

GREATER MANCHESTER INTEGRATED TRANSPORT AUTHORITY
REPORT FOR INFORMATION/RESOLUTION

COMMITTEE: Policy and Resources
DATE: 19th March 2010
SUBJECT: Flexible Transport Review Update
REPORT OF: Deputy Clerk to the Authority

PURPOSE OF REPORT

To secure the endorsement of Members of the Policy and Resources Committee to GMATL's proposition to improve Ring and Ride services in line with the recommendations of the Flexible Transport Review.

RECOMMENDATIONS

Members are recommended to note and comment as appropriate on the proposed plan by GMATL to improve its core service, in line with the recommendations of the Flexible Transport Review.

BACKGROUND DOCUMENTS

Report on Flexible Transport Review, Policy and Resources Committee, 22 January 2010 and 20 November 2009.

All other background documents relating to the work of the Flexible Transport Review can be found on file in Room 308.

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1. Introduction

- 1.1 Members will recall from previous meetings of the Policy and Resources Committee, that a Flexible Transport Review panel of three members examined the range of services provided by the Authority for people who find it difficult to use conventional public transport services. These include Ring and Ride and Local Link services, various grant schemes and support for the Community Transport sector.
- 1.2 Policy and Resources Committee approved the Flexible Transport Review panel's recommendations and action plan, and asked for a further report to be presented which outlined in more detail the proposals to improve Ring and Ride services

2. Improvements to Ring and Ride Services

- 2.1 The last meeting of the Policy and Resources Committee confirmed the continuing need for an integrated, countywide Ring and Ride service as there is no equivalent service capable of meeting the needs of Ring and Ride users, and called for a series of improvements to be made to the service.
- 2.2 Following discussions between GMPTE and GMATL (Greater Manchester Accessible Transport Limited), the following operational improvements are proposed and will be implemented in three stages.
 1. Introduce extended booking hours (8am to 4pm, seven days in advance and one hour prior to travel) at Manchester and Stockport Ring and Ride depots by June 2010;
 2. Complete the roll out of the Booking, Scheduling and Despatch (BSD) systems across all Ring and Ride depots by the end of 2011 at the latest; and
 3. Introduce the fixed mileage criteria, and define an exceptions policy, on all Ring and Ride services following the completion of the BSD roll out.
- 2.3 The above approach will enable one of the key Review recommendations, to improve the booking system for users, to be implemented at the earliest opportunity after the March meeting. It will also see the roll out of the Trapeze operating system for Ring and Ride services across Greater Manchester in due course. This operating system will provide very useful journey data that will enable a detailed and comprehensive analysis of demand and actual journeys to be undertaken. This analysis will then be used to help inform the development of any new local distance criteria, as called for by the Flexible Transport Review panel. Further work on defining the exceptions (including those called for by members, for example, for hospital trips, journeys to accessible railways stations, and the nearest

town centre) will also be undertaken as the distance criteria analysis is developed. Any new set of criteria can then be introduced across all Ring and Ride services in Greater Manchester, thus avoiding the complications that could arise from introducing distance criteria on a depot by depot basis.

- 2.4 The costs of securing the booking improvements to the Manchester and Stockport depots have been secured from GMATT. Clearly, further costs would be incurred as these improvements are rolled out to all the other 7 depots, although efficiencies too will be secured. Further information on the financial implications will be brought to the Authority as GMATL work with the GMPTE on the detailed, costed, and timed plan for county-wide implementation of the pilot work, as outlined in Section 10 of the Appendix.
- 2.5 In addition, the other service improvements called for by Flexible Transport Review panel, notably improving its customer liaison mechanisms, reporting its performance via the Bus Network Committee, etc, within agreed budgets, will be implemented over time by GMATL with progress being monitored by the GMPTE through the Grant Agreement, which has now been agreed between the GMPTE and GMATL. A copy of this is appended at Appendix 1.

