

IICapita



Transport Refresher

Professional Services

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Introduction

This refresher is intended for those LA's who have been using Transport V4 for some time, but may not be getting the best out of the module. This could be down to:

- Lack of time to fully explore the functions and features available.
- Insufficient training or lack of initial knowledge transfer (from previous staff).
- A reluctance to embrace new methods of working.

The training should ideally be provided on-site but could be provided remotely if that is required.

Benefits

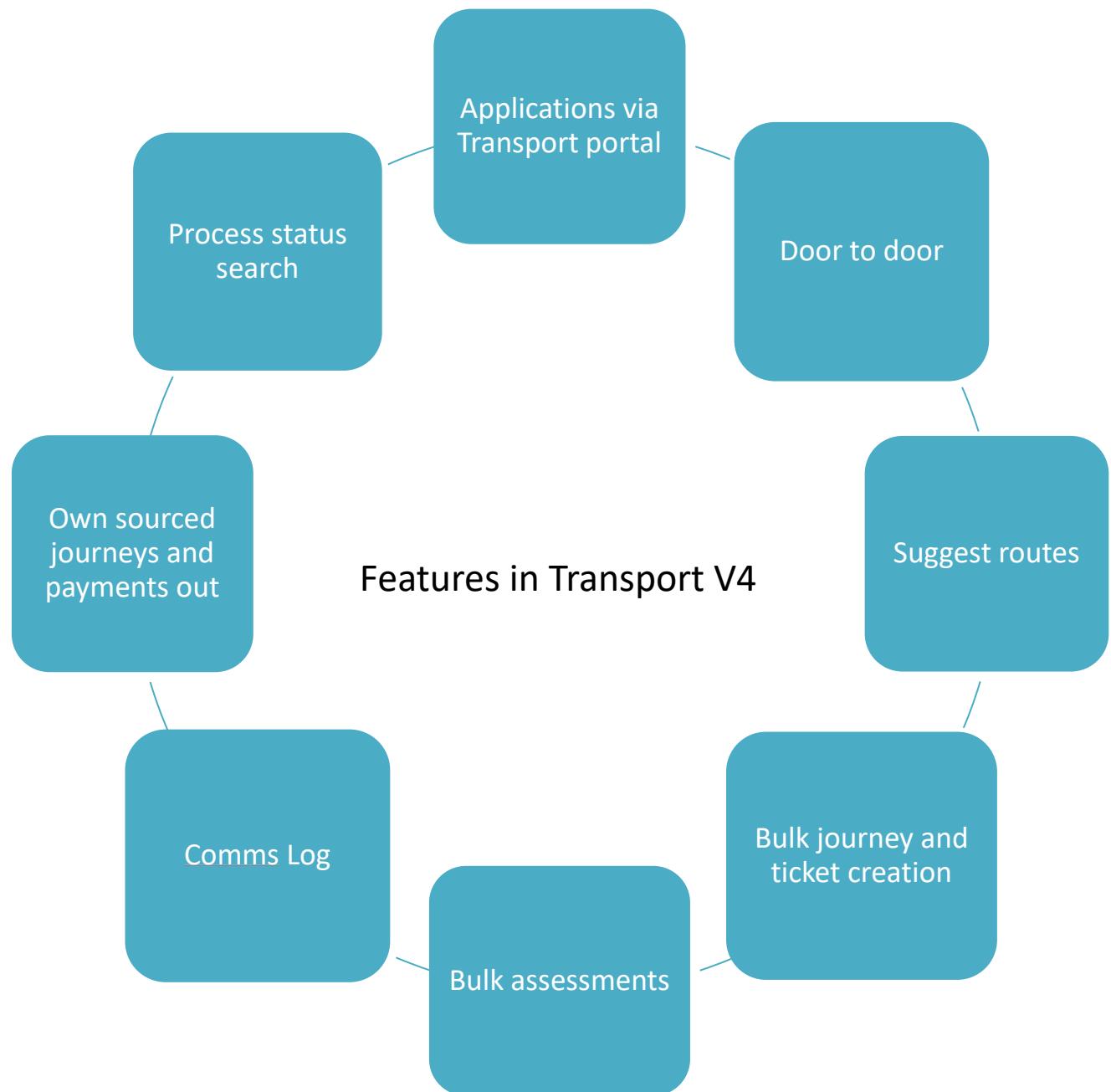
- Fully utilising the Transport V4 Module to its maximum potential.
- More efficient and effective working methods suited to the demands of the job.
- Time and cost savings by working more effectively.
- Targeting the correct job at the correct time (bulk processing of applications, bulk re-issue of travel passes, re-tendering processes etc).
- Much improved customer service.
- Better staff morale and understanding of how the module can support and assist in the daily work.
- Full compatibility and conforming with business standards and targets.
- Greater reporting capabilities.

