



Transport: Trend analysis 2014/15

This briefing provides details on the performance information available from APSE's performance networks service looking at performance indicators and current policy issues for councils who deliver transport services.

Key issues

- The number of PG9 Roadworthiness prohibition notices issued by DVSA to local authorities is at a record low, demonstrating the high standards of Council maintenance teams.
- Similarly the number of accidents per 1000 vehicles is at a 5 year low of 26.32, in part due to in-cab video technology reducing spurious claims
- Number of weighted vehicles per fitter has reduced somewhat, however this has been accompanied by higher MOT pass rates and a higher percentage serviced within schedule
- HR and people management have increased after 2 years of decline signifying a renewed emphasis on training and retention as the labour market improves.

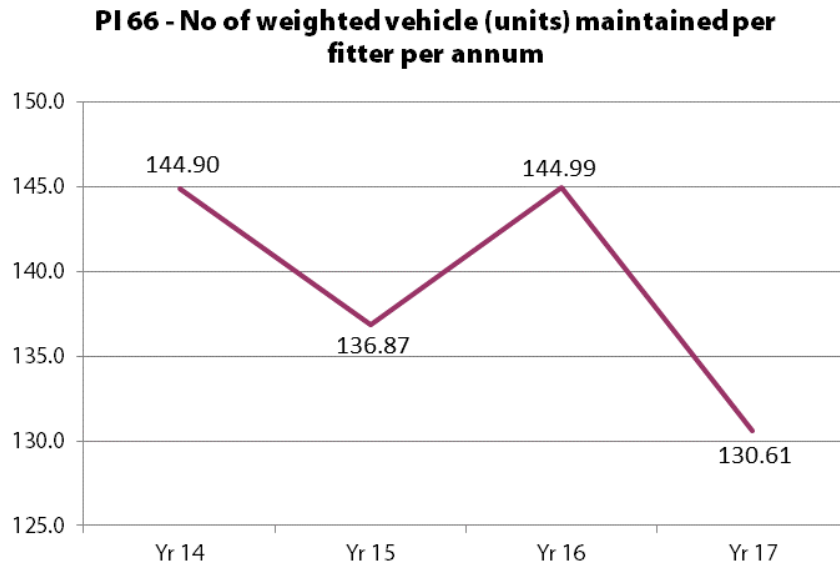
Overview

The APSE performance networks programme for transport operations and vehicle maintenance provides indicators for various dimensions of the operation; such as the cost, efficiency, productivity and quality. The following executive summary aims to provide participating Councils with a picture of what the service trends are; what this infers and what further activity and analysis individual Councils and the APSE advisory and benchmarking groups could consider. The transport and vehicle maintenance model remains complex because of the wide variation in vehicle types and also the difference in services provided by different types of Councils; but it is comprehensive as a result of this.

The analysis in this executive summary is based on averages across all family groups and so is service-wide. It shows averages for 2014-15 compared to previous year's performance levels.

Trend analysis

After changes to the calculations for the performance indicator on the number of weighted vehicles maintained per fitter in Year 14, we now have 3 years of data for comparison. The average for 2014-15 now stands at 130.61 which is a reduction from 144.99 on the previous year.



In terms of effectiveness of the maintenance regime, 3 performance indicators can be used to demonstrate performance. These are PI 73 percentage of vehicles passing the DOE test first time; PI 74 percentage of vehicles serviced within 7 days of schedule and PI 76 percentage of workshop jobs completed within 24 hours. The table below indicates the performance across the last seven years.

	Yr. 13	Yr. 14	Yr. 15	Yr. 16	Yr. 17
PI 73a - Percentage of vehicles passing DOE first time	91.54%	93.46%	92.58%	94.44%	95.84%
PI 74 - Percentage of vehicles serviced within 7 days of schedule	93.22%	96.49%	95.24%	96.92%	95.18%
PI 76 - Percentage of all workshop jobs completed within 24 hours	81.77%	79.11%	80.04%	76.26%	71.80%

Performance indicator 73a shows an increase in performance since last year and this is the highest level recorded in performance networks during the past 7 years. PIs 74 and 76 has shown a dip in performance this year; however, for PI 74, this is a similar figure as recorded in Year 15.

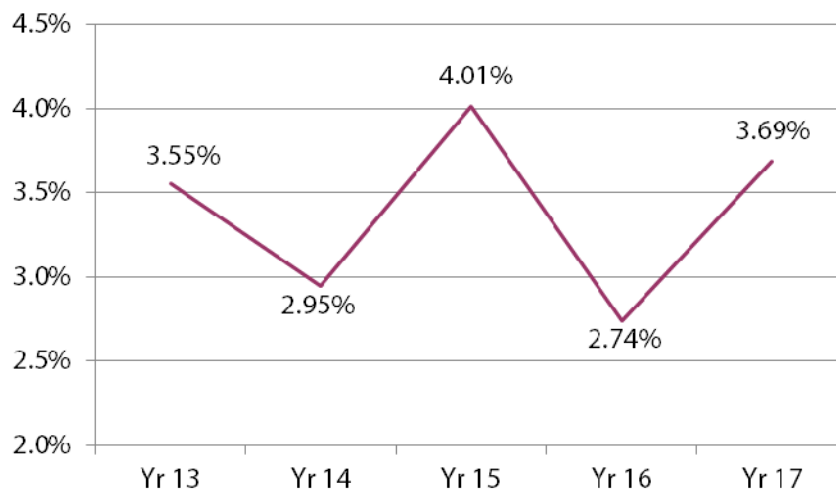
	Yr. 13	Yr. 14	Yr. 15	Yr. 16	Yr. 17
PI 111 - Number of PG9 notices issued by VOSA per 100 council vehicles	0.071	0.070	0.037	0.089	0.020
PI 113 - Number of overloading prosecutions per 100 council vehicles	0.004	0.000	0.000	0.020	0.000

PI 114 - Number of speeding fines/penalties per 100 council vehicles	1.592	0.680	1.190	1.000	1.220
PI 115 - Number of parking tickets/notices per 100 council vehicles	0.553	0.360	0.810	0.760	0.700
PI 116 - Number of motor vehicle accidents/incidents reported per 100 vehicles	35.25	31.64	34.45	33.61	26.32

The above table shows improvements in the averages for all of the indicators except for the number of speeding fines/penalties per 100 council vehicles. Performance indicators 111 and 116 are now at the lowest levels recorded in the past 5 years.

