stops with raised kerbs continues to increase
- Mansfield bus station opened in March 2013.

13. **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 were:-
  - Local bus services
  - Public transport information
  - Community transport and overall reliability
  - Number of bus stops
  - Condition 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.

14. **Appendix 3** – The Bus Passenger Survey 2012, published the results of passenger surveys carried out between September and December 2012, the selected services ran between 6am and 10pm, seven days a week and was conducted among passengers aged 16 and over. This is the first time the survey has included the Nottinghamshire County Council area, the results are based on a response from 466 surveys.

- Overall 87% surveyed rated their bus journey experience from start to the end of the journey as very/fairly satisfied.

- Overall 65% rated their journey value for money
- Overall 87% rated their bus stop satisfactory
- Overall 69% satisfaction with their wait time compared to expected wait time.
- Overall 82% satisfaction on the bus (i.e. cleanliness, comfort, space, temperature)
- Overall 83% satisfaction with the driver (i.e. appearance, helpfulness, driving)

A breakdown of the contributing factors influencing each overall satisfaction results can be viewed in appendix 3.

15. Both of the national surveys show that the County Council's support and investment in bus services is providing positive outcomes for passengers and local communities. There is room for improvement and the information shall be used to inform future decisions for enhancements to the services and funding.

### **Other Options Considered**

16. None – this is an information report.

### **Reasons for Recommendations**

17. None – this is an information report.

### **Statutory and Policy Implications**

18. 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.

### **Financial Implications**

19. 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**

20. 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.

**Mark Hudson**

**Group Manager, Transport and Travel Services**

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

**Lisa McLennaghan, Commercial and Development Officer, Transport and Travel Services**

### **Background Papers**

National Highways and Transport benchmarking survey 2012.

Bus Passenger Focus Survey 2012

### **Electoral Divisions**

All