Pre-requisites

To achieve the maximum benefit from this service package, users should have:

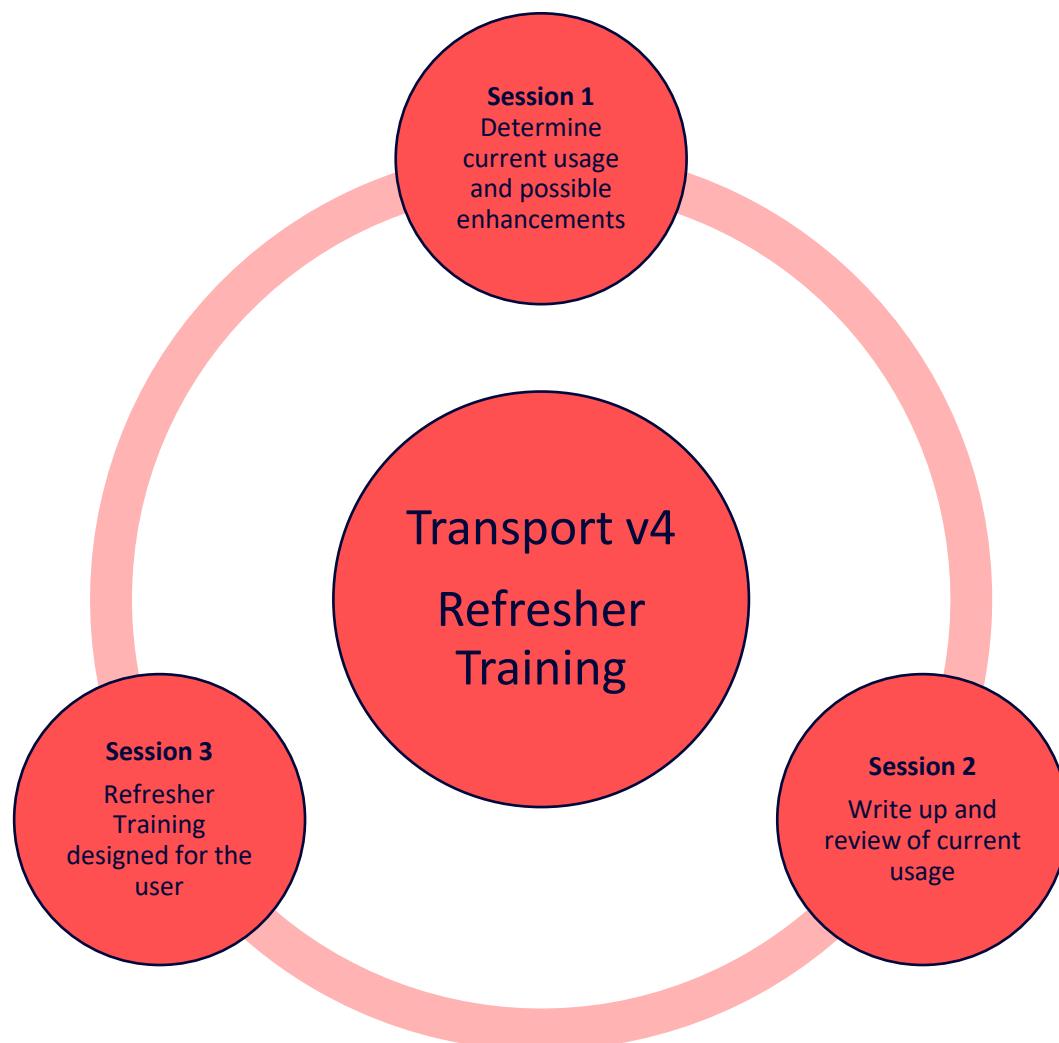
- a Transport V4 licence and be active users of the module.
- It is also advisable (but not essential) to have the appropriate GIS licence which allows for pupil assessment and route scheduling and planning.
- It is assumed that users have experience of Transport V4 and how it operates and assists in the provision of home to school transport.

