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**APSE VEHICLE MAINT & TRANSPORT WORKSHOP**



**OXFORD**

**22<sup>nd</sup> March 2018**



# Part One- Our Services

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- Provided transport services 30 years
- SEN Transport to over 1000 students a day
- AOPS 250 service users daily
- Coach Trips to over 5000 people weekly
- Including 3000 children & free travel to 241 elderly users
- 2884 meals a month to Vulnerable residents
- 50 cash collection pickups daily

# Branching Out

- Competitive Framework in 2015
- Won contract started 1st Dec 2015
- 18 Routes/ 196 people a day



# Area's of Focus

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- Mobilisation of contract
- Modernisation and review of vehicles
- TUPE – 48 Staff Members
- Training including CPC/Policy Changes

# The Challenges

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- Licence Status
- Union/Staff Privatisation
- Change in provider for end user

# Efficiency Savings

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- Saving over £143k on in-house provision
- Review of current delivery model
- Utilisation of vehicles and staff
- Use of Smaller vehicles






# Introduction of New Technology

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- Why
- Choosing the right software
- Consultation with users

# How's it going

## KPI Results

Running Total	Weekly		
	VEHICLE RELATED	ROUTE RELATED	STAFF RELATED
Expected	93%	100.00%	N/A
Achieved	 99.09%	 100.00%	N/A
	Monthly		
	VEHICLE RELATED	ROUTE RELATED	STAFF RELATED
Expected	86.00%	87.00%	100.00%
Achieved	 100.00%	 98.08%	 98.62%

## Survey Results

97% Happy with Service 😊

95% Happy with customer Service 😊

98% Happy with Journey 😊

Times

**“Only 60% of companies retain contracts  
in a rebid situation in many cases this  
drops to less then 50%”**

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**F**ind ways to promote your **expertise** that adds value above and beyond the standard scope of the contract and ensure that you forge a great client/contractor/customer relationship.



**COMMUNICATE, COMMUNICATE,  
COMMUNICATE**

*Don't confuse this with 'selling'*



**REMEMBER**

*these words!*




Research suggests that for every  
negative experience we encounter...

*it takes*  
**10 POSITIVE**  
*experiences*

**to redress the balance**





“CUSTOMERS DON'T EXPECT  
YOU TO BE PERFECT.

They do expect you to fix things  
when they go wrong.”

*Donald Porter*

WHEN WAS THE LAST  
TIME YOU WERE...



*Wowed*  
*with the service you received*



**WHAT WOULD YOUR CUSTOMERS**  
*say about you?*



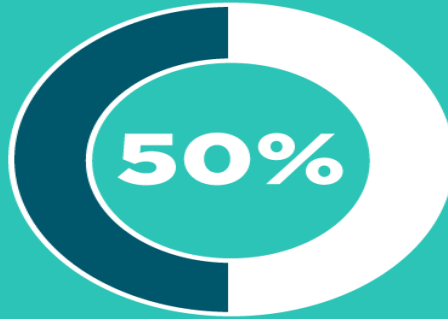
IF YOU WEREN'T IN **THE ROOM...**

## Building the Team



Recognise that your people have different talents and that you know and value their strengths and weaknesses!





**50% of training is  
“Scrap Learning” - learning  
that is delivered but not  
applied back on the job**

“Emotional intelligence is how you understand yourself and the people around you, and it is just as important as cognitive, or rational intelligence, to how we make decisions,”

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El Kaliouby

# Real Challenges



- 80% of authorities have reduced their school transport provision since 2010
- 150,000 SEN children qualifying for free transport nationally, 14,000 in London
- Overall spend on SEN transport is circa £620m against £1,062bn so over 50%
- For pupils with special needs, the average cost is over £4,000 per year - equivalent to nearly £11 per journey.
- Rising to nearly £10,000 per pupils in some London Boroughs.

# Reaction

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- **Changes to the assessment of need reducing numbers by as much as 20-30%**
- **Local Authorities investing in travel training to promote more independent travel including apps for android phones to assist young people**
- **26 have already introduced direct payment (personalisation) and nine others are considering to provide choice to parents and users**
- **Future funding cuts ahead are likely**
- **Post 16 Users being asked to pay via their Disability Living allowance**

# What's ahead- The Digital Age

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- “There’s been an explosion of use of data in transport across our cities.
- An ever-increasing number of sensors, services and systems across the globe are collecting data about movement through transport networks.
- ‘The Internet of Moving Things’, looks set to continue with smart, connected devices predicted to rise from 4.7 billion in 2014 to well over 50 billion by 2025.”

# The need to be inventive

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- **Offer advice/information to the client on how to improve service provision**
- **Digital Revolution/green agenda**
- **Consider other opportunities**
- **Continue to provide an A1 service and maintain that passion !**



obrigado

Dank U

Merci

mahalo

Köszi

спасибо

Grazie

Thank  
you

mauruuru

Takk

Gracias

Dziękuję

Děkuju

danke

Kiitos

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**Any Questions?**

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