



Transport: Trend analysis 2015/16

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 fleet maintenance services.

Key issues

- 96.74% of vehicles pass their DOE test first time, the highest ever.
- The number of motor vehicle accidents/incidents reported per 100 vehicles stands at an all-time low of 26.82
- The average fitter maintains around 134 weighted vehicle units per year.

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 2015-16 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 2011-12, we now have 4 years of data for comparison. The average for 2015-16 now stands at 134.44 which comparable with the previous year but down from the peak of 144.99 2 years ago.

PI 66a - No of weighted vehicle (units) maintained per fitter per annum



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 five years.

	11/12	12/13	13/14	14/15	15/16
PI 73a - Percentage of vehicles passing DOE first time	93.46%	92.58%	94.44%	95.73%	96.74%
PI 74 - Percentage of vehicles serviced within 7 days of schedule	96.49%	95.24%	96.92%	95.93%	96.82%
PI 76 - Percentage of all workshop jobs completed within 24 hours	79.11%	80.04%	76.26%	70.77%	72.72%

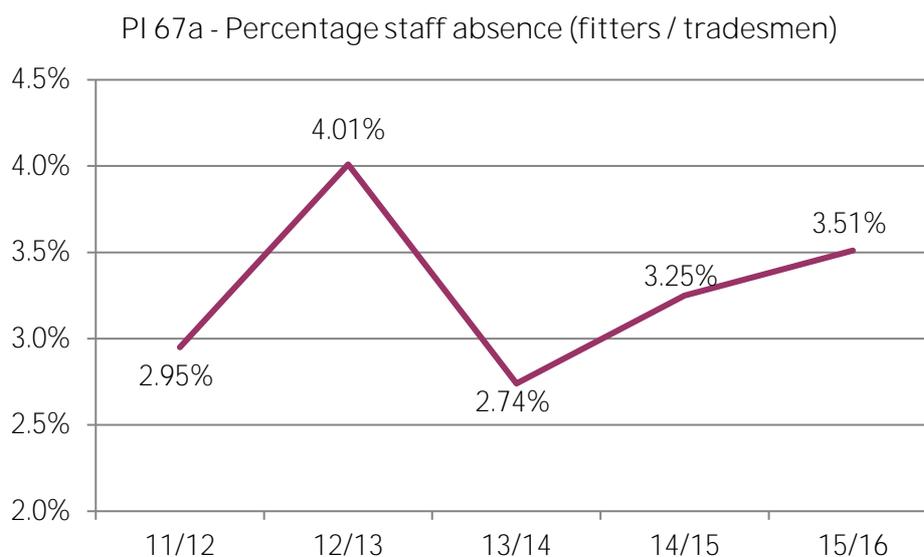
Performance indicator 73a shows an increase in performance since last year and this is the highest level recorded in performance networks during the past 7 years. PIs 74 and 76 has shown a slight improvement in performance this year however broadly the number of vehicles serviced within 7 days of schedule remains the same whilst the percentage of jobs completed within 24 hours is 7% below its peak of 80.04 in 2012/13.

	11/12	12/13	13/14	14/15	15/16
PI 111 - Number of PG9 notices issued by VOSA per 100 council vehicles	0.070	0.037	0.089	0.018	0.040
PI 113 - Number of overloading prosecutions per 100 council vehicles	0.00	0.00	0.02	0.00	0.00

PI 114 - Number of speeding fines/penalties per 100 council vehicles	0.68	1.19	1.00	1.28	0.98
PI 115 - Number of parking tickets/notices per 100 council vehicles	0.36	0.81	0.76	0.67	1.23
PI 116 - Number of motor vehicle accidents/incidents reported per 100 vehicles	31.64	34.45	33.61	27.16	26.82

