



Transport: Trend analysis 2016/17

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

- Transport costs as a percentage of total costs have remained largely unchanged since 2015/16
- The number of weighted vehicles (units – adjusted for direct maintenance) maintained per fitter per annum continues on a downward trend with a sizeable reduction of 22.78 since 2013/14
- The percentage of vehicles passing the DVSA test first time has reached a five-year high of 93.34%
- The percentage of vehicles serviced within 7 days of service is also at a five-year high of 97.31%
- The percentage of staff absence among fitters and tradesmen has increased by 0.76% since 2015/16 (and by 1.4% since 2013/14) to a five-year high of 4.14%

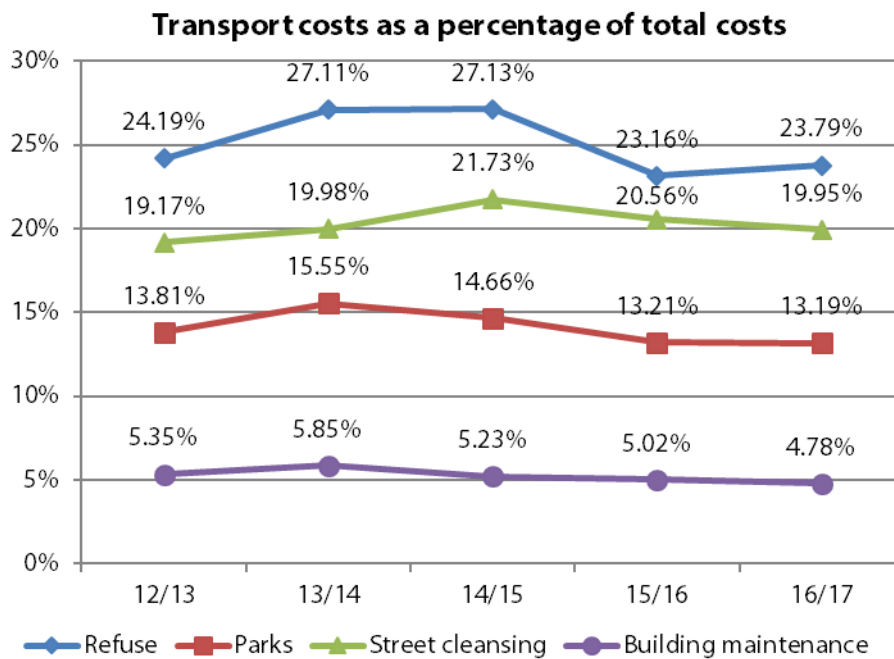
Trend analysis

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 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.

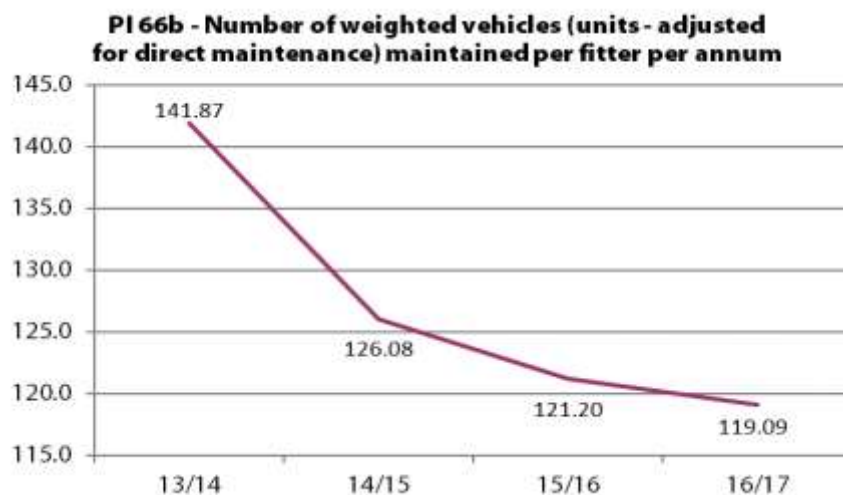
The analysis in this summary is based on 'service wide averages' across all participating local authorities for 2016/17.

Cost



Transport costs as a percentage of total costs have remained largely unchanged since 2015/16 with a 0.63% increase to 23.79% for refuse, a 0.61% reduction to 19.95% for street cleansing, a 0.02% reduction to 13.19% for parks and a 0.24% for building maintenance.

Productivity



The number of weighted vehicles (units – adjusted for direct maintenance) maintained per fitter per annum continues on a downward trend with a score of 119.09 in 2016/17, a minor reduction of 2.11 since 2015/16, but with a sizeable reduction of 22.78 since 2013/14.

