



# **OCR CERTIFICATE OF PROFESSIONAL COMPETENCE IN PASSENGER TRANSPORT**

## **UNIT 5 CASE STUDY**

**Pre-release case study**

This case study scenario has been published prior to the CPC Passenger Transport examinations to be held on Friday 5 June 2009.

The case study scenario will form the subject for questions in the paper. You should thoroughly prepare yourself to answer questions based on the scenario. You should not however limit your study solely to the areas covered in the case study as questions may encompass any area of the syllabus.

You can view the full units, sample assessment materials, tutor and administrative details in each CPC qualification area of the OCR website at [www.ocr.org.uk](http://www.ocr.org.uk) by using the qualification finder on home page to find Vocationally related certificates/Logistics and transport and then selecting the OCR Level 3 Certificate of Professional Competence in National or International Road Transport or Passenger Transport.

## Background

OCR Transport Ltd was set up in 2003 and has undergone rapid expansion, now having a Standard National Operator Licence authorising the operation of 26 vehicles. OCR Transport Ltd has a wholly owned subsidiary company – RSA Travel Ltd – which has a Standard National Operator Licence authorising 12 vehicles. The only shareholders and directors of both companies are John and Susan Walker. John Walker was the nominated Transport Manager for OCR Transport but you were recruited six months ago and have taken over this role. Mr Walker remains the nominated Transport Manager for RSA Travel Ltd.

The companies operate from premises owned by Mr and Mrs Walker in Oxford, and have a workshop which is an approved MOT test centre.

OCR Transport Ltd operates school contracts, local bus services, private hire, day and extended tour work. Recently the company has taken on some express service work as a contractor to a national company with the vehicles being provided by, and in the livery of, that company.

## Current Fleet

OCR Transport Ltd currently operates the following vehicles:

5 x 53-seat coaches, used mainly on school contracts of less than 50km in length, and on limited private hire work. These vehicles were first registered between 1994 and 2001.

5 x 45-seat single deck buses first registered in 1999 used on local bus services.

6 x 35-seat single deck buses first registered between 2005 and 2007 used on local bus services.

4 x 49-seat touring coaches first registered in 2007 used on private hire, day excursion and extended tour work.

4 x 52-seat express service coaches first registered in 2006 used on the express service contract.

2 x 16-seat minibuses, one first registered in 2002 and the other in 2008, used on school contract and private hire.

RSA Travel Ltd currently operates 2 x 53-seat coaches, used mainly on school contracts of less than 50km in length, and on limited private hire work. These vehicles were first registered between 1994 and 2001.

## Staff Employed

The staff employed by OCR Transport Ltd is as follows:

1 x Accounts Assistant

1 x Administration Manager  
Casual drivers

1 x Clerical Assistant

1 x Engineering Manager

1 x Engineering Supervisor

3 x Fitters

The fitters all have Category D driving entitlement

54 x Full-time Drivers

10 of these drivers work only on the express service operation and five drivers are allocated to the extended tour operation

- 1 x General Manager (Susan Walker)      Responsible for tours, finance and general administration
- 1 x Managing Director (John Walker)
- 6 x Part time drivers
- 1 x Tours Assistant
- 1 x Tours Manager
- 1 x Traffic Manager
- 3 x Traffic Supervisors
- 1 x Transport Manager (you)

The staff employed by RSA Travel Ltd is as follows:

2 x Part-time Drivers

### Financial information (all in £)

	<b>53-seat coaches (£)</b>	<b>45-seat buses (£)</b>	<b>35-seat buses (£)</b>	<b>49-seat coaches (£)</b>	<b>52-seat coaches (£)</b>	<b>16-seat minibuses (£)</b>
Standing and overhead cost per day	170	150	190	200	90	130
Driver cost (full-time) per day	60	80	80	60	60	60
Driver cost (part-time) per day	30	40	40	n/a	n/a	30
Overnight allowance	20	n/a	n/a	20	20	20
Fuel cost per km	0.025	0.02	0.02	0.03	0.03	0.04
Maintenance cost per km	0.25	0.50	0.50	0.30	0.40	0.20
Tyre cost per km	0.04	0.04	0.05	0.05	0.04	0.03

The business requires a 10% mark-up to be added to all costs shown above.

### Extended Tours

During the summer, a programme of extended tours is operated using the 49-seat coaches.

Ayrshire Coast and Trossachs	6 days	Departs every Tuesday
Lake District	5 days	Departs every Wednesday
North Pennines and the Dales	5 days	Departs every Saturday
Torquay	5 days	Departs every Monday
Wales and the Marches	5 days	Departs every Thursday

Operational details of these tours are as follows:

	<b>Total km per tour</b>	<b>Days during the tour when driver is not working</b>
Ayrshire Coast and Trossachs	1,800	Friday
Lake District	1,400	Saturday
North Pennines and the Dales	1,200	None
Torquay	1,000	None
Wales and the Marches	1,300	None

### **Bus Services**

Five registered local bus services are operated. The details are:

<b>Service Number</b>	<b>Start point</b>	<b>End point</b>	<b>Single journey distance (km)</b>	<b>Frequency /headway (min)</b>	<b>Average speed (kph)</b>	<b>Layover time at each terminal (min)</b>	<b>Seating capacity of vehicles used</b>
1	Oxford	Carrow	60	120	40	5	35
2	Oxford	Portman	70	120	40	5	35
3	Oxford	Layer	40	60	30	5	45
4	Layer	Sincil	15	60	30	3	45
5	Oxford	Blundell	80	120	40	5	35

All five services operate on Monday to Saturday only.

The local authorities in Oxford are keen to reduce the environmental impact of buses in the city centre, and OCR Transport Ltd wants to co-operate, in part by replacing the older local service buses.

### **School Contract**

OCR Transport Ltd holds six school contracts, requiring seven vehicles to be used. One contract, utilising two vehicles, is sub-contracted to RSA Travel Ltd.

### **Express Services**

The company provides vehicles for a national express network, under contract and in the livery of the network operator.

### **Maintenance**

Routine maintenance and safety inspections are undertaken in-house, but some major repairs are contracted out.

**Current Operational Issues**

In the last six months, OCR Transport Ltd has had five PG9's issued, all except one relating to the 35-seat and 45-seat buses, and interior defects on those vehicles. The Traffic Commissioner has notified OCR Transport Ltd that they are required to attend a Public Inquiry in relation to the recent maintenance record. Your investigations show that the workshop staff has failed to complete inspection reports properly in relation to the interior of all the vehicles. VOSA inspectors have also commented that the records being kept by OCR Transport Ltd are incomplete and insufficient for the inspector to verify that vehicles are being maintained in accordance with the declaration of intent.

When you arrived at work this morning, you were informed of an argument between two drivers which ended when one - Graham Nash - punched the other - Allan Clarke - who required stitches in a cut to his eye. Nash claims that he was provoked by Clarke who made serious defamatory statements about Nash.

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