

Passenger Transport Services - Quality Score Assessments

Introduction

Upon successfully enrolling as a provider on the adam DPS Approved List, each Supplier will be awarded full marks for Quality = 20% (100 marks). Individual Taxi Route Suppliers will be awarded based on 80% Price (pro rata to the lowest price) and the prevailing Quality score.

The on-going performance of Suppliers to deliver taxi services will be monitored and Quality scores will normally be adjusted at the beginning of every month as appropriate - see below for further details.

Additionally, providers should note that the Council will review the providers quality score (an ongoing basis) and assess any ongoing quality score issues - if the Council has particular concerns about a Supplier's Quality or performance, the Council will not wait until the next review period, but will take corrective action as it deems necessary and this could include reducing Quality scores, suspending supplier's ability to bid and terminating service agreements with immediate effect (as deemed appropriate). Reinstatement of suspended suppliers will be decided on an individual basis, provided any required actions are implemented to our satisfaction.

Quality scoring will be based on a point deductions system with the following marks applied (only one deduction can be applied for each service agreement on a given day - highest relevant deduction will be made in the event of multiple failures)

Service delivery

| | |
|---|-------------------|
| Lateness (within 10-15 minutes of collection time or drop off time) | 1 point deduction |
| Failure to deliver transport (within 1 hr of collection time) | 2 point deduction |
| Contractor failure to report or update on changes | 2 point deduction |
| Crew unfamiliar with client need/knowledge | 2 point deduction |
| Crew failure to report issues/incidents on the day | 2 point deduction |

Safeguarding & Health & Safety

| | |
|--|-------------------------|
| PPE adherence | 2 point deduction |
| Crew changes - crew recorded documents outdated | 1 point deduction |
| Crew change - crew not registered | 3 point deduction |
| Supplier Incident report not received within 24hrs | 2 point deduction |
| Equipment requirement breach | 3 point deduction |
| On boarding breach | 3 point deduction |
| Safeguarding incidents (Other) | Up to 3 point deduction |

Suppliers will be assessed on a deduction points system dependent on the number of routes they have relative to the deduction points accrued. This will be assessed on a month-to-month basis.

| | |
|----------------|-----------------------|
| 1 - 5 routes | - 4 Points threshold |
| 6 - 20 routes | - 8 Points threshold |
| 21 - 40 routes | - 16 Points threshold |
| 41 - 80 routes | - 20 Points threshold |

Once a supplier has accrued deduction points they this will affect their quality score for the following month. In assessing the adjustment to the Supplier's quality score, the council will determine the

total number of deduction points accrued in the previous month as compared with the threshold figure shown above. The Suppliers' quality score will be reduced on a percentage basis using the formula below:

$$\frac{\text{Maximum Quality Score (20\%)}}{\text{Total Monthly Deduction Points/Deduction Points Threshold for Supplier}}$$

Suppliers with no deduction points in the previous month will retain the full quality score. Suppliers that have accrued deduction points will have their quality score reduced – see example below.

Worked Example:

| | Month 1 | Month 2 | Month 3 | Month 4 |
|--|----------------|----------------|----------------|----------------|
| Service Delivery | 2 Points | 1 Point | 2 Points | No Points |
| Deduction Points applied | | | | |
| Safeguarding/ health and safety | No Points | 2 Points | 2 Points | No Points |
| Deduction Points applied | | | | |
| Total Deduction Points against permitted Threshold of 4 Points | 2 Points | 3 Points | 4 points | No Points |
| Quality Score for current month | 20% | 10% | 5% | 0% |
| Quality Score for following month | 10% | 5% | 0% | 20% |

Supplier joins the DPS Approved List with a max Quality Score of 20% and **wins 5 routes**.

In Month 1 - the supplier receives 2 point deduction resulting in a reduction in quality score for Month 2 to 10%.

In Month 2 - the supplier received 3 point deduction resulting in a reduction in quality score for Month 3 to 5%.

In Month 3 - the supplier received 4 point deduction resulting in a reduction in quality score for Month 4 to 0%.

In Month 4 - the supplier received no point deductions resulting in the quality score returning to a full 20% for Month 5.

Note 1 - whenever a Supplier bids for routes the Price they submit will be added to the current Quality score to produce an overall Price/Quality result and this will be used to decide the winning bidder.

Note 2 - the Council reserves the right to immediately reduce the Quality Score of a supplier to 0% (i.e. in advance of the month end review) should that supplier receive deduction points in a monthly period which exceed the Monthly Threshold.

Note 3 – Should a supplier show repeated poor performance then a full suspension on the ability to bid for routes may be put into place for a set time period of 2 months or until such time as the Council deems necessary.