

HERTFORDSHIRE COUNTY COUNCIL

CABINET

MONDAY 17 JUNE 2002 AT 2.00 PM

COUNTY COUNCIL

TUESDAY 18 JUNE 2002 AT 10.30 AM

**BUS AND INTALINK STRATEGIES, TRANSPORT
OPERATIONS BEST VALUE IMPROVEMENT PLAN**

Report of the Director of Environment

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Executive Member: Iris Tarry

<p>Agenda Item No. Cabinet</p> <p>3</p> <p>County Council</p> <p>7.2</p>
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1. Purpose of the Report

To seek approval of the Bus and Intalink Strategies and the Transport Operations Best Value Improvement Plan.

2. Summary

The report sets out the background to the production of the Bus and Intalink Strategies and seeks their adoption. As these documents are supporting the Local Transport Plan and are required by the Transport Act 2000, approval by full Council is required.

The report also seeks approval to the Transport Operations Best Value Improvement Plan, including the recommendations of the Audit Commission's Best Value Inspection.

3. Conclusions

The Cabinet is asked to consider the Bus and Intalink Strategies and make an appropriate proposal to the County Council.

The Cabinet is asked to consider the Transport Operations Best Value Improvement Plan.

1. Background

- 1.1 The outcome of the Best Value Review of Transport Operations, including a number of recommendations, was reported to and agreed by the former Executive Committee on 18 September 2000.
- 1.2 In November 2000, the Transport Act 2000 was published, which included a requirement for each authority to consult on and produce a Bus Strategy for their area. In progressing both the Best Value Review outcomes and the need for a Bus Strategy, an Improvement Plan for the service has also been prepared.
- 1.3 The Government requires Bus Strategies to incorporate a section on the authority's bus information strategy. As members will be aware, this authority deals with passenger transport information through the Intalink Partnership, which includes rail operators as well as bus operators. For this reason, as well as producing a Bus Strategy, a full Intalink Strategy has also been developed.
- 1.4 The Transport Panel has overseen the development and consultation process for the Bus and Intalink Strategies and these were finally approved at the Transport Panel meeting on 27 March 2002.
- 1.5 The Audit Commission carried out a Best Value Inspection of the Transport Operations service in the week commencing 3 December 2001. In March 2002 its inspection report was published, concluding that the service was "Good" with "Promising" prospects for improvement. The Audit Commission also made a number of recommendations to improve the service. The Best Value Inspection report, the Improvement Plan and the Inspectors' Recommendations were all reported to Environment Scrutiny Committee on 19 March 2002. The Committee recommended that Cabinet agree the Inspectors' recommendations for inclusion in the overall Improvement Plan.
- 1.6 The Bus and Intalink Strategies are available for consideration in the Members' Room, the Improvement Plan is attached as Appendix 1 to this report and the Best Value Inspectors' Recommendations as Appendix 2.

2. Financial Implications

- 2.1 The Bus and Intalink Strategies and the Best Value Improvement Plan will be funded from within existing resources already allocated by the County Council, or through indicative allocations from the Local Transport Plan.