	12/13	13/14	14/15	15/16	16/17
PI 73b - Percentage of vehicles passing DVSA test first time	87.87%	89.30%	90.94%	92.97%	93.34%
PI 74 - Percentage of vehicles serviced within 7 days of schedule	95.24%	96.92%	95.93%	96.75%	97.31%
PI 76 - Percentage of all workshop jobs completed within 24 hours	80.04%	76.26%	70.77%	73.49%	72.30%

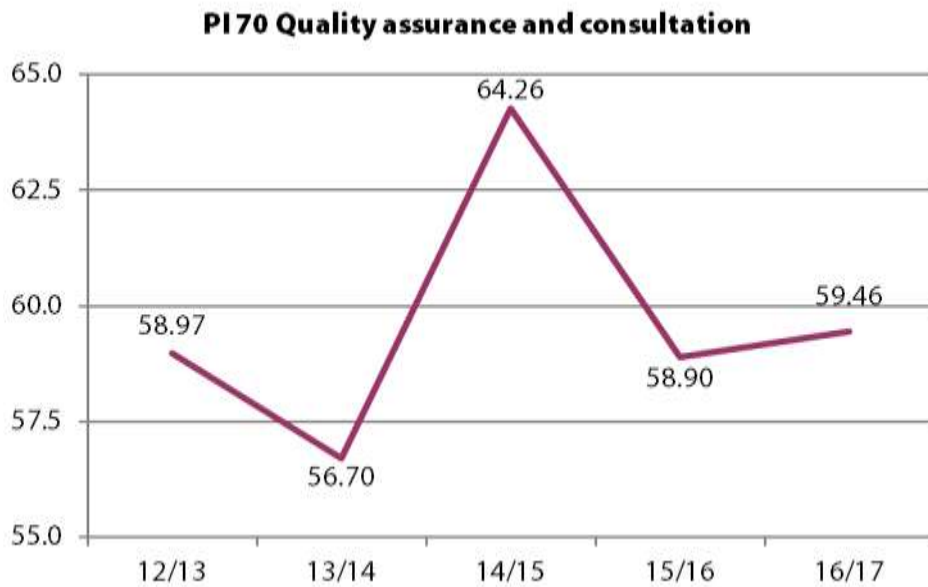
The percentage of vehicles passing the DVSA test first time has reached a five-year high of 93.34% (an increase of 0.37% since last year). The percentage of vehicles serviced within 7 days of service is also at a five-year high of 97.31% (an increase of 0.56%). The percentage of all workshop jobs completed within 24 hours has fallen to 72.30% (a decrease of 1.19%), but this is not surprising given the figure has remained between 70% and 76% for the past 4 years.

	12/13	13/14	14/15	15/16	16/17
PI 111 - Number of PG9 notices issued by DVSA per 100 council vehicles	0.037	0.089	0.017	0.054	0.005
PI 112 - Number of overloading incidents per 100 council vehicles monitored	19.27	13.44	19.47	20.88	66.53
PI 113 - Number of overloading prosecutions per 100 council vehicles	0.00	0.02	0.00	0.00	0.01
PI 114 - Number of speeding fines/penalties per 100 council vehicles	1.19	1.00	1.28	1.13	1.45
PI 115 - Number of parking tickets/notices per 100 council vehicles	0.81	0.76	0.67	1.16	0.96
PI 116 - Number of motor vehicle accidents/incidents reported per 100 vehicles	34.45	33.61	27.16	25.90	26.73

The number of PG9 notices issued by DVSA per 100 council vehicles has fallen to 0.005, which is the lowest score since 2014/15 (0.017). The number of overloading incidents per 100 council vehicles monitored has risen significantly to 66.53 which appears to be due to closer and more proactive monitoring. The number of overloading prosecutions per 100 council vehicles is 0.01. The number of speeding fines/penalties per 100 council vehicles has risen marginally to 1.45 from 1.13 in 2015/16.