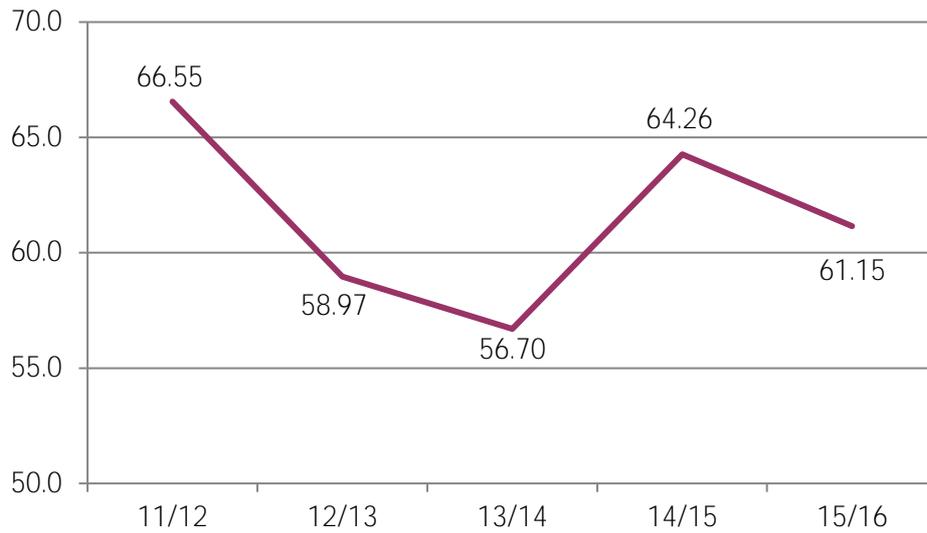
The above table shows the penalties and accident records. The number of accidents per 100 vehicles continues to fall, perhaps reflecting the use of camera technology to challenge claims. Parking tickets are significantly higher, speeding fines on a par with previous years and overloading prosecutions appears to have virtually disappeared over the last 5 years.

In terms of absence levels, in 2013/14 we reported that the average was the lowest witnessed in performance networks over the past 5 years. This has increased this year to 3.51%, although this is still below the level recorded in Year 15.



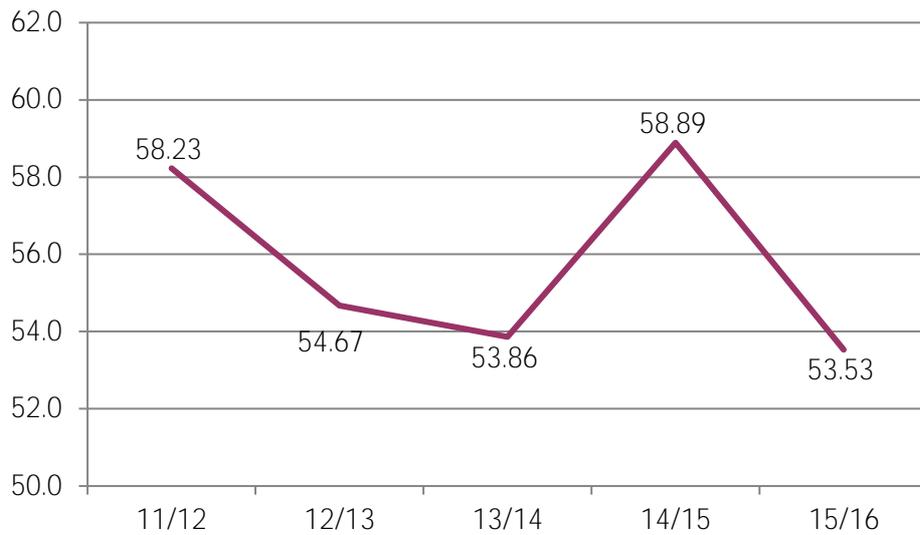
The quality assurance and consultation performance indicator, PI 70 below, measures customer consultation, quality systems (e.g. ISO), complaints and the publication of service standards. This performance indicator had shown a steady decline from 73 in year 13 to 61 this year. Several operators have ceased to externally validate their ISO 9001 quality assurance systems having confidence that the procedures are now embedded within their organisations.

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 returns to its steady decline since 2011/12 with a blip last year.

PI 71 Human resources and people management



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