

ANGUS COUNCIL

PLANNING AND TRANSPORT POLICY COMMITTEE

23 NOVEMBER 1999

SUBJECT: BEST VALUE SERVICE REVIEW - PUBLIC TRANSPORT

REPORT BY DIRECTOR OF PLANNING AND TRANSPORT

Abstract: This report advises Committee of the results of the Best Value service review in respect of public transport and seeks approval for the implementation of the proposed service improvement plan prepared by the review team.

1 RECOMMENDATION

It is recommended that the Committee:-

- 1 note the contents of this report;
- 2 approve the service improvement plan outlined in Appendix 1 to this report.

2 INTRODUCTION

2.1 Members will recall that as part of the Government's Best Value initiative, all services must be reviewed over a 5 year period. In accordance with the previously agreed schedule of Best Value Service Reviews, a Service Review Team was established in January 1999 to examine the public transport service provided by Angus Council. This review examined the methodology and service delivery, in particular in relation to:

- public transport provision;
- information provision;
- infrastructure provision.

3 SERVICE REVIEW REPORT

3.1 A full copy of the service review report is available in the Members' Lounge.

3.2 The objectives of the public transport service are to:

- organise the provision of socially necessary public transport services not provided commercially, commensurate with the demand for such services and the cost of provision, on the basis of an on-going review of needs and a continuous monitoring of existing facilities;
- prepare and publicise appropriate material on all public transport services available in Angus, in conjunction with bus operators, and make available comprehensive timetable information on both local bus and train services;

- organise the provision and maintenance of minor public transport infrastructure including bus stops, bus shelters, information panels and manage the operation of Arbroath Bus Station.
- 3.3 This best value report examined the Council's performance in respect of meeting these objectives by:
- undertaking customer surveys;
 - questionnaire survey, benchmarking and process mapping with other Scottish Local Authorities;
 - discussions with public transport providers.
- 3.4 The current legislative framework within which the public transport service is provided is the 1985 Transport Act. This legislation requires the Council to monitor the public transport network. This network is continually changing, as are passenger demands on the service. It is the Council's role to respond to these changing circumstances by clearly identifying demand and securing, where appropriate, public transport services to meet the identified needs in the most cost-effective manner.
- 3.5 The provision of public transport is vital to Angus residents those working in Angus and visitors to the area. It provides a lifeline for the elderly, disabled and those without access to private cars. In addition, the Authority aims to develop the role of public transport as an alternative to the car thus addressing issues of sustainability and Agenda 21. The transport provided has to take into account the needs of education and social work, transport for employment, shopping, and accessing health, leisure and recreational facilities.
- 3.6 Customer feedback together with that from operators and user groups is fundamental in identifying transport needs and determining service provision. In addition, the Authority also consults on infrastructure provision such as bus stops and shelters to identify additional requirements. Consultation is also undertaken in respect of public transport publicity to seek feedback for example on the ease of availability and clarity of this information in order to continually improve the information provided. The consultation process undertaken in Angus is rigorous and ensures that the Council is securing best value for money from their expenditure on public transport.

4 SERVICE IMPROVEMENT PLAN

- 4.1 The proposed service improvement plan is detailed in Appendix 1 to this report and it is recommended that Members approve this.
- 4.2 The improvement plan continues to build on the work already undertaken to identify and provide local bus services to meet the needs of the public, to provide comprehensive, accurate and readily accessible publicity and to provide high quality public transport infrastructure.

5 FINANCIAL IMPLICATIONS

- 5.1 There are no financial implications arising from this report. In the event of there being financial implications linked to any of the recommendations outlined in this report then these shall be the subject of a future report to this Committee.

6 CONSULTATION

- 6.1 The Chief Executive, Director of Finance and Director of Law and Administration have been consulted in the preparation of this report.

7 CONCLUSION

- 7.1 In terms of performance, this service compares favourably with other Scottish Local Authorities. This Best Value Review has identified several areas where further improvements could be made. These will build upon the continuous improvements to the service provision and delivery implemented since local government re-organisation in 1996.

NOTE

No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973, (other than any containing confidential or exempt information) were relied on to any material extent in preparing the above Report.

AA/LEM/KW
12 November 1999

Alex Anderson
Director of Planning and Transport

IMPROVEMENT PLAN

	TIMESCALE	COMMENT
<p>Monitoring and Review Customer satisfaction survey for public transport users</p> <p>Results of customer satisfaction survey to operators for comment</p> <p>Questionnaire to local authorities</p> <p>Review performance indicators identified</p>	<p>March - April 1999</p> <p>May 1999</p> <p>January - March 1999</p> <p>October 2000</p>	<p>Completed. Further survey to be undertaken by Transport team October 2000</p> <p>Completed. Results from further survey to be sent to operators for comment November 2000</p> <p>Completed</p> <p>Transport Team to liaise with other Local Authorities to assess performance</p>
<p>Customer Care Introduce customer satisfaction survey to all new contracts within 6 months of start date</p> <p>Expand on customer comment/complaints procedure in timetables</p>	<p>On - going</p> <p>October 1999 - October 2000</p>	<p>Transport Team to introduce in line with new contract provision</p> <p>Transport Team to expand on this information</p>
<p>Public Transport Review, consult upon and update Public Transport Policy Statement</p> <p>Review, consult upon and update conditions of contract</p> <p>Introduce formal monitoring programme for contracts</p>	<p>October 1999 - October 2000</p> <p>October 1999 - October 2000</p> <p>October 1999 - October 2000</p>	<p>Transport Team to consult with operators and adjoining local authorities to update statement in line with changes in policy/legislation</p> <p>Transport Team to consult with operators and Director of Law & Administration to review and update.</p> <p>Transport Team to introduce a more systematic monitoring of contracts than the current ad hoc basis</p>

APPENDIX 1

IMPROVEMENT PLAN (Continued)

<p>Publicity Introduce new timetable database and streamline timetable leaflet and board preparation</p> <p>Introduce the provision of timetables on buses</p> <p>Advertise the availability of public transport publicity</p>	<p>October 1999 - October 2000</p> <p>October 1999 - March 2000</p> <p>On - going</p>	<p>Commenced. Transport Team currently transferring data to new system</p> <p>Transport Team to provide additional timetables to operators for on bus availability</p> <p>Transport Team to increase public awareness of publicity availability through the use of newspaper editorial / adverts</p>
<p>Infrastructure Inform Councillors of the locations of new bus stops</p> <p>Expand the number of timetable boards provided at key bus stops</p> <p>Investigate improving facilities at Arbroath Bus Station</p>	<p>October 1999 onwards</p> <p>On - going</p> <p>On-going</p>	<p>Transport Team to include details of proposed shelters in Development Control weekly planning lists</p> <p>Transport Team to continue to increase timetable board provision throughout Angus</p> <p>Transport Team in conjunction with Property Department and Bus Operators to investigate upgrading improvements required and possible funding sources</p>
<p>Human Resources Continue to assess the training requirements of staff and opportunities for meeting these</p>	<p>On-going</p>	<p>Transport Manager to assess requirements in relation to the Departmental Service Plan, IIP and Performance, Appraisal and Development</p>

