

COMMITTED TO QUALITY – THE BUCKINGHAMSHIRE APPROACH TO BEST VALUE

Service Plans 2001-2002

Name of Service Plan Area: Passenger Transport

Service Plan Ref: ES12

Part 1 Description of service

Purpose of service

To facilitate the provision of adequate Public Passenger Transport, Education Transport and Social Services Transport services to meet the Council's stated aims, objectives and obligations.

What are the statutory parameters that regulate how the service operates?

Public transport is regulated under the terms of the Transport Act 1985, which mandates on local authorities the establishment and publication of policies, but gives discretion in the scale of services that are delivered.

Education Transport is provided primarily under the (consolidated) Education Act 1996, the Further & Higher Education Act 1992 and the Transport Act 1985; services are provided principally to meet statutory obligations, but with some discretionary and self-financing supplementary provision.

Social Services Transport is provided to meet the needs of individual clients in accordance with agreed care arrangements

Chairman of Policy & Resources 2001/02 Policy Steer(s) relevant to the service

Overall steers – Council must live within its means, all managers must deliver 2% efficiencies.

Resource summary	2001-02
Budget £m	£1,466,696

Volume of service (2001/2)

Number of customers/users

- 12,000 entitled students receive free home-to school transport each day
- A further 4,000 students receive assisted transport through the discretionary travel scheme or 16+ Student Travel Scheme
- Approximately 12 million passenger journeys are made annually on local bus services in the county.

Number of contracts

- About 60 contracts for local bus services funded from the Council's Passenger Transport budget, 20 de minimis agreements and support for 5 dial-a-ride schemes;
- Financial contributions to 4 cross-boundary bus services secured by neighbouring local authorities;
- A further 18 contracts and 10 de minimis agreements covering new or enhanced bus services funded by means of the Rural Bus Service Grant;

- One community minibus scheme funded from the Rural Bus Challenge Competition (1998) and a new network of wheelchair-accessible bus services to start in Autumn 2000 with funding from the 1999 Rural Bus Challenge Competition;
- About 900 education transport contracts and in-house services catering for home-to-school transport (and weekly transport for swimming classes);

Number of staff (FTE)

21.4 FTE, of whom 12 FTE are engaged in the administration of home-to-school transport on behalf of the Education Department.

Part 2 Performance of Service

Current performance (in relation to 2000-01 Service Plan outcomes and targets)

THREE YEAR OUTCOME	MEASURE OR INDICATOR	PERFORMANCE 2000/1	TARGET 2001/2	TARGET 2004/5
A passenger transport service which meets the travelling needs of the people of Bucks and: Is reliable; Connects with other modes;	Percentage of buses and trains operating compared to schedule	Bus 98.5% Train 99%	Bus 99% Train 99%	bus 99% train 99%
	Percentage of buses and trains operating within –1 to +5 minutes of their scheduled time	Bus 85% Train 90%	Bus 87% Train 90%	bus 90% train 95%
Benefits from good quality information; And	Percentage of users satisfied with local public transport information (BVPI 103)	70%	75%	80%
Users are satisfied with the service they receive.	Percentage of users satisfied with local bus services (BVPI 104)	65%	70%	75%
	Net spending per head of population on passenger transport BVPI 94	£4.48	£4.60	to be agreed
	Cost per passenger journey of subsidised local bus services BVPI 101	new indicator	to be agreed	to be agreed

THREE YEAR OUTCOME	MEASURE OR INDICATOR	PERFORMANCE 2000/1	TARGET 2001/2	TARGET 2004/5
A home-to-school transport service which is safe, reliable, cost effective and which provides a satisfactory service to schools 10(c)	Kilometres of local bus service operated BVPI 102	new indicator	to be agreed	to be agreed
	Passenger journeys per year on local bus services	new indicator	to be agreed	to be agreed
	Annual number of monitoring checks per contract			
	Percentage of non-compliant vehicles and drivers found by monitoring	to be agreed		
	Cost per student carried on home to school transport			
	Satisfaction with home to school transport expressed by schools			

Portfolio Flagship Projects:		
Project Outcome	Key Stages	By When
Leading: Planning & Transportation 5 Innovative provision of transport services has resulted in wider travel choice for the residents of Buckinghamshire in rural areas. 10(c) Contributing to: -	<ul style="list-style-type: none"> Integration of 5 wheelchair accessible 'Easybus' minibuses. Full commitment of available funding through Rural Bus Grants and Rural Bus Challenge Fund. Achieve doubling of numbers of cycle journeys by 2005 and 3% reduction in journeys to work by car by 2005. 	March 2001 April 2001

Part 3 For more information

Associated County Council Business Plans, and links with other Service Plans or Statutory Plans

Business Plans	–	Passenger Transport
Associated Service Plans Transport)	-	Pupils, Students & Families (Home to School
Statutory Plans	-	Local Transport Plan Public Transport Strategy

When is the service due for a Best Value Root and Branch Review?

A Best Value Review of Transport is currently under way.

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