Service Based Transport – Learning Disability an Older Peoples Day Opportunities

Summary of Data collected 20th October 2008 – 15th November 2008

Day opportunities in both services have been collecting data with regards to its use of mini-buses over a period of four weeks on a jointly agreed format (Appendix 1). The benefits of carrying out such monitoring have been highlighted during the ongoing transport scrutiny review of centre based passenger transport services.

Prior to the introduction of the current systems of transport-related data collection, monitoring information was limited to start-of-day driver record sheets which recorded some transport information including mileage and passenger lists. However the information was not collated and summarised in a way that enabled the generation of meaningful management information about the transport function, the emphasis rather being on the quality of the user experience.

The past month has seen a pilot of new systems of data collection and collation in order to enable improved monitoring of the transport service. The benefits of developing this more specific data gathering and recording are already clear. Introduction of the new systems has involved the driver support workers learning how to record the required data accurately and in the manner required (e.g. recording the time of journeys and downtime in minutes to facilitate more easy calculations). Information collected will be refined and developed with increased use.

The past month's recording and monitoring has given both services the opportunity to record the following basic information:

- Number of passenger journeys weekly
- Number of non passenger journeys weekly
- Average mileage per bus each week
- Average journey time for passenger pick up from home
- Average downtime for buses
- Number of community trips each week
- Average distance travelled for community trips
- Week-end utilisation of buses by residential and other services.

The above information base can than enable comparisons to be made between different vehicles, different elements of the service and decisions to be made in relation to maximising the efficiency and effectiveness of vehicle usage, including driver performance. In addition, when combined with financial information, it will enable information such as unit cost/passenger journey, relative costs/type of journey, cost per vehicle mile, fixed costs versus variable costs. Such quantitative performance information will be presented in tabular and graphical form to support the planning and development of the service based passenger transport service.

As an example, data from Learning Disability services is presented for Members in the summary table attached as Appendix 2. Analysis of the data highlights the following.

Average journey times

Average journey times for passenger pick ups and drop offs stands at 74.8 minutes over the last month. However the service believes that this will decrease when road works and temporary traffic lights are removed from St Ann's road, which is a main route to and from the Ermine Road Centre.

Other road works at Wightman Road and Hornsey Park Road are also affecting these journey times. A recent burst water main at Seven Sisters Road also impacted on these times during the last month.

Community trips

These have increased significantly with an average of 10.6 trips per week per vehicle. This allows smaller groups to access the wider community more regularly. Having multiple vehicles based on site has allowed for extra *ad hoc* trips which can be arranged at short notice and with less impact on overall service delivery.

Down time

Where there is downtime, some of this period is being used for vehicle checks, cleaning (inside and out) and staff breaks. During downtime, support worker/drivers are an integrated part of the wider Day Centre teams, working hands-on with service users, both individually and in small groups

Use of Vehicles by Residential Services and others.

At present the Community Support Team uses a vehicle every Sunday. Mulberry House, Linden Road and Edwards Drive also use vehicles over the weekend and during the day when available.

Appendix 1 – Joint Pro Forma

Week starting………..   Bus Number………….   Registration Number …............

Day and Date	Drivers name and Signature	Number of people transported	Type of Journey	Starting location	Journey end location	Mileage at Start	Mileage at finish	Time started	Time finished	Journey Time	Downtime For Day

(Example) Week starting 20.10.08   Bus Number 2   Registration Number LXXX NNN

Day and Date	Drivers name and Signature	Number of people transported	Type of Journey	Starting location	Journey end location	Mileage at Start	Mileage at finish	Time started	Time finished	Journey Time	Downtime For Day
Monday 20.10.08	John Smith	12	Morning pick up	Ermine Road	Ermine Road	12352	12368	8.30 am	9.30 am	60 minutes	Done at the end of every day

Notes:
- Day & Date

- Drivers Name & Signature

- Number of People Transported – This will be the total number of Service User's that are present on the bus for any part of the journey.

- Type of Journey – This will be the type of Journey undertaken. E.g. Morning pick up, afternoon drop off, trip to the Tate Gallery, return trip from the Tate gallery, Trip to the shops, Return from the shops, trip to the park, return from the park etc. etc.

PLEASE NOTE. A TRIP TO THE PARK WILL INVOLVE TWO JOURNEYS AND WILL NEED TO BE PUT ON TWO SEPARATE LINES AS TWO SEPARATE JOURNEYS.

- Starting Location

- Journey End Location

- Mileage at Start

- Mileage at finish

- Time Started

- Time Finished

- Journey Time – This should be stated in minutes.

- Downtime for Day – THIS SHOULD BE NOTED AT THE END OF EVERY DAY. DOWNTIME IS THE AMOUNT OF TIME THAT THE BUS IS NOT BEING USED AND IS STATIONARY AT THE MAIN SERVICE SITE WHERE THE BUS IS BASED.

Appendix 2

Transport information 20.10.08 – 15.11.08

Ermine	Average per week
Number of passenger journeys weekly	13.2
Number of non passenger journeys	1.6
Average mileage per bus each week	181.4
Average journey time for passenger pick up from home	74.8 minutes
Average downtime for buses	665.4 minutes
Number of community trips each week	10.6
Average distance travelled for community trips	7.4 miles
Approximate unit cost per passenger journey	28.2

Keston	Average per week
Number of passenger journeys weekly	16.75
Number of non passenger journeys	0.75
Average mileage per bus each week	249.75
Average journey time for passenger pick up from home	80 minutes
Average downtime for buses	700 minutes
Number of community trips each week	6.75
Average distance travelled for community trips	9.5 miles
Approximate unit cost per passenger journey	20.89