

REPORT TO P.D.G.

REPORT OF: Property Development

REPORT NO: PD 020

DATE: 24th July 2014

TITLE:	Pool Car Booking System Review	
KEY DECISION OR POLICY FRAMEWORK PROPOSAL:		
PORTFOLIO HOLDER: NAME AND DESIGNATION:	Cllr. Mike Taylor – Strategic resources – Well Run Council	
CONTACT OFFICER:	Mr M. Rickard	
INITIAL IMPACT ANALYSIS: Equality and Diversity	Carried out and Referred to in paragraph (7) below N/A	Full impact assessment Required: N/A
FREEDOM OF INFORMATION ACT:	This report is publicly available via the Your Council and Democracy link on the Council's website: www.southkesteven.gov.uk	
BACKGROUND PAPERS	None	

RECOMMENDATIONS

1.1 Note that PDG understand the contents of the report

1. PURPOSE OF THE REPORT

2.1 To update the Resources PDG on the implementation and subsequent performance of the new on-line pool car booking system.

3. DETAILS OF REPORT

Context:

For many years there has been a strong perception by many that the pool car fleet is poorly utilised and yet when trying to book a car it was often the case that availability was limited. A project was set up to look at the way the booking system worked, its limitations and alternative solutions that would help address the current issues.

History:

We have operated a manual pool car booking system for many years, managed through the facilities team. The system was paper based and relied on officers to either e-mail or telephone a facilities officer to request a car. Confirmation for the booking was given on the Friday before the week in which the car was booked, with no guarantee that a request would result in a car being available. There was no visibility of car availability and the quality of the management information available from the system was poor.

Solution:

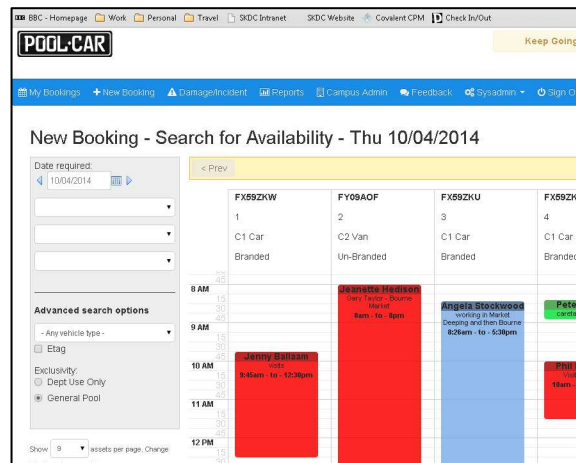
A new on-line system was sourced, tested and implemented, going live to the authority at the beginning of February 2014.

[Screen shot of booking calendar](#)

The system allows officers to view the “live” availability of cars within a calendar system and then gives them the ability to book, amend and cancel cars through a self-serve web portal.

Once a car is booked the system generates an e-mail, which when opened, automatically places a booking confirmation into the officers own Outlook diary.

The software is from Lingo systems, an Australian software company that specialises in bed booking solutions for their NHS. Their servers now reside in the UK and it costs us around £850 a year, based on a per vehicle costing structure.



Method:

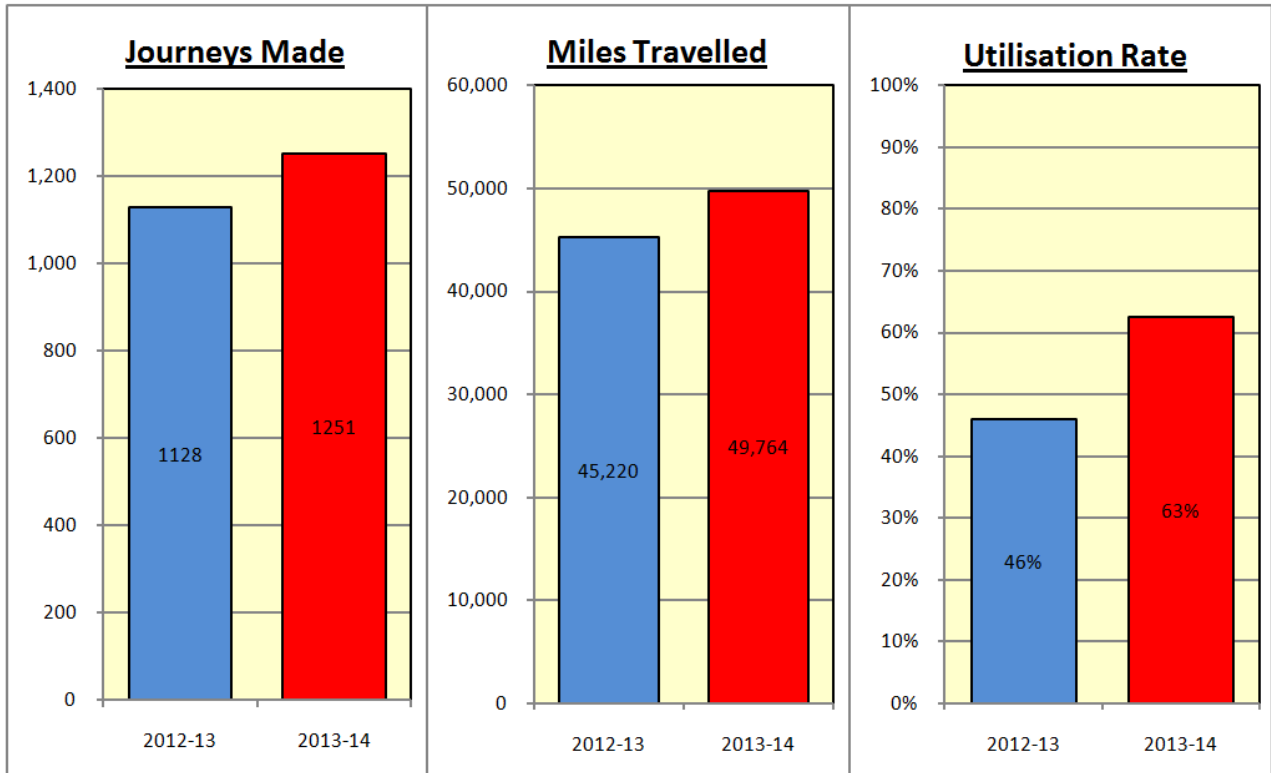
Analysis was undertaken from the paper records for the period 4th February 2013 to the 26th March 2013 (12 weeks). Data was extrapolated where records could not be located.

Then, for comparison, analysis was undertaken on the electronic records from the new booking system for the same period, from 3rd February 2014 to the 25th March 2014 (12 weeks).

Conclusion:

The overall utilisation rate of the pool cars for the 12 week assessed period has risen by 16.6 percentage points from 46.0% to 62.6%, a 36.1% increase in car use.

The number of journeys made within the period has increased from 1,128 in 2013 to 1,251 in 2014, 10.9% higher. The number of miles travelled in the period has also increased from 45,220 in 2013 to 49,764 in 2014, an increase of 10.0%.



The introduction of an electronic pool car booking system has successfully addressed a number of key deficiencies associated with the old manual booking system.

	New System
Ability of officers to view car availability	✓
Instant confirmation of booking	✓
Integration with personal Outlook calendar	✓
Ability to self book vehicles	✓
Ability to self change and cancel bookings	✓
Ability to book from anywhere with a web connection	✓
Accurate records of bookings made	✓
Accurate records of car usage	✓
Accurate records of mileage driven	✓
Automated financial re-charging	✓
Significantly reduced administration time	✓
Increased asset utilisation	✓

