

South West Cavan

Rural Transport



Annual Report 2006

CONTACT DETAILS

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1. EXECUTIVE SUMMARY

The South West Cavan Rural Transport Initiative (S.W.C.R.T.I.) opened its office in The Réaltóg Centre Kilnaleck on the 18th March 2003. The original project aimed to provide transport services for local people who had difficulty in accessing essential facilities and services due to the absence of public/private modes of transport.

The project is managed by a committee of 14 which comprises representatives from Kilnaleck and District Community Co-operative, Kilnaleck Social Services, County Social Services, Cavan Partnership, the Health Services Executive for the North East, Irish Wheelchair Association and Bus Éireann. The Committee also contains passenger representatives and community representatives.

The project provides two types of transport:

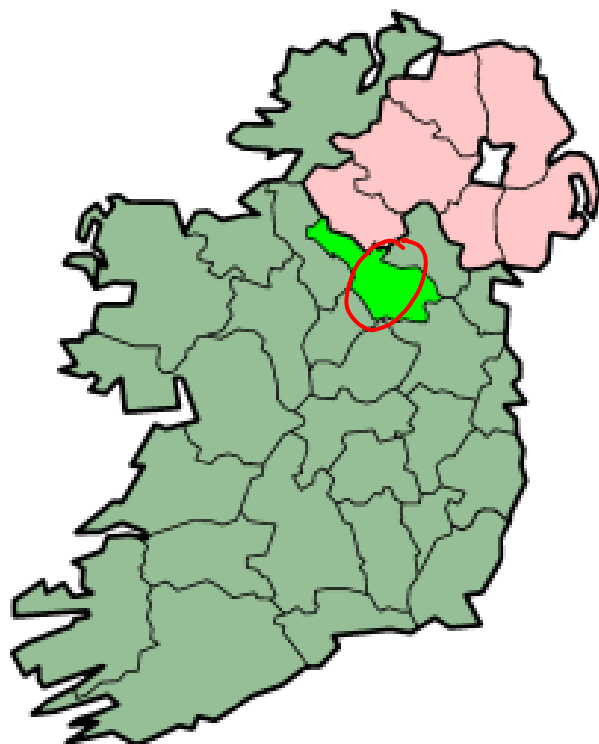
1. A regular, scheduled or demand responsive mini-bus services.
2. A demand responsive co-ordinated hackney service on a pilot bases.

The project has been successful in increasing the number of passengers carried by the project. There has been an increase of 28% on 2005 figures to 10,398 passenger journeys in 2006. These passengers were carried on 926 regular, scheduled or demand responsive services and on 624 co-ordinated hackney services. There is a passenger assistant provided on four of the weekly services through the Rural Social Scheme and 54% of the regular, scheduled or demand responsive mini-bus services are fully accessible.

The project also availed of opportunities to enhance the skills of the Co-Ordinator, Board Members and Operators. The Co-ordinator completed a Diploma in Community Development Practice, ASIST Suicide Intervention Skills training and is currently engaged in a Diploma in Community Leadership and Management. Board members attended the CTA UK event in Manchester and numerous training days that were provide by organisations such as Pobal, Irish Rural Link and the Community Transport Association of Ireland and one member of the board is currently engaged in a Social Audit Technicians course. There was Mini-bus Emergency Evacuation Training (MEEP) provided to all drivers and operators

A research project titled "A Study of the qualitative impact of the South West Cavan Rural Transport Initiative on its passengers" was published and launched at the Annual General Meeting of Kilnaleck and District Community Co-op.

2. INTRODUCTION











S.W.C.R.T.I. is situated in the south west of county Cavan. The County of Cavan is in the province of Ulster and has an area of 189,060 hectares. The average density of population is 29.9 persons per square kilometre. It is mostly rural and agricultural with only 16.8% of the population living in the three towns of 1,500 or over. County Cavan is characterised by drumlin countryside dotted with many lakes and small hills. The North West area of the County is sparsely populated and mountainous. The county has several areas of highly scenic landscape. The towns and villages of the county are distinctive centres which provide for various employment, service and social needs.

