



MISSION

PASSENGER SERVICES

Full Specification

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Mission Passenger Services

The Mission Passenger Services software has been developed in association with several London Boroughs, to meet the specific needs of local authority passenger transport operations.

By including sophisticated statistical reporting and route optimisation it allows passenger services operations to manage budgets, vehicles, passenger special need's and their SLA's.

The system runs in a client server network environment allowing for multiple processing at any given time. It provides direct links to the Microsoft Office Software Suite allowing Word Processing, Spreadsheets and a database report generator. There is a full search, browse and update facility. It is fully web enabled to allow remote enquiry, updating via a browser and live access to the data by other departments and individuals.

This document has been designed to help organisations who are upgrading their route management systems. By listing all the features of the Mission Passenger Services software this document can be used to check requirements against features to see how suitable the software may be.

System Summary

The Software is capable of handling all aspects of work as indicated in the broad areas below:

Database Modules

Routes	{Regular, One-off, Residential, Term time}
Clients	{Education, Social Services, Other Council Departments}
Passengers	{Pupils, Students, Soc. Ser. Elderly Persons & Patients}
Resources	{Vehicle, Drivers & Escorts}
Contractors	{External Providers}
Establishment	{Venues and Establishment details}

Mapping & Route Optimisation

Accounting and Financial

Invoicing (Sales and Purchase Invoices)

Timesheets (Drivers and Escorts)

Training Courses

Sickness Analysis

Reporting & Statistical Analysis

Performance monitoring module

General System's Management & Administration module

Archive Database with automated monthly Archiving

GPS & Vehicle Tracking with Route Changes and Electronic Recording for later analysis

Web Request Processing and Updating

SQL Server transaction logging – disaster recovery system

Passenger Details

Input Screen

The main passenger types include:

- SEN Pupils
- Social services clients
- Non-emergency NHS clients
- Clients from other boroughs (under joint working agreement)

Passenger Details

- Reference number can be a custom format if required
- Name of Case Worker

Address Details

- Name of pupil
- Title
- Unique Pupil Number
- Option for CRISSP No, [if available]
- Date of Birth
- Proposed date of review {System to trigger reminder when due}
- Gender
- Home Address 1 {Addr 1,2,3 ⇒ House/flat no.,& Street, Town, City & Post code }
- Home Address 2 {Addr 1,2,3 ⇒ House/flat no.,& Street, Town, City & Post code }
- Proposed date of transport preview
- Telephone number (Day & Mobile)}
- Geographic location
- Active or archived flag

Parent/Carer's details

- Parent /Carer's name {This caters for pupils with different surname}
- Emergency contact {Address, relationship to child & Tel. number}

School or destination Address details

This data is stored in each of the routes that the passenger goes on.

- Name and address of school or destination {addr. 1,2,3}
- Destination establishment code
- Route code [Pick from list, indicating in/out borough]
- Route name {This may be a variable linked to the destination – picked from list}
- Contact at school {e.g. SENCO}
- No. of days in term { for autumn, spring or summer }
- Type of school {pick from list, indicate whether in or out borough }
- GIS location
- Journey Information
- Frequency {daily / other option} i.e. option for notes eg if termly include date of school holidays}
- No. of days per week travelled by pupil.
- Option to indicate if return journey is required.
- Option / tab for suspension
- Option for variable "load time" ⇒ for use in calculating a total journey time
- Actual pick up time of client [from home]
- Expected drop off time at destination establishment [Leave space for data input]
- Actual drop off time [To be used in performance monitoring during specified dated survey.]
- Option for a constant "max time on vehicle" which may be needed for some calculations

Transport Details

This data is stored in each of the routes that the passenger goes on.

Start date

Finish Date

Agreed by {Give name of staff & a higher level of access}

Date the agreement was made

Option for cancellation

Cancellation reason {include space for notes}

Vehicle type {Pick from list}

Vehicle description {e.g. up to 16 seater with no tail lift}

Route Number

Option to indicate vehicle ownership {contractor or in-house?}

If contractor {Name and contact number}

Total no. of pupils already on route {include ability to initially show and then later update this number when a new pupil is added to the route}

Actual contractor unit cost / rate per day

Number of work days per week

Expected maximum time on vehicle {Pre-calculated} and inter client time

Contractor's contract time per day

Costing / billing code / cost location {linked to billing history}

Option for daily escort {name and hours - for an existing route, this should be automatically retrieved from the route number given above}

