

Systems Thinking in Integrated Transport 'Right First Time'

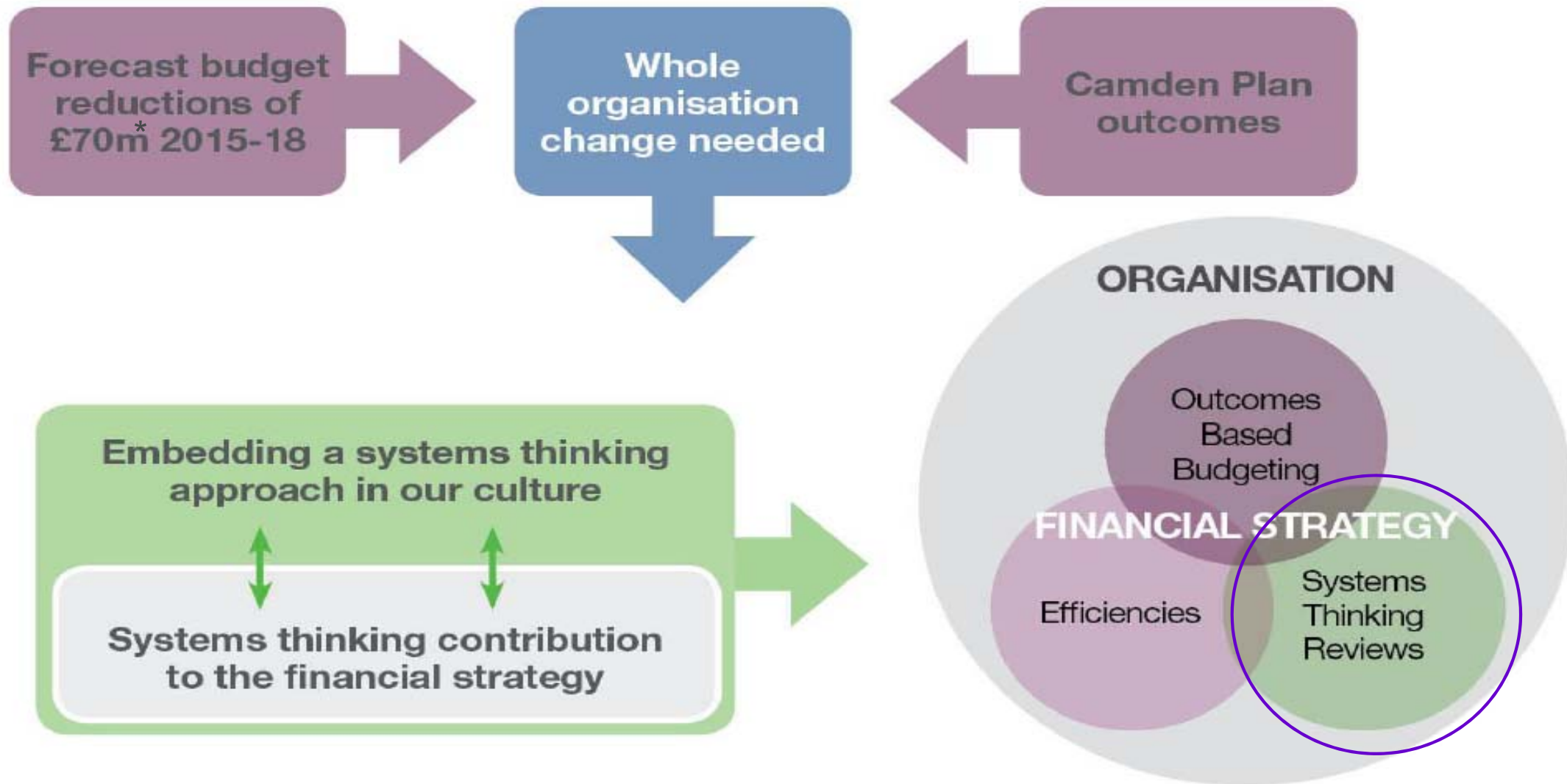
APSE National Transport Seminar



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Camden Accessible Travel Solutions

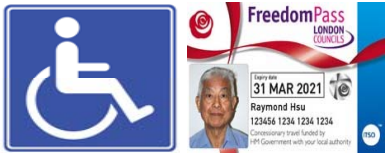
Wednesday 13th July 2016

An opportunity to become a more "intelligent" organisation?



