

**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 6 June 2008.

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 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.

Alfred Travel is a long established bus and coach business based in Winchester (Hampshire). Alfred Travel is a partnership between Mrs Jones and Mrs Cook. Mrs Cook is not in good health and has indicated that she wishes to leave the partnership at the end of this year. Mrs Cook is currently the Transport Manager. You have been recruited to take on the role of nominated Transport Manager when Mrs Cook leaves the business.

The husbands of both Mrs Jones and Mrs Cook work in the business. Mr Jones has been with the business for 20 years and is the Engineering Manager. Mr Cook formerly ran his own taxi business as a sole trader but this got into financial difficulty two years ago and he is an un-discharged bankrupt. He has worked as a driver for Alfred Travel since his own business failed.

Alfred Travel hold a Standard National Operator Licence which authorises 16 vehicles. The business undertakes its own maintenance although the workshop facilities have not been upgraded for 15 years. The Winchester site from which Alfred Travel operates has adequate space to park 18 vehicles off the road.

The business manages its own invoices and credit control but accounting functions are undertaken by a local accountancy firm.

Vehicles

The current fleet consists of:

- 2 x 44-seat single-deck buses, first registered in May 1998
- 2 x 44-seat single-deck buses, first registered in May 2005
- 6 x 53-seat coaches, first registered between 1994 and 1998
- 2 x 49-seat coaches, first registered in August 2003
- 2 x 45-seat luxury coaches, first registered in October 2006.

Current work

Alfred Travel undertakes a range of activities:

The 44-seat buses are used on two registered local bus services.

The 53-seat coaches are used on school contracts, some limited private hire and for driver training and testing.

The 49-seat coaches are used on private hire, day excursions and a small programme of extended tours.

The 45-seat coaches are used on a regular contract with a travel agency.

Staff

The following staff are employed:

General Manager (Mrs Jones)
Transport Manager (Mrs Cook, but being replaced by you)
Engineering Manager
Administrative Manager who deals with all general administration, invoices and credit control
Clerical Assistant
Engineering Administrator who is responsible for the vehicle related records and storekeeping
2 Qualified Fitters
9 full-time Bus Drivers
8 full-time Coach Drivers
8 part-time Drivers who drive buses or coaches as required
A pool of Casual Drivers who are called on as necessary
2 Traffic Supervisors

Operational details

Local bus services

The two local bus services both run between the Alfred Travel depot in Winchester and Southampton. Service 12 operates via Romsey and Service 14 operates via Eastleigh. The terminal point in Southampton is the same for each service. The services operate Monday to Saturday only.

Service Number	First journey departs Winchester	Last journey departs Winchester	Single journey distance (km)	Average speed (kph)	Minimum layover time at each terminal (min)	Frequency (min)
12	0600 hrs	2100 hrs	33	30	6	60
14	0600 hrs	2100 hrs	21	30	4	60

The drivers are allowed ten minutes to sign on at the start of their duty and ten minutes to sign off at the end.

School contracts

Two school contracts are held, each one using three vehicles. Contract B17 operates from Stockbridge to Winchester and contract B52 is from New Alresford to Winchester. The same school is served by both contracts. The arrival time at the school is 0835 hrs and departure is at 1515 hrs. The operations are 'closed' contracts. The contract terms with Hampshire County Council permit the operator to register the operation.

Contract	Single journey distance (km)	Average speed (kph)
B17	15 km	30
B52	12 km	30

Contract with travel agency

The 45-seat coaches are painted in the livery of the travel agency and the contract prohibits their use on other work.

The contract is to convey groups of passengers to and from Portsmouth from where they board ferries to France or Spain (the vehicles do not leave the UK).

The passengers must arrive at the Portsmouth ferry terminal at 1600 hrs each Tuesday, Thursday and Saturday. Passengers disembarking from the ferry depart from the ferry terminal at 1800 hrs on the same days.

Two routes are operated.

Route 1 is from Newcastle upon Tyne to Portsmouth via Leeds, a single journey distance of 600 km. Route 2 is from Glasgow to Portsmouth, a single journey distance of 760 km. The average speed on both routes is 80 kph. Prior to departure from each terminal point, the driver spends 30 minutes completing administrative tasks and loading luggage. On arrival, the driver spends 15 minutes unloading luggage.

The travel company does not permit breaks in the journey other than those required by law. Departure times from Newcastle and Glasgow are required to be the latest legally permitted.

The distance between Portsmouth and the Winchester depot is 30 km and average speed is 60 kph.

Financial information

	44-seat buses (£)	53-seat coaches (£)	49-seat coaches (£)	45-seat coaches (£)
Overhead cost per vehicle per day	50	50	50	50
Standing cost per vehicle per day	160	110	160	180
Full time driver costs per day	70	60	60	60
Part time driver costs per day	40	40	40	60
Driver overnight allowance	-	30	30	30
Fuel cost per km (net of BSOG)	0.12	0.25	0.20	0.20
Maintenance cost per km	0.40	0.30	0.35	0.35
Tyre cost per km per vehicle	0.06	0.05	0.05	0.05

The business requires a profit margin of 10% to be added to costs.

Current issues

Alfred Travel operates in an area of full employment and recruitment and retention of drivers is a problem. Consideration is being given to recruiting staff who do not hold entitlement to drive a PCV and training them in-house.

On a recent journey between Portsmouth and Newcastle the coach broke down near Leeds. A replacement was provided by another operator, but only after a delay of three hours. Subsequently Alfred Travel received a claim that the luggage belonging to two passengers was damaged during the change-over and that the delay meant such a late arrival in Newcastle that they had to find overnight accommodation as the last train to their home in Berwick had left.

One week ago, Hampshire County Council published a draft Traffic Regulation Order, the effect of which would be to prohibit all vehicles, including buses and coaches, stopping at one of the principal pick up/drop off points in Winchester. This stop is the busiest one on the bus services operated by Alfred Travel and is also the main boarding point for the day excursions.