

---

**Peopletoo**

It works better with you

# Collaborative Transport Model

## Can you save over 30% too?



**EXECUTIVE SUMMARY**

**August 2011**

© Copyright 2011 Peopletoo Limited. All Rights Reserved.

**Transformation. We believe  
it works better with you by  
developing and equipping  
your people to achieve  
sustainable efficiency too.**

**Peopletoo**  
It works better with you

## Collaborating To Transform Passenger Transport & Fleet Services

### HOW We can help you meet your challenging efficiency targets.

- You may already know that our **Collaborative Transport Model** has now been endorsed by a number of leading Councils as a best practice sub-regional delivery solution.
- It is based on our active transformation approach to creating a sub-regional transport hub in three phases – **centralise, collaborate, optimise**.
- This begins by rapidly implementing practical solutions to drive realistic cashable savings, typically between **15% and 25%, for individual Councils**, with at least half of this usually being delivered in the first year.
- Subsequent phases can achieve **over 30% savings by engaging in collaborative partnerships** across public sector organisations including local government, NHS, community transport, Police and Fire.

### In the last 12 months this has included initiatives such as:

- **A 'door to door' strategy** for passenger transport across London, working with the NHS, community transport and Transport for London which has identified potential **savings of £5.8m**.
- **A collaborative sub-regional model** for passenger and fleet transport, endorsed by Capital Ambition, now in implementation. Working with 4 London Boroughs to deliver **savings of over £5.5m** via a Regional Transport Bureau, efficiencies will be achieved by centralising call handling, scheduling, assessment and issuing of concessionary transport along with the procurement of contracted transport and fleet. Phase two includes community transport and dial-a-ride services.
- **Supporting similar collaborative partnerships with other local authorities** bringing together Counties, Cities, Districts, NHS, Police, Fire and local colleges to rationalise assets and achieve up to **30% savings** whilst radically transforming service delivery.

### Now we are really seeing the benefits of collaborative working in every sense.

- Not only does it add between 10% to 15% to the potential savings, taking the total to well over 30%, it also makes improving these services a meaningful and likely outcome, with careful and practical transformation.
- Naturally, we think these are targets every organisation can and should be aiming for. And, since our model has always been to offer **100% accountability** for the performance, service and financial improvements we undertake, we don't make these claims lightly.
- Our extensive experience in the transformation of transport operations enables us to make this straightforward guarantee – that our transformation targets will be met or we will rebate all of our fees. **If we're not successful, you don't pay us. It's that simple.**

## Can you save over 30% too?

## We believe that you can...

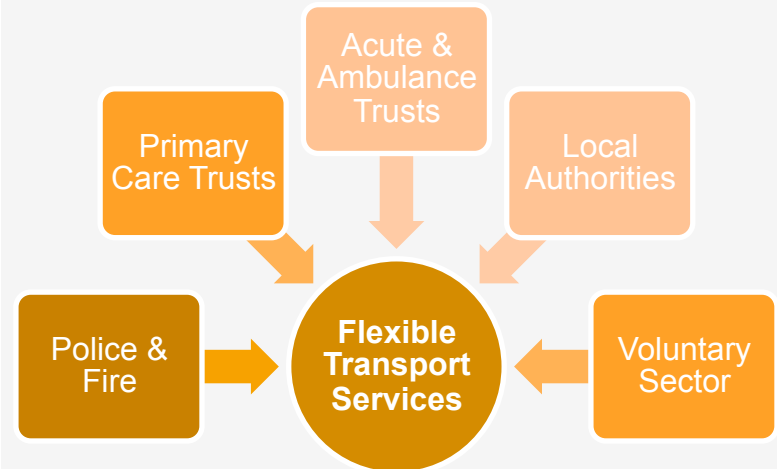
## Emerging Best Practice Part 1 The Business Model

**True transformation of passenger transport and fleet services delivers typically between 10% to 25% for individual Councils and a further 10% to 15% through collaborative partnerships across local government, NHS, Police, Fire, community transport and local private sector transport companies.**