3. Governance

- 3.1 The Flexible Transport Review also recommended that the governance structures surrounding GMATT and GMATL be reformed so as to provide a clearer set of relationships between them and the Authority and Executive. Further work is currently being undertaken that would see the membership of the Board of GMATL widened to enable appropriate and senior NHS and Social Service representatives, for example, to be represented on the board. In addition, representation will be sought from wider commercial interests, for example, via the GM Chamber of Commerce, to identify if further, expert input and scrutiny of GMATL can be secured. With regard to GMATT, further work is also being undertaken to identify the implications if its role is to be diminished, in the interests of ensuring that governance relationships are to be clarified. A further report will be brought to the Authority in due course.

4. Recommendations

- 4.1 See front sheet of report for recommendations.

Stephen Clerk
Deputy Clerk to the Authority

RING AND RIDE SERVICE SPECIFICATION AND OUTPUTS 2010/11

Ring and Ride Service Description

The Ring and Ride Service (the Service) is provided by Greater Manchester Accessible Transport Limited (GMATL), a Charitable Company Limited by Guarantee, and is substantially funded through Greater Manchester Integrated Transport Authority (GMITA). For 2010/11 it is anticipated that the Service will be delivered within a financial contribution from GMITA of up to £6m.

Outputs for the delivery of the Service throughout Greater Manchester.

1. The Service will be a fully wheelchair accessible minibus service and available to all residents of Greater Manchester who experience mobility problems which prevent them from using conventional public transport.
2. The Service will provide journey opportunities for individuals but in the event of a number of people wishing to travel to the same or similar destinations, these may be scheduled as a multi-occupancy booking.
3. The Service will be focused on the delivery of journeys which enable passengers to access key local services including health, fresh food shopping, social, cultural, and religious activities.
4. The Service will be provided, at a minimum, between 0800 and 2245, Monday to Saturday and 0815 to 2210 on Sundays excluding Bank Holidays.
5. Booking facilities will be available by telephone (local rate), at a minimum, between 0930 and 1245, seven days a week, excluding Bank Holidays. Booking, scheduling and dispatch (BSD) facilities at the Manchester depot will be available, at a minimum, between 0800 to 1600 Mondays to Fridays.
6. For services which use the computer based booking and scheduling system, bookings will be accepted for travel on the same day, up to one hour in advance, and at any time within the following seven days.
7. All users of the Service must be registered as members and eligible to use the Service, excluding accompanying persons. All passengers will be asked upon registration to agree to be contacted for Research and Intelligence purposes. The Service will operate under Section 19 permit legislation, until such time it is determined otherwise.
8. GMATL will identify and deploy all the vehicle, driver, depot facilities, support requirements and scheduling resources necessary to provide the Service specified at all times.

9. Fare levels and concessionary rates will be determined by GMITA/E with fares revenue being collected and retained by GMATL.

Development objectives

10. Development objectives for 2010/2011, agreed between GMATL and GMPTE and to be included within a detailed action plan, include:
 - Improve the ease and ability of customers to book/access the Service by, for example, the development of web based and text based booking options, and different communication options for those with hearing, visual, or speech impairments
 - Evaluation of pilot improvements to the Service in Manchester and Stockport and a detailed, costed, and timed plan for county wide implementation of successful elements of the pilot work;
 - Production of comprehensive plans for a) Vehicle Management and Replacement, and for b) Premises, which should include the relocation of the Kay Street Call Centre;
 - Maximise the opportunities for work with GMPTE on the further development of BSD systems, the EU supported ICMA Project, and other initiatives across Greater Manchester;
 - Planned response to anticipated demand for the Service to 2015/2016, to include reference to recommendations arising out of research into the Service;
 - Production of a comprehensive, three year Business Plan by September 2010, to be used as the basis for a further grant submission.