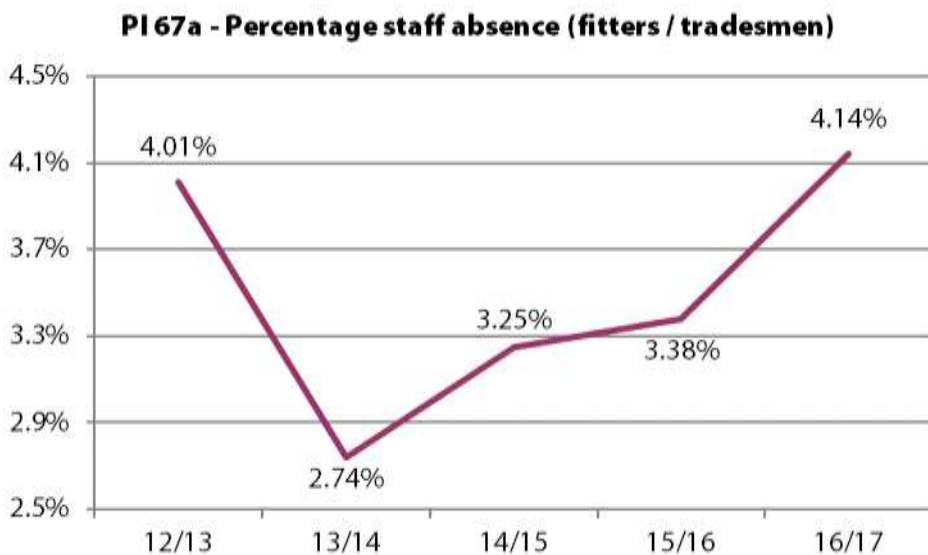
The number of parking tickets/notices per 100 council vehicles has fallen to 0.96 from 1.16 in 2015/16, although this is still the 2nd highest result in 5 years. The number of motor vehicle accidents/incidents reported per 100 vehicles has risen slightly to 26.73 (an increase of 0.83 from last year).

Quality



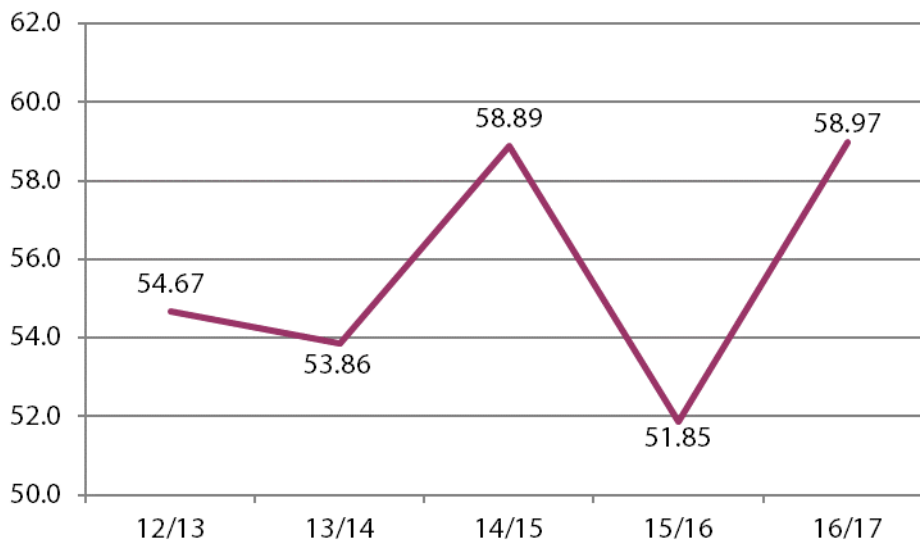
The quality assurance and consultation performance indicator measures customer consultation, quality systems such as ISO, complaints and the publication of service standards. This result has risen by 0.56 points to 59.46, which is 4.8 points lower than the highest score of the last five years (64.26 in 2014/15), but is broadly similar to the average score achieved in other recent years.

Staffing



The percentage of staff absence among fitters and tradesmen has increased by 0.76% since 2015/16 (and by 1.4% since 2013/14) to a five-year high of 4.14%. The average percentage over the past five years was 3.50%.

PI 71 Human resources and people management



The human resources and people management score for 2016/17 was 58.97, which is 0.08 points above the five-year high for this performance indicator. The score has risen by 7.12 points since 2015/16, and has returned to roughly the same result as 2014/15.

Interpretation of data

Incremental improvements were achieved in vehicles passing the DVSA test first time and vehicles being serviced within 7 days of schedule. Transport costs as a percentage of total costs for refuse, parks, street cleansing and building maintenance all remained within + or - 1% of their 2015/16 result; this is not to say that improvements have not been made though, as service budgets are typically falling at a similar rate to the improvements being made by means such as fleet rationalisations or switching to electric vehicles. Whilst there are some downward trends in performance overall the service is performing positively, particularly given on-going cost pressures within local authorities.

Garry Lee

Acting APSE Principal Advisor

Rob Bailey

APSE Principal Advisor