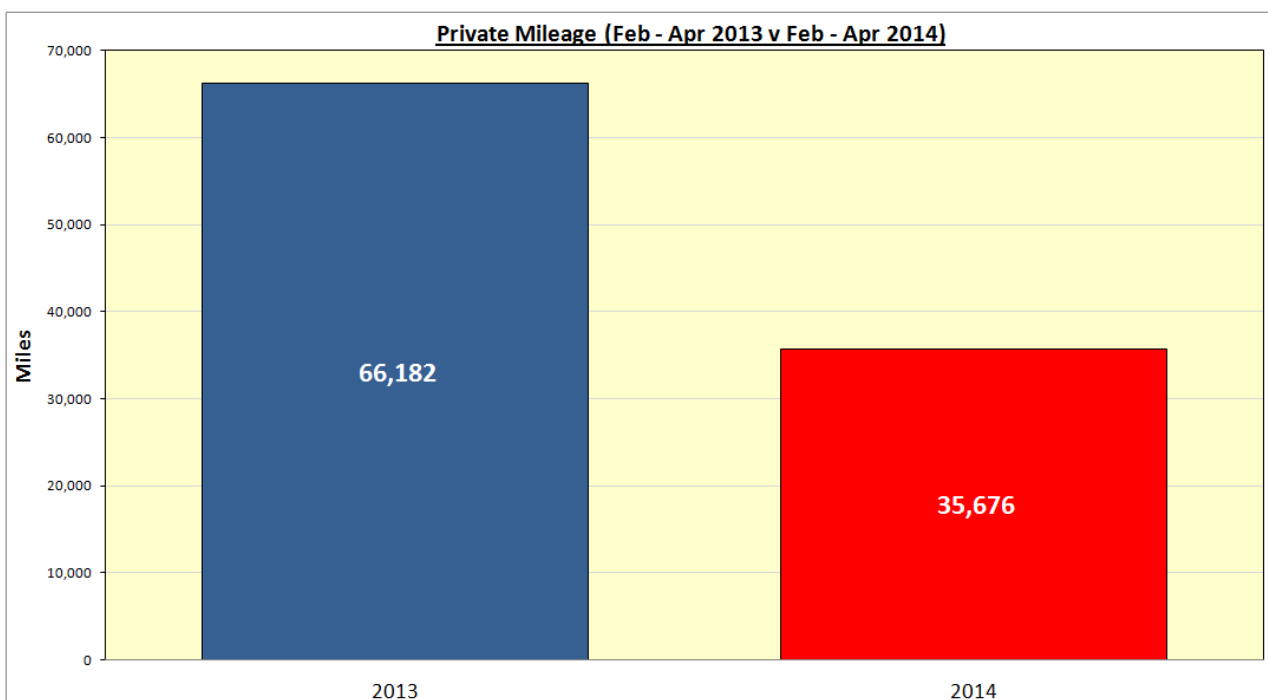
Overall Business Miles:

Whilst the intention is to increase the utilisation of the pool car fleet, and thus the mileage driven in them. There is an associated (and counter) requirement to reduce the overall business mileage travelled by officers within the authority.

Therefore the required outcome is an increase in pool car mileage **and** a reduction in private car mileage.

The claimed private mileage for the two sets of periods shows a decrease in mileage of 46.1%, (claims down by £13,728 over 2 the periods) as can be seen below. Data for the full financial year for private miles shows a decrease of 14.4% between 2012-13 and 2013-14.

