

Passenger Travel Solutions

Future Proof

Cost Efficiencies

Demand Responsive

# TRANSFORMING PUBLIC SECTOR TRAVEL SOLUTIONS





**EDGE Public Solutions** was formed in 2010 to provide Local Authorities with a bespoke consultation service to enable them to optimise and streamline their travel-related services.

**We are experts in passenger travel solutions.**

Uniquely, our team has operational experience of the challenges faced both by service commissioners and service delivery.

We work with Local Authorities to deliver efficient, fit for purpose, future proofed and demand responsive travel operations that meet the complex needs of your service user – vulnerable adults and children – who are at the heart of everything we do.

## The future of public sector travel solutions

Demand for travel services from local authorities in England and Wales is growing. The number of individual users who have an Education, Health & Care Plan (EHCP) is expected to increase between 5 and 10% every year.

Traditionally, transport services have been offered with a high expectation of a door to door service. This is a resource intense approach that does not reflect the varying needs of service users or respect their right to develop and sustain a level of independence appropriate to them as individuals.

Managing demand for and expectations of travel services is an ongoing challenge for Local Authorities.

**EDGE Public Solutions** understand this challenge and bring together our expertise in managing the demand and expectations of schools, parents and users to help you establish and apply comprehensive, clear and fair travel policies that adhere to the statutory guidelines and are in the best interests of each service user.

# The **edge** Solution

**EDGE Public Solutions** partner with Local Authorities in establishing a travel solution that drives a culture change across the organisation and helps service users move away from the expectation of a standard door to door service to one which meets the travel needs of the individual and respects their right to a level of independence appropriate for them.

**EDGE Public Solutions** brings together our experience of creating innovative travel solutions that offer value for money and utilise the potential of digital technologies, to both streamline and maximise the effectiveness of routing to future proof operations. Our solution ensures an integrated travel operation across a local authority that incorporates innovative procurement from private hire providers.

## The EDGE 3-step process



### Understand

We take the time to understand your unique challenges and priorities as well as those of your service users



### Review

We work with you to understand your current operation, the service you need to offer and the financial targets you need to meet to be able to identify potential improvements that can be made



### Implement

We work with you to change and manage a shift in culture and supporting you in establishing travel solutions which are effective, stable, integrated and deliver the best possible solution for your Local Authority and for your service users

**EDGE Public Solutions** travel operations deliver effective, efficient, stable day to day operations that are flexible and responsive to future demand

# Delivering Success

Since 2010, EDGE Public Solutions have supported **81 Local Authorities** in understanding the needs of the communities they serve, establishing comprehensive, fair and effective travel policies and optimising their travel-related services to achieve efficient, effective and highly valued travel solutions

On average, our solution delivers **15–20% cost efficiencies**. But more than that, EDGE Public Solutions have a proven track record in delivering fit for purpose, future-proofed and demand-responsive travel organisations with service user independence at its core



## CASE STUDIES

### Large City Council

**The challenge:** A large city council commissioned EDGE Public Solutions to support them in re-drafting their education travel policies, consolidating their travel-related services and improving travel-related efficiencies, and to prepare for re-tender of all contracted travel.

**The solution:** EDGE Public Solutions enabled this city council to:

- ★ Establish a clear, comprehensive and **'easy to read' transport policy** that is accessible for parents and carers and provides clear rules for eligibility decisions
- ★ **Rationalise travel-related costs by around 40%** over the first two years of the program through consolidation of routes and passenger assistant services
- ★ **Establish an effective system to maintain engagement and communication** with schools and parents/carers to ensure real needs are identified and appropriate services put in place in a timely manner

**The outcome:** A cost efficient travel service that meets the needs of service users with a clear, consistent and fair transport policy.

### A London Council

**The challenge:** Faced with increasing costs for travel services and a lack of effective management systems, EDGE Public Solutions were asked to support the council in restructuring the internal travel team, establishing a new travel policy that included direct liaison and communication with key stakeholders and to carry out a review and improve the travel operation

**The solution:** EDGE Public Solutions enabled the council to:

Implement an effective streamlined service with a **22% reduction in total expenditure** even with a gradual rise in the number of SEN pupils eligible for the service over the first 2 years.

Establish an operational team with appropriate skill sets, clear objectives and an **effective management structure**

Improve interaction between the travel team and key stakeholders that was reflected in a dramatic reduction in the number of complaints, from an average of 10 every month to just 3 over the first 12 months of the project, a **75% reduction in appeals** and a **21% improvement in customer satisfaction**

**The outcome:** A robust travel operation was delivered through an informed, effective and appropriately trained workforce. A clear and streamlined eligibility policy was created that meets the needs of service users and provides a high level of key stakeholder satisfaction