> Where The Financial Benefits Come From Individual Councils	> Where The Extra Financial Benefits Come From Collaborative Transport Model
<ul style="list-style-type: none"> <li>Establish framework of preferred suppliers for external transport services (using pence-per-mile) as part of a strategic sourcing approach for vehicle, parts, fuel and tyres.</li> <li>Complete options appraisal for the future provision of fleet and maintenance and explore partnerships with other public/private sector organisations.</li> <li>Review current fleet management processes including vehicle servicing regimes; driver abuse policy; fuel management and effective use of fleet management system (to ensure maximum utilisation of resources and reduce spend on spot hires).</li> <li>Maximise utilisation of resources both internal and external using Demand Responsive Transport Management System (DRTMS) and review existing downtime periods to reduce overheads, down-time costs and secure new income.</li> <li>Improve mobility assessment processes to reduce the number of concessionary passes and Blue Badges and assess eligibility policy, how this is applied and introduce alternative provision such as Independent travel training, public transport buddies.</li> </ul>	<ul style="list-style-type: none"> <li>Share costs of out-of-area SEN routes &amp; optimise journeys between partners with opportunity to mix some service user groups, non-emergency, community transport etc.</li> <li>Pool staff to improve productivity, move to 24/7 Workshops, centralise contact centre and realise economies of scale in support services.</li> <li>Centralise mobility assessment, achieve economies of scale and reduce number of Taxicards/Blue Badges and Freedom Passes issued.</li> <li>Leverage increased buying power for contracted transport and agency staff, implement brokerage services for other vehicles (e.g. school minibuses) and pool courier services.</li> <li>Achieve major fleet and maintenance savings through consolidation of property including fleet depots, centralise procurement, common specification and pooling services, share fleet management system and use smart technology.</li> <li>Explore partnerships with other public/private sector organisations and drive further efficiencies through adoption of best practice.</li> </ul>
> Where The Non-Financial Benefits Come From	
<ul style="list-style-type: none"> <li>Reduce carbon emissions and support green agenda</li> <li>Support the personalisation agenda in terms of choice and flexibility</li> <li>Develop a centralised alternative provision programme – offer increased independence/choice for individuals</li> <li>Provide a single point of access for service users</li> <li>Allow for potential single assessment</li> </ul>	

### CASE STUDY

#### West London Alliance of Councils



**1 Individual Councils**  
Adoption of best practice  
Average saving 11%

**2 Local Authority Collaborative Approach**  
Further average savings 10%

**3 Wider Collaborative Approach**  
Introducing other public sector partners  
Further savings 10-15%

### Greater efficiency savings through collaborative working.

- Peopletoo has worked with over 25 Councils to transform Passenger Transport and Fleet services and are working with five transport partnerships each involving a range of public sector organisations seeking shared services to maximise savings.
- Our experience shows that greater efficiencies can be made with three phases of collaboration – each increasing savings through one central “hub”.
- **THE TRANSPORT HUB PHASE 1 CENTRALISE**  
Centralise call handling, scheduling, assessment and procurement to deliver major efficiencies through route sharing and optimisation, resource utilisation, economies of scale and increased buying power. Improve services with a single point of access, flexibility to support personalisation, shorter journey times and lower carbon emissions. This can be operated under a formal agreement or the establishment of separate legal entity.
- **THE TRANSPORT HUB PHASE 2 COLLABORATE**  
Develop the model to incorporate other public sector partners. This includes the NHS (non-emergency patient transport), Community Transport, Police and Fire.
- **THE TRANSPORT HUB PHASE 3 OPTIMISE**  
Share fleet management, drive efficiencies by rationalising depots, reduce downtime with the introduction of 24-hour servicing and explore partnerships with other private and public sector organisations.

### > Collaborative working pre-requisites

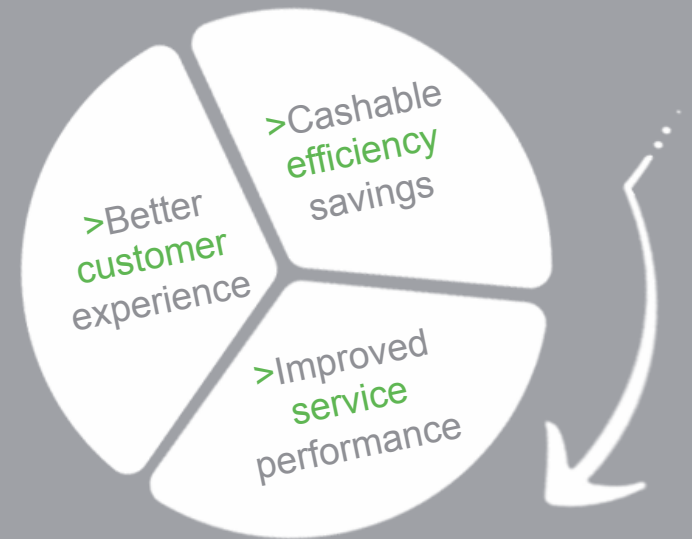
- Strong leadership and commitment at political, Chief Executive and operational level
- Robust financial management and transparency both individually and as collaborative partnership
- Agreed legal and governance model and potential transition from informal to formal shared services model
- Confidence of partners through building a business case from initial outline to detailed, prior to implementation commitment
- A business case which provides clear outcomes for each partner to decide ‘why do it’
- The capacity and skills to deliver successful collaborative partnership

**We are motivated by creating better experiences for the people we connect with. Our success is measured by excellence in service – not ours – yours.**



**We are a people-focused transformation partner that offers 100% accountability. Real cashable savings, improved service and a measurably better customer experience.**

**Peopletoo**  
It works better with you



---

# Peopletoo

It works better with you

**Peopletoo Limited**  
**Lion Court**  
**Staunton Harold Hall**  
**Ashby de la Zouch**  
**LE65 1RT**

**01332 650 690**

**info@peopletoo.co.uk**

**www.peopletoo.co.uk**