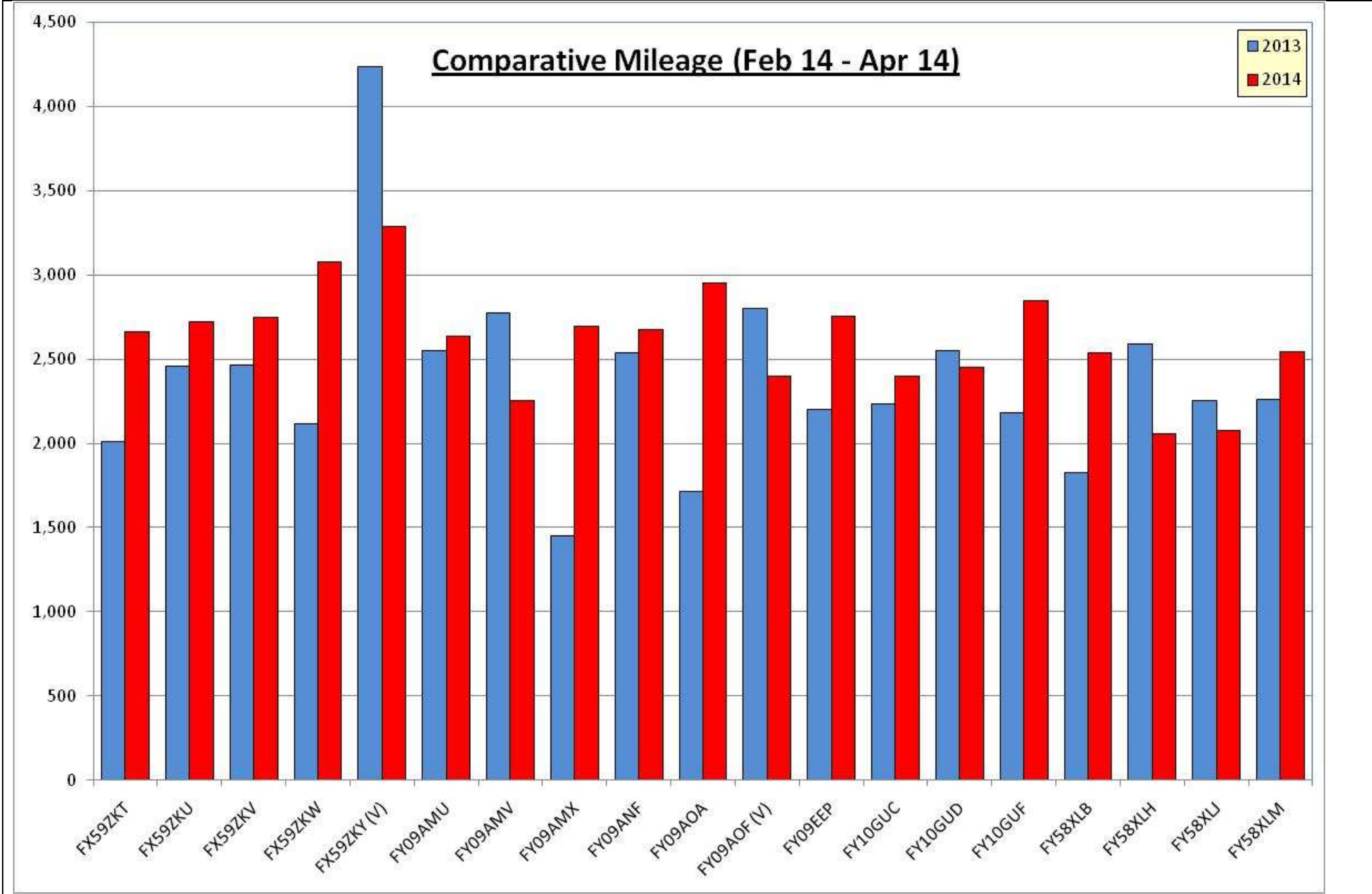
Combining the two sets of mileage data together to attain the overall business miles travelled in that period shows a reduction of 25,962 miles (23.3%). This means that we are achieving our goal of reducing the overall miles travelled (and their associated costs) as well as utilising our owned assets better through the increased utilisation.

