

PASSENGER TRANSPORT SERVICES CONTRACT COMPLIANCE DETAIL

Monitoring by which the Contractor's performance will be measured

Area	Requirement	Applicable to	Validation	Comments
Seat belts	100%	All vehicles to be fitted with operational lap/diagonal belts	Venue Visits	Compliant
Seating Conditions	100%	All passenger seats to be kept in good clean condition eg. No tears or holes exposing padding	Venue Visits	Compliant
Baby seats (If required)	100%	Vehicles to be fitted with baby seats with clean covers and untwisted restraints and constructed appropriately for size of child where required	Venue Visits	Compliant
Additional harnessing (If required)	100%	To be provided eg. 5-Point safety harness/ Seat belt safety clips where required	Venue Visits	Provided by the Council dependent on specific additional needs of the passenger
First Aids Kits	100%	All vehicles to have a first aid kit equipped to meet operating license requirements	Venue Visits	Compliant for all minibuses and large providers Work in progress for 2 of the providers audited
Fire Extinguishers	100%	All vehicles to have a fire extinguisher and hammer to meet operational license requirements and inspected annually	Venue Visits	Compliant for all minibuses and large providers Work in progress for 2 of the minicab providers audited
Additional equipment	95%	Each vehicle to have sufficient number of wipes, gloves and tissues	Venue Visits	Compliant for all minibuses and large providers Work in progress for 2 of the minicab providers audited
Staff Training	100%	All staff to have received the following training as a minimum in addition to an induction programme: Disability Awareness Awareness of Health and Safety legislation Safeguarding awareness Additionally, Drivers to have received the following training/ good practice training programmes: MiDAS/CPC/ PCV Driver training Driver hours regulations	Information provided at the start of a route and on a six-monthly basis	Compliant for all minibuses and large providers Work in progress for minicab providers

PASSENGER TRANSPORT SERVICES CONTRACT Key performance indicators

KPI's Ref	Area	Performance Target	Reporting Frequency	Comments
KPI01	All Transport is clean inside and outside, vehicles and drivers and passenger assistants meet specification requirements	No more than 3 inspection notices, in a single contract year	Council Authorised officer spot checks	Spot checks outside schools and day service venues are undertaken to monitor this target. Audits undertaken to date demonstrate full compliance with this target. This is also a TFL licencing requirement
KPI02	All in borough Journeys are completed within an average of 1hr and 15 minutes, or exceptionally agreed extended time frame, throughout the service delivery	The Target requires immediate resolution to identified route lateness within 1 week The Target requires 95% for overall compliance	Upon request for specific identified routes Random monthly route tracking schedules upon request	9 /13 providers are meeting this target. Where delays occur, these are followed up on the day and discussed with the provider and remedial action sought. Continued infringement could lead to withdrawal of a route.
KPI03	All passenger journey data as per specification has been reported on each day	The Target requires 100% for compliance	Weekly	All passenger data is collected by the provider as a TFL licence requirement and is submitted to the operations team on a regular basis.
KPI04	All Staff are DBS checked All Staff have received training for: Safeguarding Awareness, Disability Awareness, Awareness of Health & Safety legislation and at least 1 member if staff on a route to have Basic First Aid training Additionally, Drivers to have received the following training: MIDAS/CPC PCV Driver training Driver hours regulations	The Target requires 100% for compliance for safeguarding and disability awareness and and at least 1-member of staff on a route to have Basic First Aid training	At the start of the Contract Six monthly staff lists And annual audit	All staff are DBS checked and all drivers undergo an enhanced DBS check as part of their TFL licence application process. All minibus provider staff have undertaken the mandatory training and all minibus providers audited are meeting this target. Whilst all minicab provider staff have undertaken basic disability training this is work in progress for all these providers to revisit training completed, on a regular basis, to be fully compliant with this KPI.

KPI05	All Staff carry company ID whilst operating a Bromley Routes	The Target requires 100% for compliance	Visual spot checks by the Council's authorise Officer	All providers are meeting this target. Any intermittent infringements are discussed with the provider and rectified by the following journey.
KPI06	All complaints received by the Provider have been acknowledged in 3 working days	The Target requires 95% for compliance	Individual complaint resolution for each complaint received by the Council / Provider, within the Councils' complaint policy guidelines	It has not been possible to collect detailed data on the volume of complaints received by each provider. However, officers ensure they maintain communication with clients where this target is not being met within the 3 working day time frame.
KPI07	Participation in customer satisfaction surveys as requested	The Target requires 80% satisfaction for compliance	Annual Surveys to be introduced by the Council	These have not been requested to date and will form part of the Gateway review process.