



Open Report on behalf of Andy Gutherson, Executive Director - Place

Report to:	Highways and Transport Scrutiny Committee
Date:	30 October 2023
Subject:	Transport Services Management Information Dashboard

Summary:

The purpose of this report is to provide the Committee with an update on progress with a new Management Information Dashboard for Transport Services, as part of the service wide transformation activity, with focus on educational travel. A headline presentation during the meeting will accompany this report.

The Council's integrated service contracts and manages passenger transport on behalf of the Place, Children's Services and Adult Care Directorates and local bus transport – supported routes, fully funded fixed routes and demand responsive routes using the Callconnect service. Transport Services serves the people of Lincolnshire by enabling them to travel in order to access their requirements.

As a local transport authority, the Council has statutory obligations to provide educational travel and social care transport and to secure local bus services where none are provided commercially and which the Council determines socially necessary. Local bus services have been deregulated since the mid -1980s and as such bus companies can operate bus services on a commercial basis.

Actions Required:

Members of the Highway and Transport Scrutiny Committee are invited to consider and comment on the detail of this report.

1. Background

1.1 The 3 year Educational Travel Transformation Programme started in October 2021 and the 3 key focus areas are: Efficiencies, performance culture, and shifting the offer.

1.2 An important part of the performance culture is the service's management and use of data. A collaborative project with the Council's Corporate Performance and Data Services Teams has established a new management information dashboard in Power BI, using the service's core data from the IMT system used to manage educational

travel. Whilst there is the intention to widen the dashboard to service wide information, from a Public Transport perspective, the Council does not have direct control over the commercial network and, as such, developing measures would not be appropriate at this stage.

1.3 The first phase of creating the new dashboard took longer than anticipated, as the data proved more complex to access from the IMT system and more complex to present on a dashboard. This first phase has generated significant learning and will enable all future phases to be easier to implement.

1.4 The first phase has successfully collated the most basic data surrounding passenger numbers and application numbers for educational travel provision. However, this data still requires further validation and cleansing but is presented to the Committee as indicative and estimated data. The next phases are now being reviewed for prioritisation purposes, with the next priority being focused on all data relating to the cost of travel provision.

1.5 To enable the project to be successful, dedicated resource within the corporate performance team has now been created and the recent staff restructure of the service also created a lead role for systems and data, which has been successfully appointed to.

1.6 The main elements of the management information are summarized below and in order to achieve these, there are more than 50 different datasets required to be extracted, understood and then established.

- Passenger numbers and trends, including projections
- Application numbers and trends
- Contract prices, volumes, trends with reasoning
- Expenditure forecasting more longer term
- Projecting future passenger trends more longer term
- Identifying and trending additional cost elements e.g. passenger assistants, passengers requiring lone travel provision
- Identifying opportunities for efficiencies

2. Conclusion

2.1 The management information dashboard will become a key tool for effectively managing educational travel provision across the county and this committee will be kept updated as the dashboard progresses further.

2.2 It is important to note that the data presented is indicative and requires further validation.

2.3 The Highways and Transport Scrutiny Committee is requested to consider and comment on the detail of the report and recommend any changes or actions to the Executive Member for Highways, Transport and IT.

3. Consultation

a) Risks and Impact Analysis

The Transport Services risk register is regularly monitored and managed in accordance with the Council's approach to risk management. The highest scored residual risk is the negative impact of operating costs and inflationary costs of bus and taxi operators, on the service budget.

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Transport Services' Management Information Dashboard Presentation

5. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Verity Druce, who can be contacted on 07920 576612 or Verity.Druce@lincolnshire.gov.uk.

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