Date client referred {ie date application received}

Equipment & Passport detail {space for notes}

Other relevant information { space for Notes}

Any additional relevant information about Client

Option for notes from correspondences on client

Needs review dates /outcome

Option for history of reviews

Date 1 Outcome 1

Date 2 Outcome 2

Date 3 Outcome 3

Risk assessment option

Date 1 outcome 1

Date 2 outcome 2

Date 3 outcome 3

Care plans option

Date 1 outcome 1

Date 2 outcome 2

Date 3 outcome 3

Any other relevant information {space for notes}

Driver's Instructions

Adequate space for user note on instructions

Special Needs Details

Brief description of needs {pick from list}
Option for escort needed { yes or no}
Reason for escort if yes { space for notes}
Indicate special equipment details {pick from list and make provision for multiple choice}
Equipment type and manufacturer/model number

SEN Requesting Officer's details

Name
Date of request
Department
Expenditure code
Office Tel. & Fax

SEN details of other requesting organisations

Name of organisation
Office Tel & Fax
Date & Type of request {eg. Hire of vehicle only, vehicle & driver, veh. & driver & escort}
Payment mode {choose from list}

SEN Performance Monitoring Information

Indicate if client's journey is completed within agreed timescales
Accept input on whether or not journey is completed with the normal crew
Indicate if pick ups are completed within agreed time scales.
Indicate if client is satisfied with service
Indicate if crew {driver & escort} are satisfied with service

SEN Pupils Administration

Client input/search screens have been designed to make the entry of important data mandatory but also user friendly. They include the capability for Search, Browse, & Update facilities by Name, Address, Route Destination establishment etc.

It is easy to:

Change parameter / field title through Admin menu with appropriate Admin right.
Incorporate archive details eg. By whom reason when and space for additional notes
Incorporate task reminders in opening screen for destination closures {current and impending}
and a flexible system for users to add their own reminders
Incorporate a trigger / reminder when pupil's annual review is due.

SEN Pupils Reports

List of standard built in reports include:

- ❖ Names of active students, addresses , parents / carers, date, time, journey routes and destination
- ❖ List of all clients with suspensions by date, time, journey and route
- ❖ Option for data export for ad-hoc reporting as at whenever the need arises.
- ❖ List of clients by any number of classification including name, area, postal district, wards, address, destination, age bands ie primary, secondary, (Post 16 & Post 19) disability group, contractor, vehicle type, school type and wheelchair type

Confirmation of acknowledgement details

Date request received
Fleet number assigned
Name of driver assigned
Officer handling request
Date

Post Transportation Monitoring

Indicate if client was available for pick up, if not available, allows option for reason for absence

Social Services Administration

Contains a table of in-house and contractors drivers
Access to this module restricted to authorised persons
Produces optimised routing and detailed driver notes

Social Services Output

A weekly list of agency drivers and the vehicle assigned to them
A weekly list of in-house drivers, indicating their status on each day of the
A weekly list of drivers holiday cover, indicating the reason for the cover on a daily status sheet System
A list of the fleet of vehicles, categorising them by their numbers/code into small vans, transit type vehicles etc

Vehicles

General vehicle information

- Option to indicate in-house fleet or contractor vehicle
- Usual driver of vehicle
- Usual escort for a vehicle.
- Applicable drivers for a vehicle
- PSV licence category required for a vehicle
- Location suspensions; days/times
- Configuration rules for bus seat removal, dependent upon chair type, first or subsequent
- Radio details to be able to receive signals.
- Vehicle classification
- Vehicle details.
- Vehicle registration number
- Vehicle type { Pick from List}
- Fuel Type { Pick from list: petrol, diesel, LNG, CNG, electric, combination (specify), other (specify) } -- for performance monitoring under environmental issues
- Option for active or archived
- Gear box (manual or auto)
- Gross vehicle weight
- Capacity: Max. no. of seats
- Max. no of Wheelchairs with minimum seats (with required restraint for wheel chairs)
- Daily cost
- Maintenance history
- Model
- Colour
- Inspection period [months]
- MOT date
- Tax date [month]
- Minor service interval [month]
- Major service interval [month]
- Next service due date

Vehicle Administration

Input screen is user friendly

Entry of important data e.g Registration number of vehicle is a mandatory input.

List boxes are used for data consistency

Vehicles need suspensions for maintenance. Availability is managed by the system based on fixed time and mileage. Suspensions may be necessary to allow for items eg breakdown.