South West Cavan Rural Transport's mission statement states that,

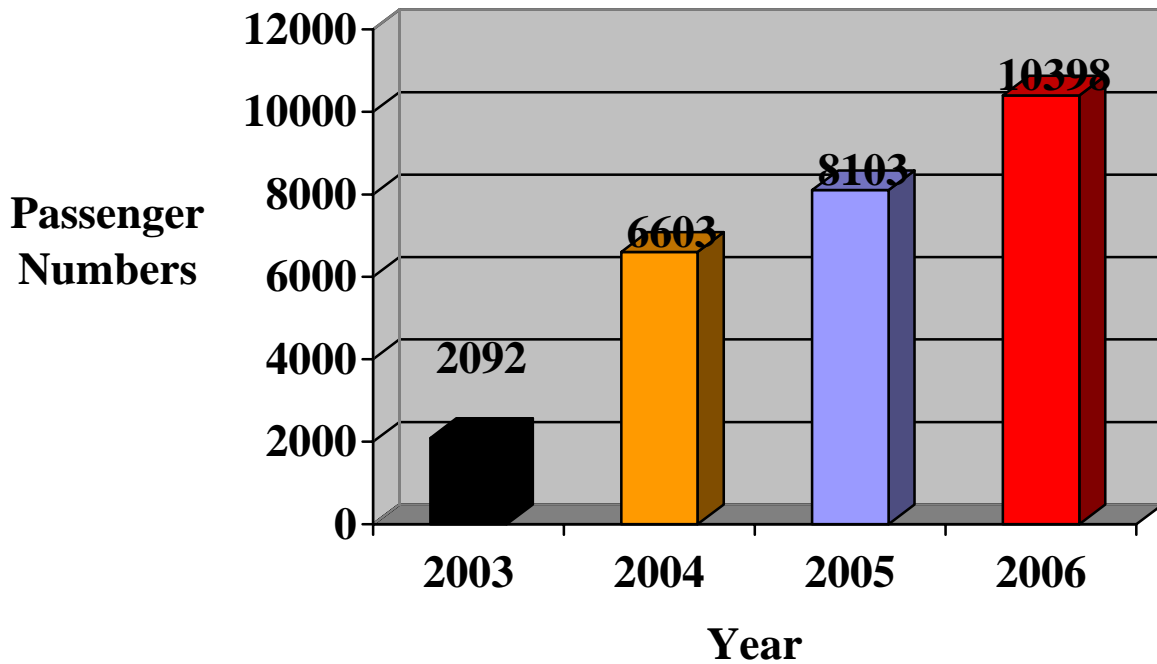
“South West Cavan Rural Transport Initiative is a community based rural transport provider, whose aim is to improve the quality and quantity of all ability access rural transport services in County Cavan. Thus, promoting and maintaining living and working populations in rural areas, resulting in reduced social exclusion and increasing opportunities for people with reduced mobility”.

The aims of the project are:

-  To develop a rural transport system that would meet the needs of the community, particularly those who are isolated, marginalized and who feel socially excluded.
-  To sustain local communities to ensure that local shops, post offices, banks etc. are viable in rural communities, and to ensure the continuity and lifestyle of the local community.
-  To co-ordinate activities which will sustain, support and provide resources for the long term betterment of the local community.
-  To leverage funding from statutory and semi-statutory bodies while providing services that are beneficial to those involved.
-  To promote the participation of local people and relevant statutory and semi-statutory representatives in the management and running of the project.
-  To tackle isolation and social exclusion, to empower people by building self-confidence and self-worth and to support and compliment other local community activities.
-  To encourage transport operators to provide all ability access.
-  To extend the current geographical area to cover all of County Cavan, where a need for transport exists.