*now £80m

Camden Accessible Travel Solutions



Accessible Travel schemes: Freedom Passes, Blue Badges, Taxicard, ScootAbility



Transport provision for Adult Social Care and Special Educational Needs services and Community Transport (PlusBus door-to-door)



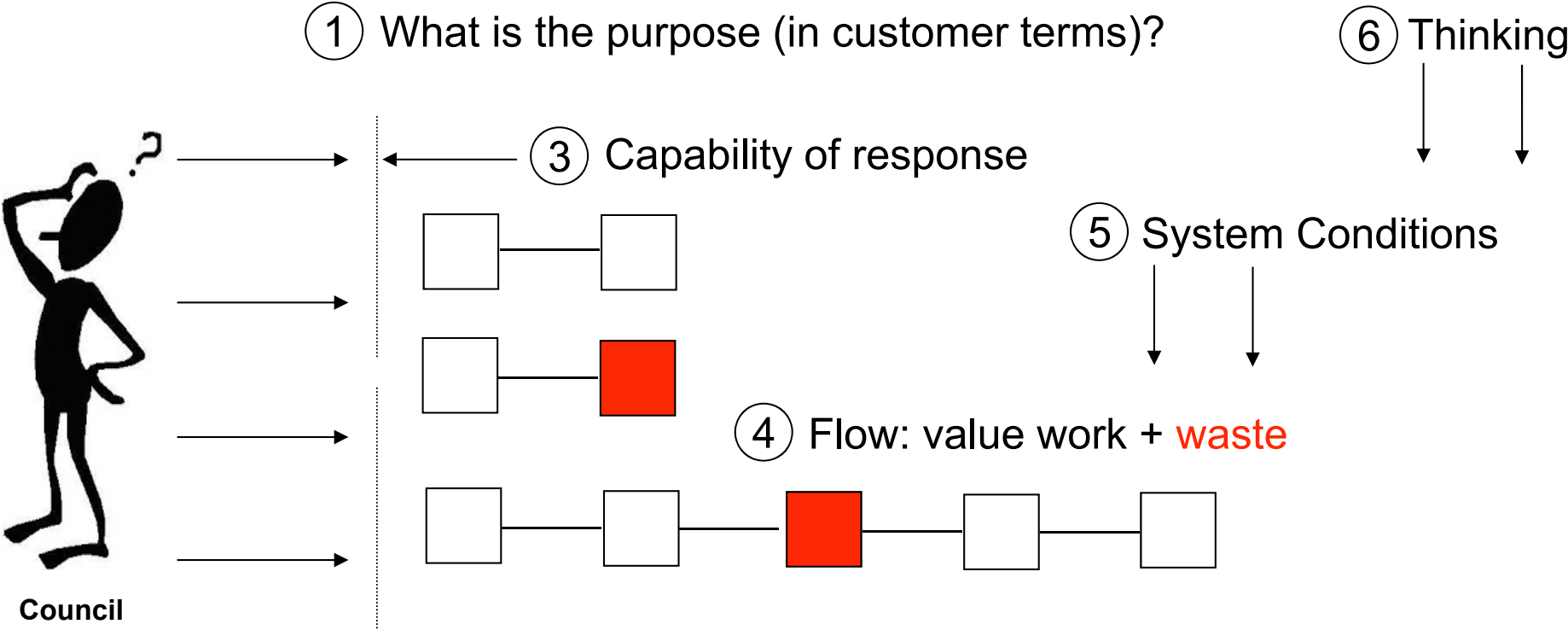
Fleet and workshop management for the Council – Accredited FORS Gold



Public MOT service

Camden was awarded *'London Transport Borough of the Year 2016'*

What is 'Right First Time'?



PURPOSE:

To get people from A to B (part of helping people live independent lives, learn and participate in the community)



MEASURES:

Right First Time
Demand – type and frequency; how much can we meet/not meet?
Customer Satisfaction
End to end times?



METHOD:

Understanding and tailoring the service to service users

Logistics,
Information and
Communication

Vehicles,
Utilisation and
Income

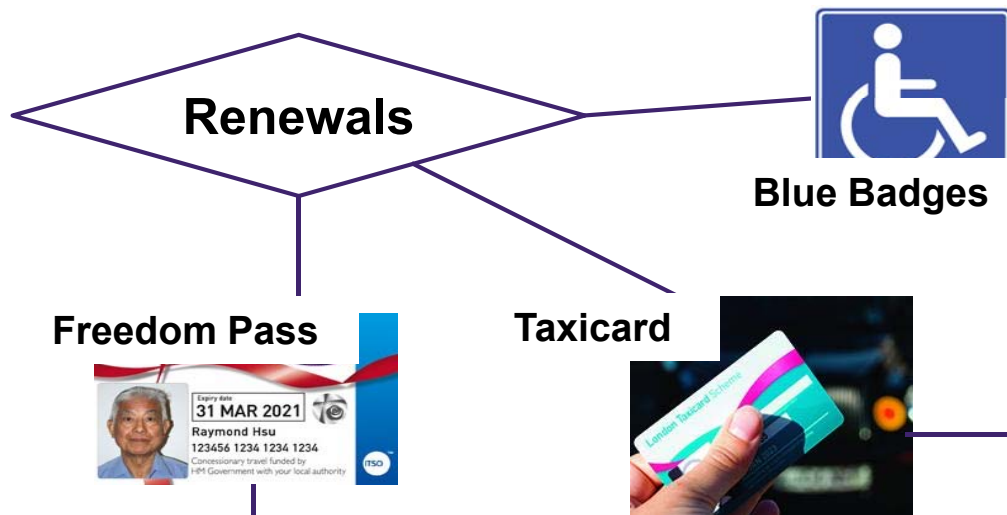
We need to do this as well as possible

Why review our transport services?

