

SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhood and Community Services Scrutiny Panel

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WARD(S): All

PART I **FOR COMMENT & CONSIDERATION**

SLOUGH REAL TIME PASSENGER INFORMATION (RTPI)

1 Purpose of Report

The purpose of this report is to examine information on the effectiveness of the Real Time Passenger Information (RTPI) system in Slough and to seek ways to improve it.

This report is designed to provide the Committee with information relating to the following issues:

- To examine the low detection rate of local buses on the RTPI system, and what can be done to improve upon this current level,
- To enquire what improvements can be made to RTPI detection rates by means of a new RTPI tender.

2 Recommendation(s)/Proposed Action

That the Committee note the Transport and Highways Team is drafting the RTPI specification tender documents with the view to deliver an improved service.

3 The Sustainable Community Strategy, the JSNA and the Corporate Plan

Priority – Regeneration and Environment

The RTPI roll-out across the borough is an integral element for improving the local economy and environment by making bus travel a more attractive mode of transport. By encouraging commuters in Slough to travel by bus instead of car, it will lead to a healthier and more accessible Slough through reduced congestion and carbon emissions, subsequently keeping with a Corporate Plan 2016-2020 objective.

4 Other Implications

(a) Financial

There are no financial implications arising from this report.

(b) Risk Management

Risk	Mitigating action	Opportunities
None	None	There are no risks, threats or opportunities arising from the report.

(c) Human Rights Act and Other Legal Implications

There are no legal or Human Rights Act implications relating to the content of this report.

(d) Equalities Impact Assessment

There is no identified need for the completion of EIA relating to this report.

5 Supporting Information

(a) Why is there a low detection rate of local buses on the Slough RTPI system, and what can be done to improve upon this current level?

5.1 A number of factors contributed to the overall low detection rates of local buses in Slough including the following (but not exclusive to):

- RTPI software and hardware were conflicting and not communicating as intended,
- The use of obsolete equipment and software programming, and
- Irregular changes to the First Bus fleet reflected in the bus network detection.

After many attempts to correct the issues, the existing RTPI specification is unable to manage these factors and deliver an acceptable output.

5.2 The maintenance contract for the current RTPI system comes to an end before March 2017 and the decision has been taken to go out to tender for a new RTPI system and not extend the existing maintenance contract. This will enable Slough Borough Council to acquire a new RTPI specification to deliver a better performing system.

(b) What improvements can be made to detection rates by means of a new RTPI tender specification?

5.3 A number of Key Performance Indicators will be implemented into the Service Level Agreement section of the tender specification that will result in financial penalties if not met. This will help to ensure the RTPI service provision does not perform below an acceptable level for the central system, bus tracking, output accuracy and other system operations.

6 Conclusion

That the Committee note the report.

7 Background Papers

None.