Input screen incorporates easy save, cancel, exit facility, search, browse and updating.

Intelligent allocation of vehicle to routes or journeys, but flexible enough to allow manual intervention

Incorporates radio details to receive GP signals

Vehicle Reports

System automatically generates reports on

- All clients using a particular vehicle

- List of active and archived vehicles as at a particular date given at run time

- List of Vehicles costing over a certain amount given at run time

- List of all in-house fleet of vehicles

- List of contractor vehicles

- Monthly list of vehicles due for inspection, MOT or Tax in a particular month

Driver's Module

Personal Details

Driver name

Home address Addr 1, 2, 3 ⇒ House or flat no. & street, town and postcode

Date of Birth

Gender

Title

Telephone no. [Home, mobile]

Emergency contact [Name, address, relationship, tel. no]

Driver Availability

Includes time table for driver availability [days & time]

Includes driver PSV licence details/category

Includes driver holiday entitlement & days taken

Includes driver sickness entitlement and days taken

Driver Training

Training courses [including taken, scheduled & required]

Includes an optional list of available courses

Driver Administration & Timesheets

Provide for driver search facility by:

Name, skill, Licence class and availability

Weekly Timesheets recording hours – Worked, Holiday, Sickness etc

Driver Reporting

List of all drivers that have been on a particular route as at a particular date given at run time.

List of active and archived drivers as at a particular date given at run time

List of all in-house drivers

List of contractor drivers

Monthly Name, skill, Licence class, availability in a particular month [date selection at run time]

Escort's Module

Input screen spec for Escorts: Personal details

Escort name

Home Address {Addr 1, 2, 3 ⇒ House or flat no. & street, town and postcode}

Date of Birth

Gender

Title

Telephone no. [Home, Official mobile No. (yes/no) ; Personal mobile (yes/no)]

Emergency contact [Name, address, relationship, tel. no]

Payroll number

Escort Availability

Includes time table for escort availability [days & time]

Weekly hours work

Normal route number

Include escort's qualification / certificate details

Add escort holiday entitlement & days taken

Add escort sickness entitlement and days taken

Escort Training

Add escort training courses [including taken, scheduled & required]

Input should include a design of course nomination contract form

Include an option list of available courses [full list to be supplied]

Escort Performance Monitoring

Option to include if route is in-borough or out-borough

If in-borough : option for No. of escorts on route

If out-borough: option for No. of escorts on route

Option to indicate if escort is allocated to private contractors or in-house vehicles.

Pay per hour including London weighting

Average number of hours employ per day

Variation in hours worked within a particular month & Date ie mm/yyyy – (credit or debit) that affects total costing for escorts

Option to indicate if escort is from Agency or in-house

If from agency, indicate contractor name

Escort Administration & Timesheets

Full Escort search facility including by Name, skill, experience and availability

Weekly Timesheets recording hours – Worked, Holiday, Sickness etc

Escort Reports

System can automatically generate the following built in reports

All escorts that have been on a particular route as at a particular date given at run time.

List of active and archived escorts as at a particular date given at run time [including route(s), availability and contract type]

List of all permanent escorts

List of all agency / "as and when" escorts

Weekly list of Names, hours worked, Route(s) and availability of escorts in a particular week [date to be given at run time]

Weekly overview for escorts: i.e list all task assigned to a particular escort for a particular week

Report showing escorts to attend a particular course when due

Monthly variation List of escorts with variation hours & associated cost for the period

Ability to generate any other add hoc report when required via report generator

Routes

There are two types of routes – recurring jobs [ie service Level agreement jobs] and one off jobs [ie non service level agreement jobs]

SLA Recurring jobs

Route code / number

Route Name {a variable that describes the route/destination}

Destination establishment code

Client code [This specifies the client type e.g. SEN, Social services, Non emergency NHS & clients from other boroughs]

Operator/contractor name

Frequency [Pick from list]

Route periods

Start Date

End Date

Route description

Live [Yes/No]

Exceptions [Dates the route was cancelled or didn't run]

Assigned vehicle and Escort details

Vehicle type [Pick from list]

Vehicle details [if not part of the normal fleet]

Driver Name [Pick from list if available]

Escort name [Pick from list]; Escort pick up time/day

Route Times and Distance

Outward time

First Pick up time

Last drop off time

Return time

First Pick up time

Last drop off time

Average route duration time including return journey { in hours}

Time for each passenger and distance travelled for the route and each passenger

Route Cost

Cost category code {Identifies between SEN, Social ser. NHS clients, Other borough clients}

Total no. of pupils transported on route {self generating}

No. of work days per week

No. of weeks per term {option for term name, no. of weeks}

Actual company rate per journey

Total monthly cost of route as per contractor's invoice. {Accept data for contractor name, month and cost}

System generates a self updating report to show the cost per client, given the above input.