1. Bring together a range of (internal/external) customer focussed transport services
2. Identify efficiencies – deliver a service fit for purpose and responsive to changing needs
3. Need to focus on understanding ‘What Matters’ to our customers
4. Understanding our business – how the ‘work works’
5. Need to procure new greener fleet and reduce harmful emissions
6. Operating within tighter budget constraints

Right First Time

Accessible Travel Schemes



- No applications
- Pre-assess the Blue Badge holder for eligibility – ‘U-MI’ approach
 - End to end time cut in half
 - 90% get their badge on time
- Working with central government to streamline verification checks

- Interactive resident workshops to find out what matters
- Increased member trip allocation from 48 trips to 120 trips
- Sent out useful information packs to our 2500 Taxicard members

- Over 29,000 residents up for renewal in 2015 and 2016
- Automatic residency checks using integrated Council systems
- Highest performing renewal rate of all London boroughs
 - 90% rated the new approach ‘Excellent’


What’s Next? – New applicants and moving online

Right First Time

Passenger Transport



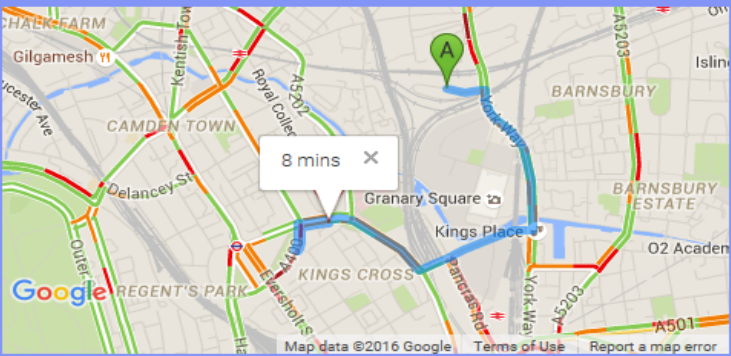
'TranzApp'

Tranzapp 

Logout

Swiss 01 - (32 seats and 0 wc or 30 and 1wc) (11/07/2016) > To Swiss Cottage School 09:30

Passenger



8 mins

Text

Call

Next Passenger

No pick up

Report an incident

Photos: Client photos – to ensure correct passenger needs are delivered and their individual preferences are known. This is especially useful for new staff.

Interactive map: Google maps to plan the route and indicate ETA

Seating plan: Most clients like to have consistency so assistant can view where clients usually sit and adjust if required

Customer Information Plan: A more rounded and personalised view of our customers which is informed by the bus crews and Occupational Therapists

Reporting: bus crew can report or capture incidents or concerns about clients in real time to the Operations Office for action

Communication: two-way messaging between buses and Operations office. Can call or text client 5-10 minutes before arrival through the app. The app will record when a client has been collected/dropped off or were not picked up which will feed directly into the Operations Office for follow up.

Right First Time

Passenger Transport



- There is sufficient unmet demand for Transport services
- Our systems could manage and record the increase in work
- Staff would be flexible and receptive to additional work
- The income generated would exceed the additional overtime costs and protect core services
- The existing workforce could undertake Hire and Reward

Right First Time

Passenger Transport

- ✓ Design to meet demand
- ✓ Expertise in the right place
- ✓ Staff have freedom to take decisions and making sure they have the right knowledge, information and tools to do this effectively
- ✓ Staff want to do a good job and feel valued
- ✓ Managers get 'into the work' to understand it

Fleet and Workshops

What matters?

First Time Fix-
No return!

A replacement
vehicle when
mine's off-road

Easy and
convenient for
me

Trust in the skill
and knowledge
of the worker



Quick
Turnaround

Consider cost
of
repair/value

Right First Time

Fleet and Workshop

- Compressed Natural Gas Filling station operational since July 2016 – first in London
- We are aiming for 20 CNG vehicles by December 2017
- No longer ‘purchasing’ diesel vehicles – part of **Camden’s Green Action for Change** commitment
- RAC contract for breakdowns, cutting fitter travel time to incidents (operatives self-manage)
- Negotiating a cost effective tyre contract
- Working with other London boroughs – sharing resources, assets and expertise
- Training program in place for all fitters – upskilling to enhance performance and productivity

Camden's Fleet and Air Quality Commitment

- Reducing overall number of vehicles in our Fleet
- Reducing the movement of Council vehicles
- Alternate greener fuel types
- Driver training

What's the problem with our air quality?



9,416
LONDONERS

die early every year because of air pollution



£3.7
BILLION

the cost of air pollution to London's economy



24%
PRIMARY SCHOOLS

are in areas that breach the legal limit for NO2 (air pollution)



2x
AS LIKELY TO DIE

from lung diseases if you live in deprived vs affluent areas of London

A new culture that continues to perform



- Ensure you have a robust communication plan
- Engage with all stakeholders at an early stage
- Be responsive to Trade Union concerns as this is predictable
- Ensure front line staff have the information and the tools they need
- Be prepared to provide regular progress reports to senior management
- Everyone should be receptive and responsive to feedback and use it to continually improve, that's part of RFT

Questions

