

**PROGRESS REPORT  
BEST VALUE REVIEW ON TRANSPORT**

1. The review is proceeding according to plan although there has been some slippage as the Project Manager has been on sick leave for the past month.
2. Two Reference Group meetings have been held attended by most of the key stakeholders. A third Reference Group meeting will be held early in the new year to present the draft report and recommendations.
3. Benchmarking information is being obtained through a questionnaire sent to 13 Local Authorities. We are also drawing on information from other parts of the country and the direct experience of users, carers and officers such as the Passenger Transport Manager.
4. The following is an outline of the areas the final report will cover:

**1. INTRODUCTION**

- (i) Context
- (ii) Legislation

**2. PROVISION OF TRANSPORT SERVICE**

- (i) Current cost of service.
- (ii) Mapping of current arrangements by types of service, providers, time of day and vehicle useage.
- (iii) Number of contracts.
- (iv) Proposals for an integrated transport service.
- (v) Outline of staffing requirements and phasing.
- (vi) Performance Indicators - including costs and outcomes.

**3. VOLUNTEER DRIVER SCHEME**

- (i) Proposal to contract with one or more local voluntary groups to recruit, vet and provide drivers and escorts.

**4. COMMUNITY TRANSPORT**

- (i) Current scheme including unmet need and telephone booking arrangements.
- (ii) Options for change.

**5. CONCESSIONARY FARES**

- (i) Assessment of current arrangements

**6. IMPLICATIONS OF NEW TRANSPORT BILL**

**7. MAINSTREAM BUS SERVICES**

- (i) Subsidies
- (ii) Account cards/integrated ticketing

**8. PUBLICITY/DEVELOPMENT OF CUSTOMER CHARTER**

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