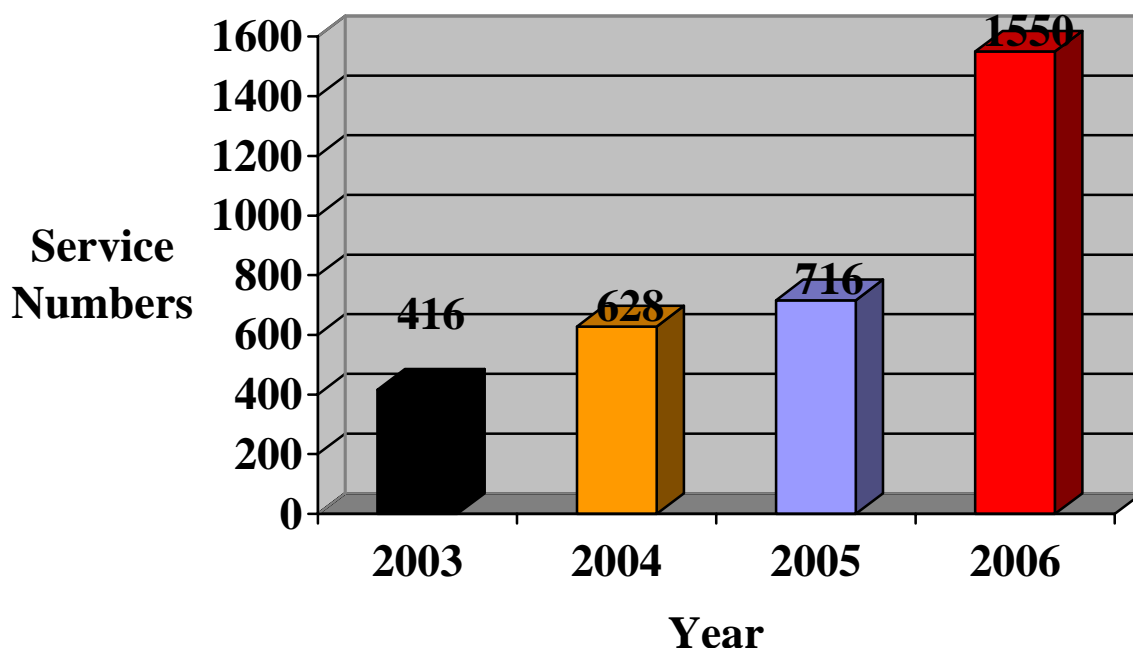
S.W.C.R.T.I. opened its office in The Réaltóg Centre Kilnaleck on the 18th March 2003 with its first service beginning on Tuesday 8th April 2003 providing 416 services to 2092 passengers an average of 5 passengers per service. In 2006 there was a total of 926 mini-bus service and 624 co-ordinated hackney services which carried a total of 10,398 passengers which is an average of 7 passengers per service.

No of Passengers using services provided by S.W.C.R.T.I.



S.W.C.R.T.I. continued to deepen its services in 2006 by the provision of an extra bus on the Thursday Cavan route. This enabled the expansion of the service in the areas of Ballyjamesduff, Crosserlough, Lishenry, and also alleviated the overcrowding on the original service provided in this area. Four new monthly services were introduced to assist clients of Crosskeys Active Age Club Clifferna Active Age Club to access this vital service for older persons. There was also a pilot co-ordinated hackney scheme established to serve the needs of Child and Family Services in central Cavan.

No of services provided by S.W.C.R.T.I.



There are two types of services currently being offered by the S.W.C.R.T.I. which are as follows:

a) A regular, scheduled or demand responsive mini-bus services

This type of service is a door to door service which collects passengers at the doors of their home and returns them back to their home. This is a regular, demand or responsive route based service that operates to bring people to healthcare appointments, shopping, chemist, collect pensions etc. These types of services are also timed so that they coincide with Active Age clubs and coffee mornings. These services are used mainly by regular passengers who are unable to go about their daily business because of the lack of public or other transport in their area.

b) A demand responsive co-ordinated hackney service

S.W.C.R.T.I. facilitated a pilot demand responsive co-ordinated hackney scheme. This pilot transport service is run in conjunction with Child and Family Services and was set up by Brian Daly, Chairperson of the transport sub-committee within the HSE. This transport sub-committee and Child and Family Services in Cavan identified a need to provide a co-ordinated approach to the provision of transport to their service to and from the community. After discussions with ourselves we set up a pilot co-ordinated hackney scheme with our existing panel of operators. These

operators operate under the same strict guidelines as set down by the HSE and are at no cost to the project. The basis of this pilot is as follows:

1. HSE will contact the S.W.C.R.T.I. to provide services at the same price it was paying to its existing operators and S.W.C.R.T.I. must use these operators where appropriate.
2. S.W.C.R.T.I. can carry other passengers while providing this service and use the transport when there would have been waiting times.

There are advantages to the HSE, the private operators and the S.W.C.R.T.I.:

Advantages to HSE

- HSE staff do not need to look up the most appropriate operator resulting in more efficient use of time
- Reduced administration as there is only one invoice per month
- There is only one rate per mile etc.