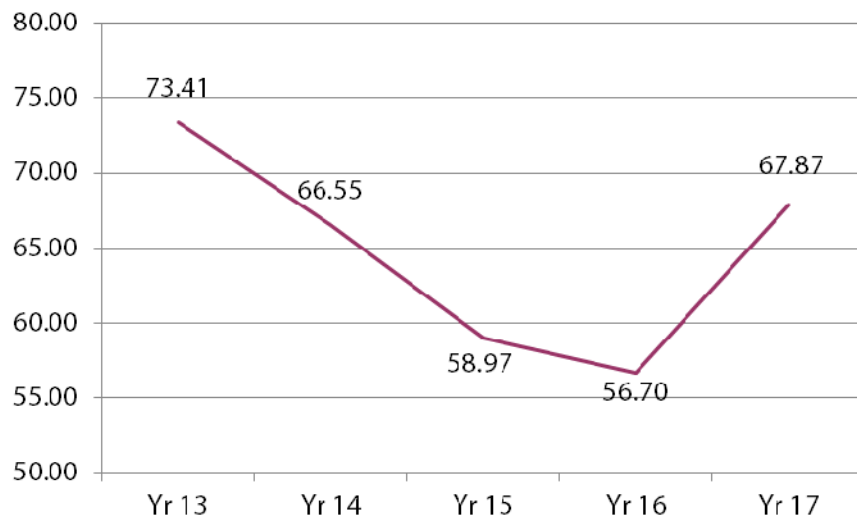
In terms of absence levels, last year we reported that the average was the lowest witnessed in performance networks over the past 10 years. This has increased this year to 3.69%, although this is still below the level recorded in Year 15.

PI 67 Percentage staff absence (fitters / tradesmen)



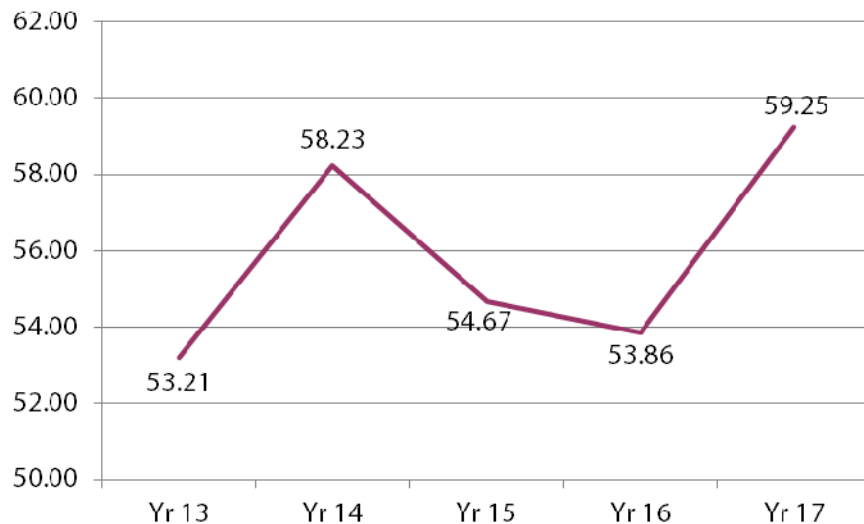
The quality assurance and consultation performance indicator, PI 70 below, measures customer consultation, quality systems (e.g. ISO), complaints and the publication of service standards. This performance indicator had shown a steady decline from 73 in year 13 to 57 last year. This figure has improved this year to an average of 68.

PI 70 Quality assurance and consultation



The human resources and people management performance indicator, PI 71 measures investors in people, training, qualification levels and health and safety. The average for this performance indicator had deteriorated between Year 14 and Year 16 but has improved this year to an average of 59.

PI 71 Human resources and people management



Future focus

As local authorities continue to focus on efficiency, demand management techniques, income generation and innovative working to meet the challenges, performance measurement and management continues to be at centre stage. The need to know your own service and to learn from others has never been greater.

Performance measurement is a mechanism for local authorities to identify achievable cost savings and innovative approaches to service delivery, as well as

demonstrating value for money to a range of internal and external stakeholders. Any effective service change needs to be underpinned by data intelligence, to establish a starting point and to identify future targets. Performance measurement is also a mechanism to learn how other local authorities are meeting the challenges and the impact that their service changes is making in terms of cost, quality, productivity and customer satisfaction levels.

Good performance information supports the decisions that lead to good directions, instructions and targets. APSE performance networks can assist local authorities by:

- Helping to set a clear baseline on which competitiveness, efficiency and value for money can be measured in a systematic manner.
- Identifying the impact of service changes and interventions for your own local authorities and for others.
- Assessing the quality, cost and competitiveness of the services that councils provide on a regular basis.
- Helping to report data in meaningful ways to both elected members and the public.
- Identifying direction of travel and pace of change with regard to service delivery.
- Identifying inefficiencies such as poor productivity and high cost.
- Supporting service improvement through process benchmarking and sharing best practice examples.

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