Route Performance Monitoring

No of days per week operated by route

Option to indicate if route collects clients from home

Option to indicate if route collects escorts from home

Option to indicate if route collects clients from bus stop/ specified point

Option to indicate if route collects escorts from bus stop/specified point

Non SLA Jobs

These are sometimes referred to as one-off jobs.

The input screen includes fields such as:

- Client detail
- Job Costs
- Order References
- Job details
- Vehicle Details
- Confidential Details
- Pick up address
- Journey Date and Times
- Destination and Return addresses
- PAF – Post Office Address finder integration
- Route Mapping

These one off jobs can also be recurring in the sense that the job runs for a number of days and then stops.

Route Administration

The software is able to cross reference the client's database to routes for route reporting.

The software incorporates

- The ability to calculate the shortest route for route planning and best value calculations
- Mileage calculations between two addresses
- Seating capacity configurations
- Client accounting and analysis
- Incorporate route suspensions [days/time]
- Allocating resources at run time eg vehicle, driver and/or escort
- Re ordering of a route

Route Reports

Route summary sheets show the following information:

- Route no.
- Operator / contractor
- Vehicle types
- Name /address of destination establishment
- Escort's name & address
- Telephone numbers
- Days of the week that transport is required
- Pick up and drop off times for escort
- Time client is expected at establishment
- Client's name, address and tel no.
- List of clients on route and their destination establishment
- Special instructions to operator and staff regarding special needs equipment.

The software can automatically generate a report to show the cost per client, across all client categories, including the number of clients involved, broken down into the transport type

A monthly report of the financial transactions to be used by Education Finance for budgeting purposes. Including:

- Cost code
- Route Periods
- Route no
- Whether or not coach needs escorts (Y/N),
- No. of pupils transported
- Time duration of route in hours
- No. of work days per week
- Type of vehicle used
- Actual company rate per journey
- Weekly, term cost average cost per person
- Daily and weekly escort hours

Other Route reports

A listing of total No. of routes collecting from home address

A listing of total No. of routes collecting from bus stops/specified points

A listing of total No. of routes operating 5 days a week

A listing of total No. of other routes including one day weekly

A listing of total No. of routes operating termly

A listing of total No. of in - borough routes

A listing of total No. of out- borough routes

Driver's checklist

Passengers per route

Additional input is required to make statistical analysis and undertake performance monitoring (the Mission GPS system can assist with this)

As follows:

- Journey times for out going and return for the following distinct part of a typical day's journey
- Time from garage (contractor's or in-house) to escort's pick up address
- Time from escort's pick up point to pupil's pick up point
- Time from pupil's pick up point to school
- Time from pupil's school to escort's drop off point
- Time from escort's drop off point to vehicle being returned to base
- The reverse timing for the above for pupil's return journey

There is also:

Automatic generation of a month by month trend analysis of pupils joining and leaving the system using transport start and end dates

As and when analysis of the cost of wheelchair accessible vehicle by type within in-borough and out – borough service

Venues

{Establishments/Destination details}

Address

Contact Names and Telephone Details

Out of Hours information

Notes

Mapping integration

Contractors

Contractor Name & address

Contact No. { Tel. No Fax No. e-mail address}

A tabulated cost per day, per vehicle type per contractor

Rates

A full system is in place for recording a contractors rates charged by area, time, COA costs etc.

A calculator system is in place for quickly calculating costs based on preset rates for time and distance.

Reports

A report listing the total no. of vehicles provided by a given contractor (Name to be supplied at run time), by type, capacity and description.

A report listing the total no. of contractor's (Name to be supplied at run time) in-house drivers assigned to Passenger Fleet services

A report listing the total no. of contractor's (Name to be supplied at run time) agency drivers assigned to Passenger Fleet services

Accounts

An accounting / financial / Invoicing module {cross referencing charges to different cost codes and generating monthly / quarterly /Annual reports by contractor. It should also allow for recharging.