3. Background Papers

Bus and Intalink Strategies

Report to Environment Scrutiny Committee 19 March 2002

Report to Executive Committee 18 September 2000

Objective 1	Performance Indicators		Target																										
Increase public transport ridership as an alternative to private car use	<ul style="list-style-type: none"> • Patronage on local bus services. (LT)) • Bus ridership. (BVPI 102). • User satisfaction with local bus services (BVPI 104). • Local bus services – vehicle kilometres per year (BVP Local L061) • % users saying they were satisfied with public transport information (BVPI 103) • Availability of information on service changes 		10% increase between 2000/01 & 2005/6 Increase from 33.5 million passenger journeys per year in 2000/01 Increase from 2000/01 38% year on year. Reverse decline. 2000/01 29.6km/yr, 1999/00 30.57km/yr Increase from current level of 40% (National Average 47%) Available to users at least one week before the service changes																										
Strategy	Action																												
Improve reliability of buses.	<ul style="list-style-type: none"> ▪ Conclude agreements with bus operators to develop and implement a system for electronic tracking of buses and sharing of the data produced by October 2003 <ul style="list-style-type: none"> ▪ Use the data produced to analyse actual against scheduled performance ▪ Use data to establish a target for reliability ▪ Use data to identify most effective siting of bus priority measures and implement where this can be done within currently available resources <table border="1" data-bbox="734 954 2125 1034" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Budget</th> <th style="width: 15%;">01/02</th> <th style="width: 15%;">02/03</th> <th style="width: 15%;">03/04</th> <th style="width: 15%;">04/05</th> <th style="width: 15%;">05/06</th> </tr> </thead> <tbody> <tr> <td></td> <td style="text-align: center;">£25,000</td> <td style="text-align: center;">£175,000</td> <td style="text-align: center;">£175,000</td> <td style="text-align: center;">£185,000</td> <td style="text-align: center;">£145,000</td> </tr> </tbody> </table> <p>Responsible Officer: Geraint Hughes</p> <ul style="list-style-type: none"> ▪ Agree protocol for consultation/liaison with bus operators on road works by 1 April 2002 <table border="1" data-bbox="734 1109 2125 1149" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Budget</th> <th style="width: 15%;">01/02</th> <th style="width: 15%;">02/03</th> <th style="width: 15%;">03/04</th> <th style="width: 15%;">04/05</th> <th style="width: 15%;">05/06</th> </tr> </thead> <tbody> <tr> <td>No budget reqd</td> <td colspan="5" style="text-align: center;">Within programme of unit staff</td> </tr> </tbody> </table> <p>Responsible Officer: Keith White</p>					Budget	01/02	02/03	03/04	04/05	05/06		£25,000	£175,000	£175,000	£185,000	£145,000	Budget	01/02	02/03	03/04	04/05	05/06	No budget reqd	Within programme of unit staff				
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Budget	01/02	02/03	03/04	04/05	05/06																								
No budget reqd	Within programme of unit staff																												

Strategy	Action					
	<ul style="list-style-type: none"> Agree road works programme with bus operators by 1 April each year 					
	Budget	01/02	02/03	03/04	04/05	05/06
	No budget reqd	Within programme of unit staff				
	Responsible Officer: Keith White					
	<ul style="list-style-type: none"> Identify and Implement a programme of bus priority measures to help bus reliability within the current LTP period 					
	Budget	01/02	02/03	03/04	04/05	05/06
		£300,000	£300,000	£300,000	£300,000	£300,000
	Responsible Officer: Geraint Hughes					
Improve Network Stability	<ul style="list-style-type: none"> Improve cash flow and reduce administration overheads for bus operators on contracted services through introduction of electronic transfer of contract data and financial returns 					
	Budget	01/02	02/03	03/04	04/05	05/06
		£10,000	£15,000	£5,000	0	0
	Responsible Officer: Keith White					
	<ul style="list-style-type: none"> Review Criteria for contract awards by June 2002 to reflect the priority of contract stability 					
	Budget	01/02	02/03	03/04	04/05	05/06
		No budget reqd Within programme of unit staff				
	Responsible Officer: Keith White					
	<ul style="list-style-type: none"> Agree network hierarchy and service levels with districts and bus operators by July 2002 					
	Budget	01/02	02/03	03/04	04/05	05/06
		No budget reqd Within programme of unit staff				
	Responsible Officer: Keith White					
Improve Service Quality	<ul style="list-style-type: none"> Review Criteria for contract awards by June 2002 to reflect the priority of service quality 					
	Budget	01/02	02/03	03/04	04/05	05/06
		No budget reqd Within programme of unit staff				
	Responsible Officer: Keith White					
	<ul style="list-style-type: none"> Define standards for design and layout of bus stops by 2002, use standards to determine and deliver an annual programme of stop enhancements 					
	Budget	01/02	02/03	03/04	04/05	05/06
		£160,000	£175,000	£175,000	£175,000	£175,000
Responsible Officer: Geraint Hughes						

