

A Review of the Cooperation Agreement for Fleet Maintenance and Garage Service Provision for 2017/18 by Nottingham City Council

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Nottingham City Council's Commercial Ethos

- Ongoing reviews on efficiency and competitiveness of internal services
- Increase capacity through shift changes inc. night shift, flexible shift patterns, skill levels and infrastructure
- Seek commercial opportunities to utilise infrastructure and skill sets
- Invest in future proofing the fleet service to ensure it remains fit for purpose

Commercial Fleet – Story So Far

- NFRS Contract was first success in July 2011
- NCH Agreement followed in July 2013
- Rushcliffe April 2014
- NET agreement Jan 2017
- Arriva contract May 2017
- London Hire March 2018
- ULEV and CAZ

Co-operation Agreement - Origins

- | | |
|------------|---|
| Jan 2013 | RBC undertook procurement process |
| May 2013 | NCC one of 3 bidders to reach final stage |
| Aug 2013 | RBC decided to end procurement process and began informal discussions with NCC on a partnership arrangement |
| Sep 2013 | Joint Project Group formed |
| Jan 2014 | RBC and NCC Board approval received |
| April 2014 | Co-operation agreement began/annual reviews |
| July 2018 | 4 th year Annual Operational Review |

Co-operation Agreement - Objectives

- **Financial benefit:** savings for RBC and income for NCC
- **Gain share:** any additional savings should be shared in a fair manner between the councils (nominally on a 50/50 basis)
- **Fair risk/incentive balance:** risks should be placed with the organisation best able to control them and incentives should be given to each organisation to operate in the best interests of the partnership
- **Simple:** should be as easy to operate as possible
- **Transparent:** clarity on how the partnership would work
- **Scalable:** for further services to be included/other LAs to join
- **Quick to implement:** mobilise to launch 3 months after approval

Scope of services delivered

- Undertaking all statutory maintenance – pro-active and reactive
- Compliance to DVSA legal requirements
- Documentation management and inspection sheets
- Mobile mechanic facility for Abbey Road Depot
- Management of key sub-contractors and suppliers
- Accident repair
- Tachograph maintenance and calibration
- Warranty work
- Road side repair

Co-operation Agreement - Governance

Weekly (originally) Operational Meetings to cover KPIs on:

- cost and vehicle/plant repair times per job
- vehicle/ equipment availability
- overall cost against budget
- meetings now bi- weekly

Quarterly Strategic Partnership (Board) Meetings:

- Review of operational and financial performance
- Consideration of further areas for collaboration
- Forward plan for future events or service changes

Co-operation Agreement – Performance KPI

Revised KPI Reporting for year four

Performance Indicator	Target	Year End Result	Indicator
GSM01 Number of "R2GO" vehicles routinely serviced	N/A	259	N/A
GSM02 Number of "R2GO" vehicle breakdowns <u>needing recovery</u>	N/A	4	N/A
GSM15 Percentage of vehicles returned by 07:00hrs to RBC ready for operation	99%	98.46%	RED
GSM10 Percentage faults presented to workshop and attended to within 15 minutes	96%	95.41%	RED
GSM11 Number of vehicles for HGV MOT test pass rate	100%	66.67%	RED
GSM23 Percentage of times the vehicle returns to the garage with the same defect within a six month period	5%	2.47%	GREEN

Issues and improvements made

MOT failure rate

- FTA involvement
- Investment in training and resources (shaker plates, equipment etc.)
- Improved QC processes from NCC
- Impact of governmental changes
- OCRS score

Communication

- Fleet Coordinator restructure
- Change of senior management
- Appointment of Senior Fleet Coordinator
- Investment in further resources and training

Streetwise

- Summary of developments this year
- Resolution of outstanding invoices and operational issues
- Mutual agreement to cease from 1st August

Co-operation Agreement – Next Steps

- Continue to assess performance of MOT pass rate to ensure that they remain on track
- Continue to work collaboratively to improve performance for both parties – inline with co-operation agreement principles
- Consider other areas for joint working and other LA's who could join the partnership
- Review Agreement Terms and Conditions
- Opportunities for working on ULEV expansion and co-operation

**Thankyou
Any Questions?**