

# Appendix 3

## Review of Dial a Ride

Overview and Scrutiny 6th of October  
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# Review of Dial a Ride

- **Introductions.**
- **Background - setting the scene.**
- **Challenges.**
- **Review of findings.**
- **Options.**
- **Recommendations.**

# Background - Setting the scene

- Dial a Ride was introduced in 1988
- Service purpose:

**‘This service offers anyone who has difficulty with walking, people with disabilities, older people and people recovering from an accident or illness, the opportunity to maintain their independence by providing affordable travel around Redditch for those who cannot use public transport’.**



# ***Current service provision***

- **6 working vehicles and 1 spare**
- **Staff:** 3 full-time and 2 part-time, plus 1 casual relief, 5 full-time, 2 part-time and 2 casual relief's drivers
- **Usage:** Has been a slight reduction in usage over last 3 years:
- **Journeys:** 40% of journeys are for shopping, 43% for leisure and social purposes; 5% of trips are to or from the Alexandra Hospital.
- **Budget :** costs the Council £293,320 per year

# Revenue and costs

£	2006/7	2007/08	2008/09	2009/10	2010/11 Budgeted
Costs	324,441	346,087	349,067	319,126	392,330
Income	130,119	90,063	124,201	79,912	99,010
Out-turn	194,322	256,024	224,866	239,214	293,320

# Challenges

- **Discretionary service -**
- **Uncertainty about the level of need and how this translates to patterns of usage.**
- **Increasing costs.**
- **Concerns about vehicle replacement, given that the current fleet is 5 plus years old.**
- **The need to reduce costs at this time of public sector funding pressures.**
- **Any lack of strategy for the service and its future provision.**
- **Changes in concessionary fares.**

# Key findings

Scheme	Description of area	Passengers PA	Total cost £	Cost/ Passenger £
A	County Town/Rural	19,273	210,368	10.92
B	Small Town/Rural	18,013	192,233	10.67
C	Large Town	27,720	200,166	7.22
D	Large City	17,222	181,514	10.50
Redditch	New Town	33,930	319,126	9.40

## **Key findings (cont)**

- **Redditch providing value for money.**
- **Need to diversify (Income generation) - WCC contracts, looking at shared service with Bromsgrove BURT.**
- **Cross boundary working - unmet demand.**
- **Looking at a varied fleet - taxi buses.**
- **Taking into account the changes in Concessionary Travel and WCC support for transport.**



# Option 1 - Outsourcing

- **Big step and would take a lot of time and effort to achieve.**
- **Lack of likely interested parties (other community transport providers or interested voluntary sector organisations).**
- **Not an attractive proposition to commercial organisations, and concerns that the local taxi trade would not deliver the required levels and quality of service. Such services tend not to be attractive to taxi operators.**
- **Whilst having its own fleet, the County Council has not been involved in community transport provision directly.**
- **Ageing vehicle fleet would be a barrier to interest from others.**

# Option 1 - Outsourcing (cont)

- Staffing issues of redundancy and/or TUPE would need to be considered and resolved.

## **Option 2 - Remain In-house**

- **To continue as an in-house operation, it will be important for Redditch BC to take an active interest in the wider community transport picture across Worcestershire and beyond, networking and gaining knowledge of best practice. Engagement with the County Council and the CT Consortium will help in opportunities for funding and integration. It is also important for RBC to reaffirm its commitment in policy terms.**
- **To help underpin any future plans, the accounts should allow for depreciation in order to provide a true picture of costs and the necessary income to cover these.**

# Recommendations

- Redditch Borough Council continues to maintain Dial a Ride as an in-house operation.
- That there is capital investment for fleet replacement.
- There is an increase of fares.
- Investigate the possibility of integrating some or all functions of Dial a Ride and Bromsgrove Urban and Rural Transport.

## **Recommendations (cont)**

- **Investigate further opportunities for additional types of provision which could include;**
- **The hire of vehicles to community groups.**
- **Registering for Contracts with WCC.**
- **Have the option for a mixed fleet of vehicles.**