

**BEST VALUE REVIEW OF TRANSPORT OPERATIONS (TOPS)  
IMPLEMENTATION MONITORING SHEET**

<b>Best Value action/target</b>	<b>Responsible officer</b>	<b>By when April 2000</b>	<b>Progress</b>
A CORPORATE outsourcing strategy be developed (to consider appropriate packages) for the whole or parts of the transport operations including options on management and administration	SR/C Kaye	Sept 2002	On target – budget required and refer back to Policy Select Committee
To prepare a priority action programme on physical changes to vehicles and training/education to tackle pupil behaviour on school transport.	SR/ R Edwards	April 2002	Working with bus operators – looked at training packages looking to do some trail awareness of problems caused. Looking at video cameras on buses so that good evidence for schools to tackle problems.
To provide more training to escorts employed by contractors to improve quality and to meet changing requirements.	SR/ R Edwards	July 2001	Budget implication – not yet identified – difficult budget pressures now. Action needed to identify budget or say we aren't doing this.
To establish a common comprehensive database detailing all non-bus/coach passenger transport available	SR/D Neilan	April 2001	On target
To continue to review the Pindar publicity leaflets, timetable booklets, timetables contract with aim of reducing unit costs and to improve roadside publicity.	SR/G Hughes	April 2002	On target
To develop with District Councils, and to devise protocols to determine the basis on which all development applications are assessed for passenger transport provision	SR/ G Hughes	May 2001	On target DETR advice PPG 13 awaited. Expected Nov/Dec 2000

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To test the market by trial tendering of mixed transport contract combinations	SR/K White	June 2001	Not yet due for implementation.
To update the Dial A Ride membership list to assist with prioritising for those with mobility difficulties and to consider the introduction of a registration fee	SR/D Neilan	April 2001	Membership fee was not agreed. Discussions with districts on targeting the service are continuing.
Renegotiate the renewal of the concessionary scheme for children by April 2002 with the commercial operators based on Herts Smart Scheme (smart cards which will eventually save on admin and increase accuracy through direct payment of operators) reimbursement.	SR/K White	Sept 2002	On target – involves contracts with others + LTP outcomes – part of the funding comes from LTP other than operators, manufacturers etc.
To proceed with advertising on County vehicles to generate income by appropriate procurement processes (if wider outsourcing is pursued include in appropriate contract).	SR/M Halls	June 2001	On target – could be included in A (1)
To integrate Social Services (district areas) taxi contracts with County Transport Services taxi contracts to provide an integrated service.	SR/D Robinson	April 2001	On target – needs inclusion in revised SLA with Adult Services
To request a review of the policy on free home to school transport to nearest (available) school.	SR/J Findley	Sept 2002	On target – need to request CSF. Needs Select Committee to consider recommendations – see linkages.

Savings

The savings estimated in this review are dependent on the potential savings that could be accrued from outsourcing. Even if the estimated savings were achieved there is still budget pressure of approximately 5 ½ m.