

Matters Arising: Update on Tendered Services

On the action regarding non-running of tendered services, we have done some analysis of the last four periods by operator as to the percentage of services we pay for that they did not operate.

As you will see, there are no major issues with any operators except for TM Travel, who have been experiencing significant operational issues since the latter part of last year. Our current target is 1.0%.

Operator	%	%	%	%
	Period 7	Period 8	Period 9	Period 10
TM Travel	20.6%	14.6%	11.9%	11.5%
First	1.3%	1.6%	1.8%	0.9%
Arriva	0.5%	0.2%	0.8%	1.6%
Stagecoach	0.8%	1.0%	1.0%	0.6%
East Midlands	0.4%	0.0%	0.3%	0.8%
Cawthornes	0.0%	0.0%	0.0%	0.0%
Coopers	0.0%	0.0%	0.0%	0.0%
Goodfellows	0.0%	0.0%	0.0%	0.0%
Globe	0.0%	0.0%	0.0%	0.0%
Heatons	0.0%	0.0%	0.0%	0.0%
Keats	0.0%	0.0%	0.0%	0.0%
LL Travel	0.0%	0.0%	0.0%	0.0%
South Pennine	0.0%	0.0%	0.0%	0.0%
Wilfreda	0.0%	0.0%	0.0%	0.0%
Total	3.5%	2.6%	2.5%	2.2%
Excluding TM Travel	0.7%	0.8%	0.9%	0.6%

We have been well aware of the issues with TM Travel and started to apply the next tier of contractual penalties to them from Period 8 onwards (over and above the ordinary deductions for lost mileage). Their issues are improving slowly and the MCA met with their Managing Director and management team on Monday this week to review their rectification plans. This may see some more immediate improvement where they can subcontract some services to another operator (which we support) but beyond that we are expecting them to work towards fixing their operational issues (and to reinstate dropped Saturday services) no later than the 07 April service change date.