

GROWTH & INFRASTRUCTURE SCRUTINY COMMITTEE 6 OCTOBER 2010

CONCESSIONARY FARES

Report by Director for Environment & Economy

Funding

1. Government has passed the responsibility to Upper Tier authorities. We will not know what funding will transfer until the autumn and even then there may not be complete transparency. Current district costs are around £8.2 million per year. Our estimate is that OCC costs will be in the range £7m - £10m, depending on the use of the concession and overall take up.
2. We are likely to go for a basic offer, but with a 9am start rather than the 9.30am statutory minimum. We will not be recommending continuation of discretionary elements such as travel tokens, travel on Dial a Rides and Rail cards. Some districts may wish to continue to pay for enhancements
3. Unless Government changes the statutory requirements, our main way of keeping costs down are via our contract negotiations with bus companies and our contract for back office administration.

Accessibility for users

4. From April 2011 the county will provide the administration of the provision of the pass and anticipate this being through the current contractual arrangement in the Vale and South. We also intend to continue the ability of customers to pick up application forms from the district offices but applications will need to be sent to our contractor for processing.
5. Currently, district officers help local people with advice and filling in applications. We hope this will continue.
6. The Customer Service Centre will also provide help to applicants. The processing will continue to be by post for the time being, but we will consider providing this in house or online in the future.

Procurement of Smartcards

7. Use of the current system used in the south of the county is being proposed in the short term but we will look to procure our own system or to work with other south east counties to do so.

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