Advantages to Operators

- Training provided
- Reduced costs as a result of better co-ordination
- Administration assistance to Operators

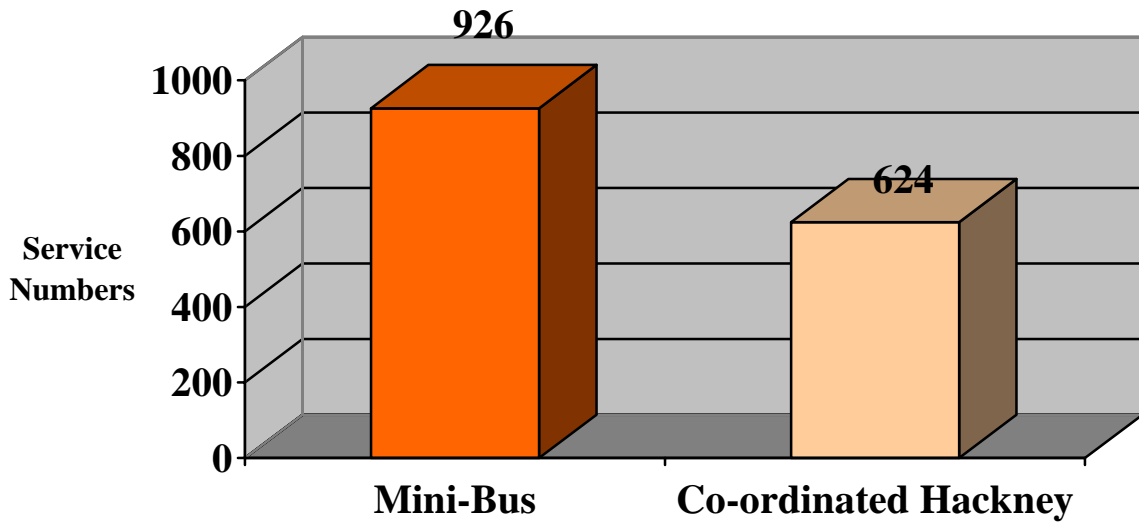
Advantages to S.W.C.R.T.I.

- Cost benefits due to the increased volume of work to operators
- Increased awareness of the S.W.C.R.T.I.
- Positive impact on the lives of the individual end-user

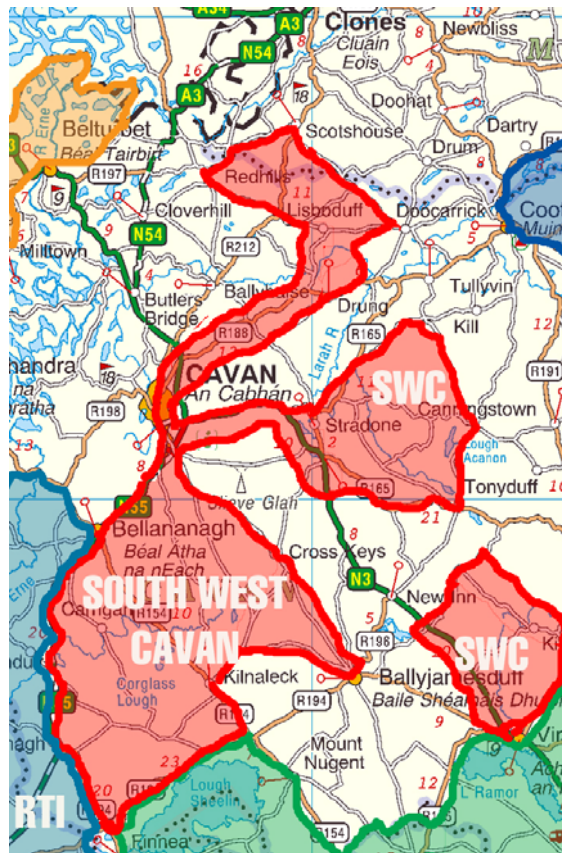
The procedures on how the social car scheme operates are as follows:

- Childcare Services route all request for taxis to S.W.C.R.T.I.
- S.W.C.R.T.I. book the most appropriate operator so to reduce dead mileage and waiting time
- S.W.C.R.T.I. invoice Childcare Services for all services
- Operators invoice S.W.C.R.T.I. and payment is issued to Operator by S.W.C.R.T.I.

Types of Services provided in 2006



The geographical area covered by the projects mini-bus service includes the towns and villages of Ballinagh, Ballyhaise, Ballyjamesduff, Kilnaleck, Redhills, Scotshouse, Stradone, Virginia and their surrounding hinterlands. The co-ordinated hackney scheme for Child and Family services encompasses the whole of central Cavan.