Strategy	Action						
	<ul style="list-style-type: none"> Introduce pre-qualification for local bus contracts which will introduce a base line quality standard by June 2002 						
	Budget	01/02	02/03	03/04	04/05	05/06	
	No budget reqd	Within programme of unit staff					
	Responsible Officer: Keith White						
	<ul style="list-style-type: none"> Roll out provision of shelters (200/year for 5 years) under Adshel agreement 						
	Budget	01/02	02/03	03/04	04/05	05/06	
	Not HCC funds	£500,000	£2,100,000	£2,000,000	£500,000	0	
	Responsible Officer:						
	<ul style="list-style-type: none"> Revise Home to School Transport Code of Conduct by September 2002 						
	Budget	01/02	02/03	03/04	04/05	05/06	
	No budget reqd	Within programme of unit staff					
	Responsible Officer: Tony Edwards						
	Improve Accessibility	<ul style="list-style-type: none"> Trial of a flexible bookable minibus in an area of the county during 2003/4 					
		Budget	01/02	02/03	03/04	04/05	05/06
No budget reqd		0	0	0	0	0	
Responsible Officer: Keith White							
<ul style="list-style-type: none"> Work with voluntary Sector to identify funding and bidding opportunities for community transport schemes 							
Budget		01/02	02/03	03/04	04/05	05/06	
Income		0	0	- £200,000	- £200,000	- £150,000	
Responsible Officer: David Neilan							
<ul style="list-style-type: none"> Use powers under section 135-138 of the Transport Act 2000 to promote multi-operator and cross modal ticketing schemes in all areas of Herts before the end of the Intalink agreement in March 2004 							
Budget		01/02	02/03	03/04	04/05	05/06	
		£50,000	£50,000	£50,000	£50,000	£50,000	
Responsible Officer:							
<ul style="list-style-type: none"> Extend SmartCard scheme county wide, rolling programme taking in 2-3 Districts per year 							
Budget		01/02	02/03	03/04	04/05	05/06	
	£100,000	£100,000	£200,000	£100,000	0		
Responsible Officer: Rob Smith							

Strategy	Action					
	<ul style="list-style-type: none"> ▪ Simplify Concessionary fares arrangements 					
	Budget	01/02	02/03	03/04	04/05	05/06
	No budget reqd		Within programme of unit staff			
	Responsible Officer: Keith White					
	<ul style="list-style-type: none"> ▪ Target walk to bus stop should be less than 400m in residential, business and industrial areas; less than 200m at schools and railway stations and within town centres 					
	Budget	01/02	02/03	03/04	04/05	05/06
		£25,000	£25,000	£25,000	£25,000	£25,000
	Responsible Officer: Geraint Hughes					
	<ul style="list-style-type: none"> ▪ Implement (in partnership with the rail industry) the agreed programme of bus/rail interchanges to improve the access to rail services by bus passengers, cyclists and pedestrians 					
	Budget	01/02	02/03	03/04	04/05	05/06
		£200,000	£485,000	£420,000	£430,000	£470,000
	Responsible Officer: Geraint Hughes					
Improve Passenger Information	<ul style="list-style-type: none"> ▪ Introduce Real Time Passenger Information <ul style="list-style-type: none"> ▪ Review Available systems by March 2002 ▪ Determine preferred system by October 2002 ▪ Trial implementation by October 2003 					
	Budget	01/02	02/03	03/04	04/05	05/06
		£40,000	£300,000	£500,000	£500,000	£500,000
	Responsible Officer: Geraint Hughes					
	<ul style="list-style-type: none"> ▪ Set and apply minimum standards for passenger information through the Intalink partnership 					
	Budget	01/02	02/03	03/04	04/05	05/06
		£15,000	£80,000	£50,000	£20,000	£20,000
	Responsible Officer: Geraint Hughes					
	<ul style="list-style-type: none"> ▪ Continue the Intalink partnership beyond the end of the present agreement in March 2004 and use it to promote new developments in information delivery 					
	Budget	01/02	02/03	03/04	04/05	05/06
	Includes partners' contributions	£350,000	£350,000	£350,000	£350,000	£350,000
	Responsible Officer: Geraint Hughes					

Strategy	Action					
	▪ Extend trial of site specific timetables					
	Budget	01/02	02/03	03/04	04/05	05/06
		£5,000	£10,000	£10,000	£10,000	0
	Responsible Officer: Geraint Hughes					