Key Features You May Not be Using



Overview

Capita will assist in the successful Refresher Transport Training by providing the following:



Service Overview

The Implementation package is described in the table below.

| Element | Number of Sessions (Session = 1 day) | Description |
|--|---|--|
| Overview of current system use | 1 | A Transport Knowledge Specialist will visit the LA Transport Team and spend time discussing how they currently use the system. |
| Report on observations and recommendations | ½ day (remote) | The Knowledge Specialist will write up findings from the overview day and produce a report detailing recommendations for getting the best use from the system to improve efficiency. |
| Training on getting the best out of Transport V4 | 1-2 | Depending on recommendations then training will be provided on how the LA could benefit from using the Transport module for best use |

Service Details

Session 1(On Site or Remote): Overview of Current System Use

| | |
|---|---|
| Key Prerequisites (full list provided in RAID log) | <ul style="list-style-type: none">• Transport V4 User• Access to current system user who can demonstrate how the LA is currently using the Transport V4 module. |
| Objectives | <ul style="list-style-type: none">• Determine how the LA Transport team are currently using the V4 Transport module.• Consider possibilities for future enhancement and utilisation of the V4 Transport module.• Consider further development and efficiency capabilities in a wider scope. |
| Audience | <ul style="list-style-type: none">• Current users of the Transport V4 module.• Transport managers who need to ensure that the Transport V4 module is being used effectively to ensure maximum potential and efficacy. |
| Outcomes | <ul style="list-style-type: none">• The Transport Knowledge Specialist will have a thorough understanding of how the LA Transport Team is currently utilising the Transport V4 module.• The Transport Knowledge Specialist will have all the information necessary to be able to recommend subtle changes in working practices to enable the LA Transport Team to work more efficiently and effectively. |

Session 2 (Remote): Report on Training Required

| | |
|---|--|
| Key Prerequisites (full list provided in RAID log) | <ul style="list-style-type: none">Session 1 complete and Knowledge Specialist has full understanding of how the LA currently uses Transport V4. |
| Objectives | <ul style="list-style-type: none">The Transport Knowledge Specialist will write up a mini Best Value Review based upon observations and comments from Session 1.The Review will include recommendations on how the LA Transport Team could embrace certain features and functions of Transport V4 to allow them to work more effectively and efficiently and to achieve greater job satisfaction and appreciation of the Transport V4 module.The Review will indicate how targeted use of the Transport module could meet peak demands on the service. |
| Audience | <ul style="list-style-type: none">The review report will be aimed at users of the Transport module and managers of Transport teams. |
| Outcomes | <ul style="list-style-type: none">The review report will highlight potential opportunities to fully utilise the Transport module by simple alterations to current working practicesThe review report will determine the appropriate training necessary to allow full utilisation of the Transport module for effective working.The report will detail how the training will be delivered to best suit the users of the Transport V4 module. |

