



**19 March 2015**

**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 a summary of the performance of Transport and Travel Services.

**Information and Advice**

2. This report highlights some excellent outcomes for this service area. Nottinghamshire is recognised nationally as being top of the County Council league tables for the provision of public transport and bus infrastructure information.
3. The people of Nottinghamshire are expressing higher satisfaction levels than in many other parts of the country in term of accessing key services and leisure opportunities. This contributes to a better quality of life and a stronger economy.
4. As part of the Budget consultation 2015/16, Transport and Travel Services have a number of options for change to generate £2m in budget savings. The efficiency savings will be delivered through a range of options, including shared service, service configuration and better use of technology.

**Performance Analysis**

**5. Summary of recent performance and ongoing activity**

- A new bus network for NE Bassetlaw will commence from May 2015. Consultation was held in autumn 2014 and these comments have formed part of the development of the new network. Savings of £79k achieved through this revised network will contribute to the overall 2015/16 budget saving proposal for Transport and Travel Services.
- In August 2014 a new revised supported bus services network was introduced across the County, which delivered savings of £1.8m. Through continuous service reviews on these new services and ongoing consultation with stakeholders, these services will continue to be reviewed and performance monitored.

- In August 2014, in line with the revised Nottinghamshire network, Fleet Services integrated a number of local bus runs with ASCH day centre runs, this has resulted in over £300k of efficiency savings.
- Implementation of the SPTF (Strategic Passenger Transport Framework) in March 2015 will provide a tool to effectively monitor and review the supported local bus services in Nottinghamshire. This will enable contracts to be ranked using both financial and operational data and will be an important tool in future network reviews and enhanced decision making.
- The Beeston Statutory Bus Quality Partnership (SBQP) is currently out for consultation and depending on the outcome will be implemented in July 2015. The new Beeston bus/tram interchange is scheduled to be operational from early May this year.
- The Mansfield SQBP is on-going with all the relevant stakeholders complying with the standards required. This has seen a 2% rise in bus patronage in the Mansfield area.
- Work on Worksop bus station continues to be on track for official opening in late summer 2015.
- RTPI – further real time displays are being installed along the A38 corridor, which is funded by ERDF. Further displays funded by LTP and better bus areas are being installed in the greater Nottingham conurbations.
- A bid for £300k to the DFT Total Transport Fund has been submitted and the results should be known during March this year. The bid will consider how we can work with NHS and other parties to improve travel options.
- Consultation has taken place on the ‘integrated ticketing strategy’ as reported elsewhere on the agenda.
- Discussions are underway with ‘Click travel’ to develop an online solution for booking train, accommodation and flights for the County Council, with a target implementation date of April 2015. This will enable bookings to be made on line and reduce costs by taking away the paper based process.
- Discussions are underway with Hertz and Enterprise cars to develop a pilot proposal for the provision of pool cars operated by the County Council and how the provision will reduce grey fleet (business) mileage costs. A further report will be brought to committee.
- An on line application process is currently being developed to provide the facility to apply, renew and replace concessionary travel passes. Implementation will be phased from June 2015.
- The VOSA authorised test facility has increased from two to five days operation per week resulting in additional business and income at the Bilsthorpe fleet maintenance facility.

## **National Highways and Transport Survey 2014**

6. The national Highways and Transport 2014 survey is undertaken on an annual basis, in the 2014 survey, 78 authorities participated with over 70,000 completed questionnaires with a response rate of 23%. This provides Nottinghamshire with a comparison of data across 25 County Councils on a range of 20 survey questions relevant to this service area. Nottinghamshire is ranked no 1 for 45% of these (see details in Appendix 1), overall Nottinghamshire is ranked in the top 6 for 100% of the survey questions.

**Appendix 1** shows the National Highways and Transport annual survey results; this is a satisfaction benchmarking survey carried out by MORI.

## **Transport and Travel Services Annual Local Performance indicators**

7. **Appendix 2** shows the annual Local performance indicators currently being monitored by Transport and Travel Services. These indicators will be reported in the first quarter of 2015/16

## **Other Options Considered**

8. None – this is an information report.

## **Reasons for Recommendations**

9. None – This is an information report

## **Statutory and Policy Implications**

10. 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**

11. 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**

12. 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 notes the contents of the report.

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## **Background Papers**

None

## **Electoral Divisions**

All