

Date of meeting: 24 March 2010
Report of: Head of Regeneration
Title: Total Transport/ITU Review Update

1.0 Purpose

- 1.1 The purpose of this note is to update the Committee on the emerging Total Transport Transformation programme, and in particular to brief on the review of our Integrated Transport Unit (ITU) which is a transitional shared service with Cheshire West and Chester.
- 1.2 The Committee received a presentation on the scope of the ITU review in September 2009. The review is now underway and the discussion questions at the back of this report aim to gain Member views on the future transport service the Council requires to meet our objectives.
- 1.3 The ITU review is a key workstream within the Total Transport transformation programme. It has key dependencies with the Highway and Transport Infrastructure, fleet review and how we commit transport spend in general.

2.0 Total Transport Transformation Programme

- 2.1 Total Transport has been identified as one of the six major transformation programmes for the new Council.
- 2.2 The emerging vision for the Total Transport programme is:

“To revolutionise the way in which transportation is delivered across Cheshire East to meet the future needs of our customers; our commitment to climate change and our vision for more effective and efficient public services”
- 2.3 There are three strategic drivers informing the programme:

Customer Demand – Central Government have been driving policy around multi model travel for recent years and the way in which citizens and visitors are changing.

Efficiencies – Transport deliver across the new Borough requires rationalisation following LGR.

Carbon – Climate Change requires us to respond to the way we provide transport.

2.4 To deliver this Vision, the programme will concentrate on the following key objectives:

- To develop a transportation network and service which meets the current and future needs of the residents of Cheshire East.
- To deliver substantial resource efficiencies in the medium/longer-term.
- To ensure that future transport services deliver against future policy drivers including climate change, social care redesign and accessibility.
- To develop a model for transport services which is flexible and can better adapt to the changing needs of its customers.
- To design future transport services which meet the strategic, operational and community transport needs of major public sector bodies such as PCT.

3.0 Proposed Workstreams –Total Transport

3.1 The Total Transport programme will consist of a range of projects delivering business change which will include, but not be limited to:

- **Future Transport Delivery Model** – the ITU review will provide options for future transport delivery which meets policy needs from an adult/children service and community/rural transport perspective.
- **Staff/business travel** - There have been staff displacement in recent months as the new Council consolidates its primary office accommodation and staff location. Business travel between these primary office hubs has different needs from the past and must now address the wider carbon agenda.
- **Efficient use of existing fleet** - Certain areas of the business have shown significant under-utilisation of fleet which is of mixed quality and aging. The majority of the Cheshire East wide fleet is leased however there are small pockets of owned vehicles that have been inherited with all the supporting services (i.e. maintenance, servicing provision)
- **Highway and transport infrastructure** - Cheshire East are currently working to a framework and goals of the former County Council Transport Plan. All highway authorities in the Country are required to produce a new transport plan by 1st April 2011. This LTP3 submission will result in agreement on future highway and transport infrastructure improvements. The inherited in-house design/delivery capability is proven to be high cost and low performance when compared to best practice operating models used by other councils in the country. The Council is developing a new model of delivery which will be procured by July 2011.

4.0 ITU Review

4.1 The ITU review is a key workstream within the Total Transport programme which will:

- Understand the future transport requirements of our customers within Cheshire East Council (primarily Adult and Children services in the People Directorate however this may in future include other transport related activities within the Places Directorate).
- Undertake a performance/capability review of the existing shared service provision ensuring the ITS provide value for money by making market comparisons/benchmarking and to assess its ability to meet the changing client demands.
- Develop a range of options for future delivery of Integrated Transport in Cheshire East based on best practice in the UK.
- Upon agreement of a preferred option, develop a delivery model, detailed costs including potential efficiencies and a plan for the implementation of that option while maintaining day to day operations and minimal disruption to the customer.
- Be in a position to implement the plan by September 2010 when the current Service Level Agreement with Cheshire West and Chester comes to an end.

5.0 Background to ITU Review

5.1 The ITU currently operates as a transitional Shared Service providing an integrated transport solution delivering the following activities:

- Eligibility, scheduling, tendering and procurement of transport for general home to school, those with special educational needs and looked after children, post 16 transport
- Brokering, administering and supplying smartcard infrastructure for concessionary travel
- Enabling public transport through supported bus, winning Government grants, supporting community transport and providing publicity and information
- Scheduling, tendering and procurement or direct provision for adult and older service users
- Procurement, maintenance, disposal and legal support for the majority of the Councils' owned vehicles
- Management of Council owned public transport assets and infrastructure including bus stations, stops and shelters and transport interchanges
- Providing development and policy support and activity for the public transport network, smart ticketing and sustainable school travel

5.2 It has been recognised that a review is required to fundamentally challenge the existence of an Integrated Transport Unit (ITU) and its ability to provide for the changing customer demands and policy changes within the Council.

5.3 A procurement exercise has recently concluded and a specialist integrated transport consultancy firm will deliver the range of future delivery options for the Council to consider. They are the TAS Partnership who will be present at the Committee meeting to facilitate the discussion.

6.0 Questions for discussion:

6.1 The Committee is asked to consider the following key questions to inform the outcome of the review:

- **What are your perceptions of how transport is functioning in the new council? Do you think it meets the needs of users, is it value for money, could things be done differently?**
- **How important would you say is a new identity or new policies for transport, specific to Cheshire East? What sort of policies would you want to change to reflect the new council's strategies and objectives?**
- **What do feel is most important in relation to transport over the coming years?**
- **How do these aspirations translate into changes in policy or practice?**

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