Key Performance Indicators (KPI), Quality Indicators (QI), and Monitoring

11. In line with GMITA policies and objectives, GMPTE will set the following target KPI for 2010/2011:
 - Cost per Ring and Ride trip
12. GMPTE will review monthly monitoring information provided by GMATL (as detailed in paragraph 14 below) and will, by September 2010, identify and refine the measures to be used as QI's for the Service. These should include customer satisfaction and feedback, and Service User profiles and journey purposes.
13. GMATL will meet with all appropriate GMPTE Officers at least once a quarter throughout the year to consider progress in relation to the service specification and outputs set out in this document. A special finance meeting shall take place in September 2010. All meetings will be facilitated by GMPTE
14. GMATL will produce and submit monitoring information on a monthly basis except where otherwise stated in the list below. Information will be made available at other times as may be necessary. Information required includes the following:

- a. Cost per Ring and Ride trip
- b. Service cost per vehicle mile
- c. Percentage of booked trips delivered
- d. Customer satisfaction levels (annually, with methodology and process to be agreed with GMPTE Project Officers)
- e. Membership profile (new/lapsed members) inclusive of age, diversity, disability and concessionary pass holder – to be reported after an annual review of inactive members
- f. Numbers of passengers carried as individuals and in groups
- g. Numbers of individual and group trips refused and cancelled
- h. Mileage operated, inclusive of dead mileage (monthly and reported as 2 separate categories)
- i. Breakdown of trip purposes in relation to access to the following key services (quarterly)
 - i. Education
 - ii. Shopping (Fresh food, Banking / Postal)
 - iii. Health
 - iv. Employment
 - v. Leisure
 - vi. Cultural and faith
- j. Percentage of pick ups within ten minutes either side of the agreed booking time (as technology allows)
- k. Complaints summary inclusive of key issues (quarterly)
- l. Availability of booking facilities: bookings by time of day; percentage of failed calls; average waiting times (quarterly)
- m. Numbers of trips per registered passenger (quarterly and annually)
- n. Revenue generated by fares (annually)
- o. Information on ad hoc special trips (annually)
- p. Percentage of fleet utilized by time of day, by District, and across the whole fleet (annually)

All of the above data will be provided on both a District and Greater Manchester wide basis.

15. As part of the monitoring regime, GMATL will also:
 - a. work in partnership with the GMPTE in assessing data analysis and actions taken on any recommendations received
 - b. report annually to the ITA Bus Network Committee
 - c. demonstrate actions taken as part of the customer focus process recommended by both the Flexible Transport Review and outlined in this service specification, inclusive of timeframes for any subsequent actions required

Additional conditions

16. GMATL will ensure that all staff who drive company vehicles are appropriately licensed and have enhanced CRB clearance and MiDAS

accreditation. In addition, GMATL will ensure that staff comply with Equal Opportunities legislation and diversity policies consistent with those of GMITA/GMPTE, and with the 2006 Safeguarding Vulnerable Groups Act.

17. GMATL will work closely with local communities across Greater Manchester to promote the service, encourage a diverse customer base, distribute publicity materials and continue to develop the service and provide information in different formats and languages on request.
18. By September 2010, a draft business plan including outputs and development priorities for the following financial year will be detailed including the likely level of funding which will be necessary to support the service. Outline arrangements for a further two years will also be considered. To meet the Authority's budget setting timelines a special budget setting meeting will take place in September 2010 with a nominated GMPTE Finance Officer and the GMATL Head of Finance.
19. By December 2010 GMATL will produce and report to the GMITA Bus Network Committee, with a copy to GMPTE, which will include a three year business plan.
20. GMATL will work with GMPTE to establish a new location for the call centre recognising capacity issues at the current location.

Terms of the agreement

21. This agreement is for a three-year period, initially from April 2010 to be renewed annually on a rolling three-year basis, subject to GMITA having the necessary financial resources and compliance with the requirements of this specification. This agreement is subject to the GMPTE Conditions of Contract and any subsequent Contract compliance documents.

Compliance with the Service Specification

22. 2% of the pro rata grant award will be held by GMPTE pending receipt of the monitoring information detailed above.