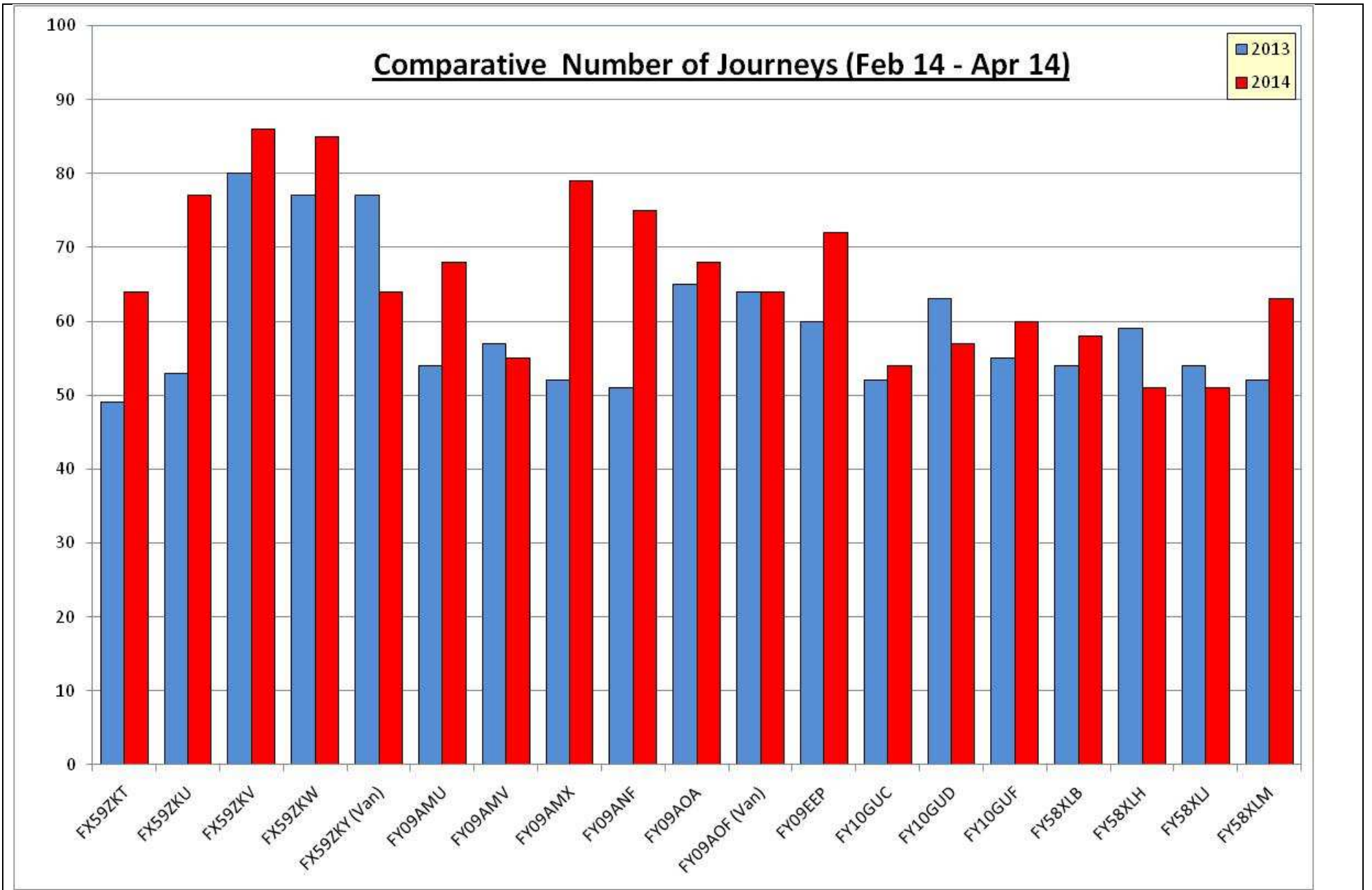


Detailed Results:

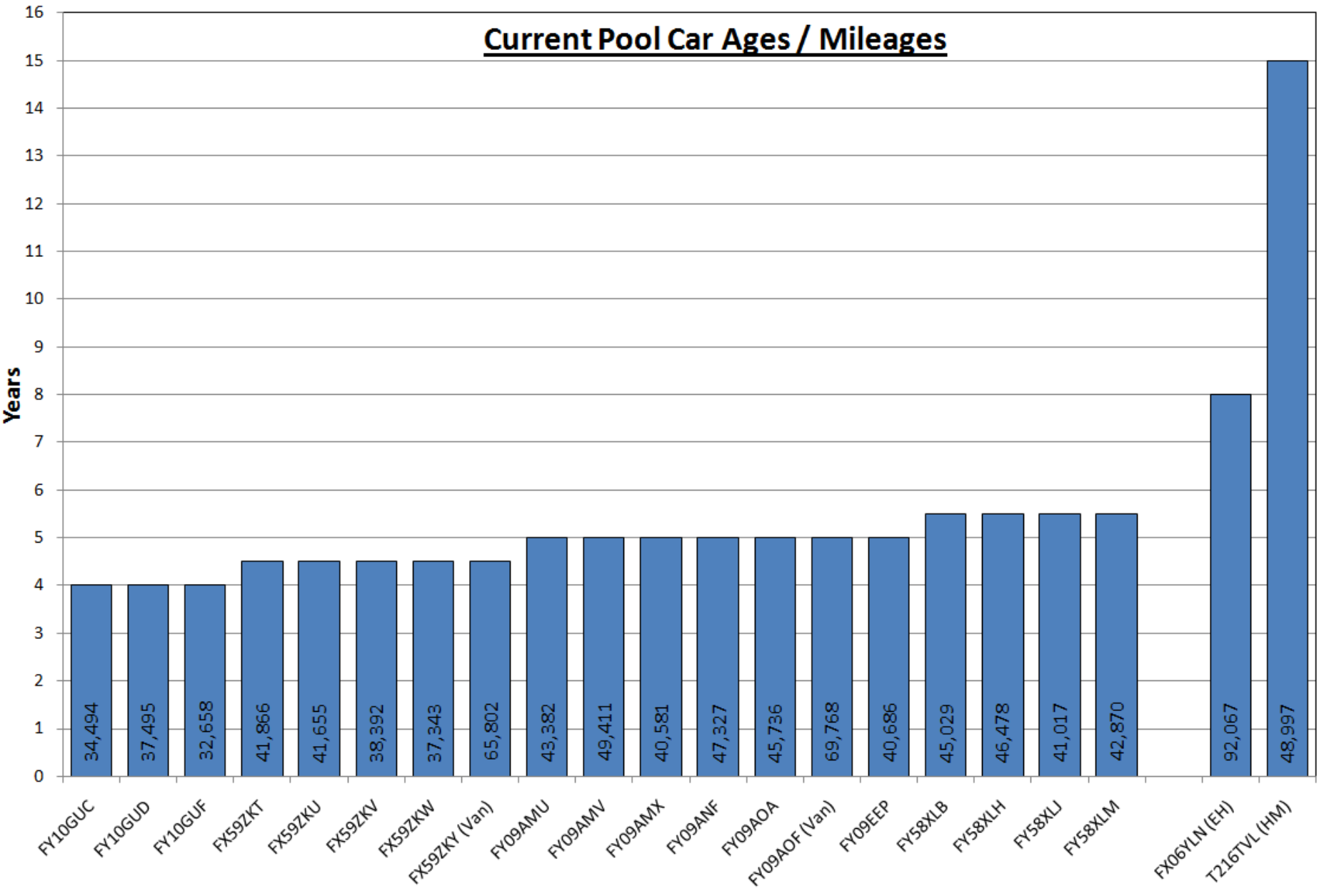
The detailed results of the analysis are shown on the following pages and cover ...

- The number of miles covered.....Page 5
- The number of journeys made.....Page 6
- The age and mileage of the cars.....Page 7





Current Pool Car Ages / Mileages



9. COMMENTS OF FINANCIAL SERVICES

9.1 None received

10. COMMENTS OF LEGAL AND DEMOCRATIC SERVICES

10.1 None received

11. APPENDICES:

11.1 None