Session 3 (On-site or Remote): Targeted Training on Transport v4

| | |
|--|--|
| Key Prerequisites (full list provided in RAID log) | <ul style="list-style-type: none">• Sessions 1 and 2 completed and Knowledge Specialist has full understanding of how the LA currently uses Transport V4.• LA has agreed the written report and agreed level of training required and who needs to attend this session.• Appropriate training environment away from work day distractions and interruptions to allow users to engage and contribute to the structured training session. |
| Objectives | <ul style="list-style-type: none">• To provide training and full support to LA Transport users so that they can achieve maximum potential from the use of the Transport module.• Training will be suited to fit the needs of the users and be specific to ensure maximum benefit. |
| Audience | <ul style="list-style-type: none">• Current users of the Transport module who would benefit from some additional training and support in utilising the additional features and functions of the Transport module. |
| Outcomes | <ul style="list-style-type: none">• Users will have a much better understanding of how Transport V4 can fully assist them in dealing with daily routines and to meet peak demand periods.• Users will have greater appreciation of the full features and functions of Transport V4 to make best use of the module.• Greater reporting mechanisms available.• Better synergy between users and software to provide a holistic approach to transport provision. |

Additional Service Options

The following service packages are also available from our Professional Services team, please speak to your Business Development Manager for further information and pricing:

| Optional Element | Number of Sessions | Description |
|--|--------------------|--|
| Transport Portal | 4 | <p>The Transport portal allows parents to submit on-line applications for Home to School Transport</p> <p>Text is entirely configurable by the LA to enable the portal to meet the needs of the customers.</p> <p>2-way communication is established by the on-line portal and LA's can advise parents of the outcome of the application and journey details.</p> |
| Route Optimisation using RAVA and SEN VM | 4 | <p>Route Optimisation is a critical tool for LA Transport Teams to ensure they are optimising routes for cost effectiveness and efficiency.</p> <p>RAVA (Route and Vehicle Allocation) is for mainstream bus routes and will ensure that the most cost effective allocation of pupils to buses is achieved.</p> <p>SEN VM (SEN Vehicle Maintenance) is for SEN transport provision and will ensure that pupils are correctly matched to the correct transport provision for their needs and to achieve cost savings.</p> |

Service Detail – Transport Portal

A Capita ONE Knowledge Specialist will assist you in setting-up the Transport portal within your Test environment and will advise on:-

- Appropriate configuration.
- Correct wording to be used within the portal and links to the LA website.
- Setting up letter templates.
- Adding any UDF's that may be required.
- Ensuring the correct pathway for configurable questions is in place and working correctly.
- Setting up of notifications and approval/rejection of applications.
- Testing of the system to ensure everything is working correctly.

The Knowledge Specialist will then provide a day's training for those officers who will be receiving applications through the portal.

- How applications are received and processed.
- How to deal with an "unmatched" applications.
- How to advise parents of application outcome.
- How to advise of journey notification.

By the end of the training, officers will be fully aware of how a parent applied for Transport, and how they would process the applications within the back-office. They will see the whole process from start to finish and be able to suggest any amendments to the TEST system that they feel are necessary.

Officers can then fully test the system before the Transport Portal is configured within the LIVE database.

Any amendments identified during testing are included when the system is fully configured within the LIVE environment.

Set-up in LIVE follows the same process as TEST whilst taking into consideration any amendments identified during the testing phase.

Service Detail – Route Optimisation

There are 2 types of Route Optimisation available for the Capita ONE Transport Module.

- RAVA = Route and Vehicle Allocation
- SEN VM = SEN Vehicle Maintenance.

A Capita ONE Transport Knowledge specialist will discuss and demonstrate the respective route optimisation software as mentioned above and determine, with yourself, which is the best option going forward.

The software is then installed onto your system. The Knowledge Specialist will assist in configuration and set-up to ensure everything meets the needs of the Transport users.

Full training is provided and users have maximum opportunity to fully test the system(s) within their TEST database using a copy of LIVE data.

Once training and User Acceptance Testing is complete the software is then installed on a LIVE instance of your software. The Knowledge Specialist will assist in configuration and set-up and initial testing to ensure everything is working correctly.

A quick refresher on the use of the software is provided. The Knowledge Specialist is on hand to assist with any enquiries or issues that may arise.

After an initial period of using the software, the Knowledge Specialist returns to discuss results and outcomes and possible future developments and opportunities.