Data stored

Contractor name

Order number

Invoice number / amount

Relevant period { monthly}

Route number

Number of days involved

Date received at Passenger Fleet Services

Date passed for payment

Total amount excluding VAT, VAT, Total incl. VAT

Expenditure code

Checked and approved by: { Name & Date }

Certified by: { Name & Date} – requires higher level authorisation

Recharging

Invoices received from providers can be re-charged easily within the system – they also record:

- Name of Service area
- Expenditure code
- Amount to be recharged
- Date

Route Costs Reports

In-borough route costing

- Cost per cab passenger per route
- Cost per bus passenger per route
- Cost per coach passenger per route
- Cost per cab passenger without escort
- Cost per bus passenger without escort
- Cost per coach passenger without escort
- Number of extra escorts
- Number of In-borough escorts

In-borough route/escort costing

- Cost of cab with escort
- Cost of cab without escort
- Cost of bus with escort
- Cost of bus without escort
- Cost of coach with escort
- Cost of coach without escort

Out-borough route costing

- Cost per cab passenger per route
- Cost per bus passenger per route
- Cost per coach passenger per route
- Cost per cab passenger without escort
- Cost per bus passenger without escort
- Cost per coach passenger without escort

Out-borough route costing

- Cost per cab passenger per route
- Cost per bus passenger per route
- Cost per coach passenger per route
- Cost per cab passenger without escort
- Cost per bus passenger without escort
- Cost per coach passenger without escort

Out-borough route/escort costing

- Cost of cab with escort
- Cost of cab without escort
- Cost of bus with escort
- Cost of bus without escort
- Cost of coach with escort
- Cost of coach without escort

Annual Costings

Reports showing a tabulation of the indicated annual figures

Annual in-borough cab cost
Annual in-borough bus cost
Annual in-borough coach cost
Annual total in-borough cost

Annual out-borough cab cost
Annual out-borough bus cost
Annual out-borough coach cost
Annual total out-borough cost

Total annual in/out borough cost

Reporting, Stats & Performance Monitoring

Total days of transport provision in a year
List/No. of In-borough passengers per cab route
List/No. of In-borough passengers per bus route

List/No. of In-borough passengers per coach route
List/No. of out -borough passengers per cab route
List/No. of In-borough passengers per bus route
List/No. of In-borough passengers per coach route
% of non daily routes which are cabs
% of non daily routes which are out-boroughs

Total days per year for non-daily routes
Escort charge rate per hour

In-borough

List / No. of cab routes with escorts
List / No. of cab routes without escorts
List / No. of bus routes with escorts
List / No. of bus routes without escorts
List / No. of coach routes with escorts
List / No. of coach routes without escorts
Number of extra escorts
Number of in-borough escorts

Out-borough

List / No. of cab routes with escorts
List / No. of cab routes without escorts
List / No. of bus routes with escorts
List / No. of bus routes without escorts
List / No. of coach routes with escorts
List / No. of coach routes without escorts
Number of extra escorts
Number of routes which do not run daily
Number of out-borough escorts

System Management

As the system is based around Microsoft technology it includes the potential to interface with other existing systems within a council.

System incorporates a fully integrated synchronisation solution and all general housekeeping functions including the scheduled monthly archiving of data.

System includes full administration and security utilities, e.g backup and restore, database re-index, archive, add/amend/delete users, reset passwords

The system has a management reporting facility that automatically prints pre-defined reports and the ability to produce ad-hoc reports as required including suitable graphics for statistical purposes.

System incorporates security procedures including: unique user ids and passwords to log onto application and to give different levels of access (e.g read/write or read only user.)

System adheres to year 2000 compliance requirements

System has an automatic address validation facility that will allow client addresses to be completed from just the postcode using the PAF address system (not supplied as part of the system).

It incorporates a mapping facility on which transport route can be over laid to provide operators with a visual image of client locations and available routes.

Mission IT can transfer existing records into the new system, training staff etc.

Training manuals and copies of technical documentation, user guides, Supplier's quality manuals and all supporting documents will be made available.

Software maintenance must includes updates to respond to changing legislation

There is an archiving system so that only current records are displayed on the screen but previous records are kept for audit purposes.

There is screen browse capability, including multiple screen display at once.

The system is robust and resilient to prevent abuse or misuse.

The system links to Microsoft Office particularly for Mail Merge and spreadsheet facilities. The system has a Quick Edit facility enabling blocks of records to be edited/update at the same time.

Telephone help desk service is available between 9.00 a.m and 5.00 pm Monday to Friday (excluding bank holidays)

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