Objective 2	Performance Indicators			Target		
Manage cost pressures on transport provision.	% Increase in costs of demand lead services (home to school and home to day-care transport). Cost per passenger journey of subsidised bus services (BVPI94(1))			Increase no greater than in comparator authorities. Maintain position of lowest cost of any Shire County – currently 0.43		
Strategy	Action					
Achieve Maximum Value from Contracted bus services	<ul style="list-style-type: none"> Work with District and Borough Councils to maximise the value and passenger benefit obtained from De Minimus agreements with local bus operators 					
	Budget	01/02	02/03	03/04	04/05	05/06
	No budget reqd	Within programme of unit staff				
	Responsible Officer: Keith White					
	<ul style="list-style-type: none"> Offer all bus contracts other than schools only with the option of 5 or 10 year maximum vehicle age (currently subject to consultation) 					
	Budget	01/02	02/03	03/04	04/05	05/06
	Saving	0	- £30,000	- £50,000	- £50,000	- £50,000
	Responsible Officer: Keith White					
	<ul style="list-style-type: none"> Minimise administration of reimbursements through use of Smart Cards 					
	Budget	01/02	02/03	03/04	04/05	05/06
Saving	0	£5,000	£10,000	£10,000	£15,000	
Responsible Officer: Keith White						
Externalise the provision of the County Transport Service if a clear business case is established.	<ul style="list-style-type: none"> Produce business case by Feb 2002 					
	Budget	01/02	02/03	03/04	04/05	05/06
	Unknown					
Responsible Officer: Rob Smith						
Maximise funding from private sector developments	<ul style="list-style-type: none"> Support District and County colleagues in identifying and agreeing service improvements with private sector developers 					
	Budget	01/02	02/03	03/04	04/05	05/06
	Target Income	- £200,000	- £200,000	- £200,000	- £200,000	- £200,000
Responsible Officer: Keith White						

Strategy	Action					
	<ul style="list-style-type: none"> ▪ Support District and County colleagues in identifying and agreeing infrastructure improvements with private sector developers 					
	Budget	01/02	02/03	03/04	04/05	05/06
	Target Income	- £500,000	- £500,000	- £500,000	- £500,000	- £500,000
	Responsible Officer: Geraint Hughes					

Objective 3	Performance Indicators			Target		
Promote independence for those unable to use conventional transport through promoting viable alternatives	No. people using Dial-a-ride Dial-a-Ride journeys Cost per passenger journey Dial-a-ride % of buses complying with DDA (low floor)			2,500 in 2002 70,000 per year in 2002 £9.10 in 2002 40% by 2002/03		
Strategy	Action					
Promote Alternative Transport Options	<ul style="list-style-type: none"> Award new contract for Dial-a-Ride commencing 2002 and use this opportunity to work with District Councils to improve the effectiveness of the service 					
	Budget	01/02	02/03	03/04	04/05	05/06
	No increase	Within programme of unit staff				
	Responsible Officer: Keith White					
Improve cost effectiveness of transport for those unable to use conventional means through integration of services	<ul style="list-style-type: none"> Establish the Hertfordshire Integrated Partnership Project Board to integrate the transport provided by Health, Councils and Voluntary organisations through a single point of access <ul style="list-style-type: none"> Project Manager appointed by Jan 2002 Board approval for selected model Sept 2002 					
	Budget *	01/02	02/03	03/04	04/05	05/06
		£6,000	£85,000	Unknown		
	Responsible Officer: Clare Kaye					
Improve accessibility of conventional transport	<ul style="list-style-type: none"> Encourage investment in the public transport fleet so that all vehicles meet Disability Discrimination Act access standards 					
	Budget	01/02	02/03	03/04	04/05	05/06
		£180,000	£160,000	£160,000	£175,000	£200,000
	Responsible Officer: Keith White					

* Funding for this project comes from a variety of sources. The budget shown here is the total budget, not the HCC contribution.

APPENDIX 2

EXTRACT FROM AUDIT COMMISSION INSPECTORS' DRAFT REPORT

Recommendations

To rise to the challenge of continuous improvement Councils need inspection reports that offer practical pointers for improvement. In this context, the inspection team feels that the Council should now take action to resolve a number of general, political, managerial and partnership issues.

We recommend that the Council should:

- Give greater consideration to measures to help bus services to avoid delays, including bus priority facilities, parking controls, the planning of road works and information about road works.
- Develop ways of engaging users in on-going dialogue, consultation and market research about the services and the way that they are provided.
- Clarify the reporting arrangements for incidents on school transport and improve monitoring of service standards.
- Integrate environmental, school and social services transport policies more closely, particularly with regard to school travel and reducing congestion.
- Continue to explore innovative procurement options in order to manage cost pressures.
- Develop through its Business Plan and its Bus Strategy:
- A more detailed and clearly-costed programme of improvements.
- Clear outputs and outcomes in ways that are meaningful to the public.
- More comprehensive performance monitoring of the service against relevant quality standards, output targets and comparable authorities.