54% of the regular, scheduled or demand responsive mini-bus services provided by the project were fully accessible and as a result of co-operation from the Rural Social

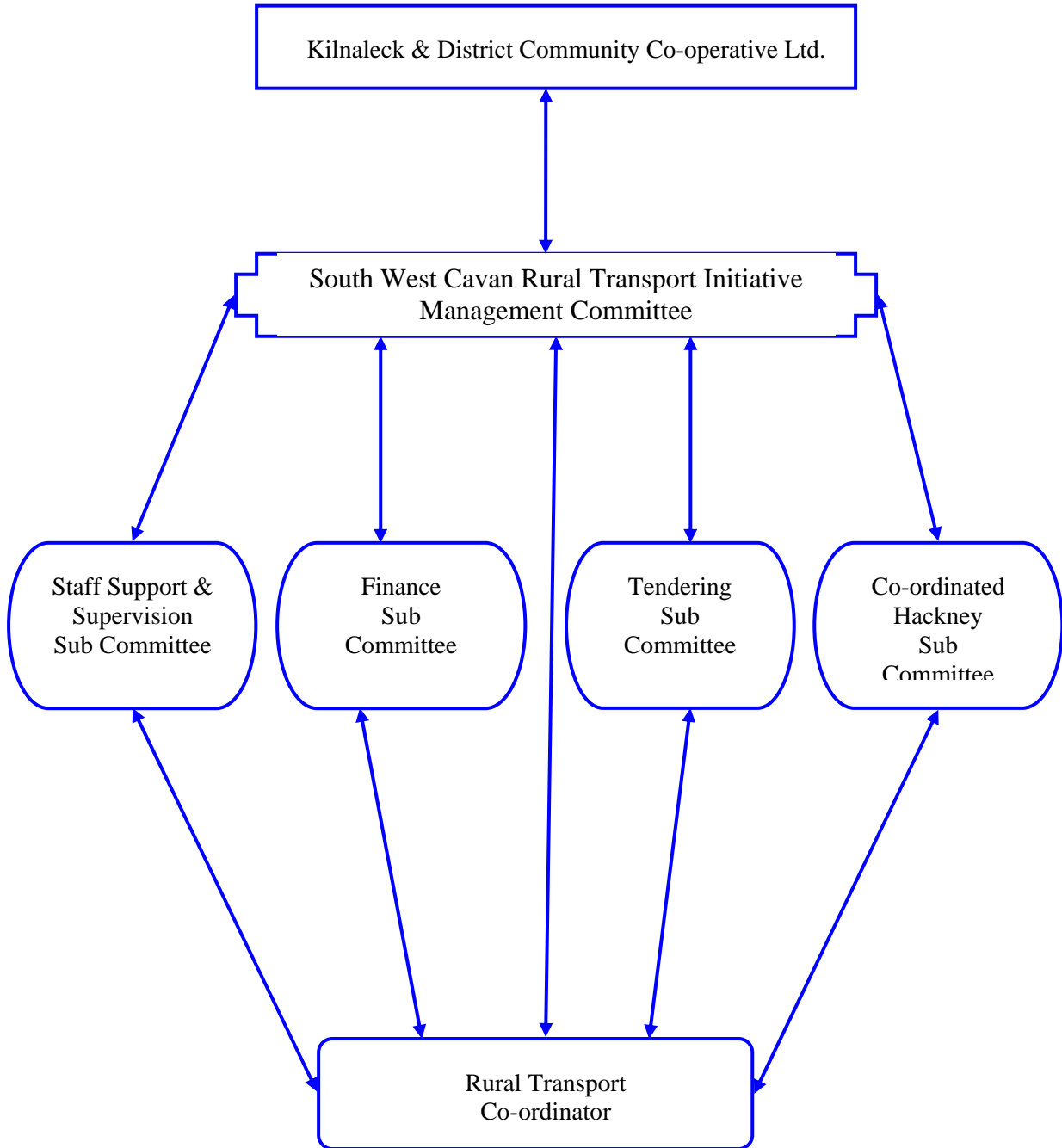
Scheme we were able to provide a passenger assistant on four weekly services to assist passengers. This assistance goes a long way to alleviating the social exclusion and marginalisation experienced by those who to varying degrees are physical incapacitated. The provision of a passenger assistant to aid these people allows them to carry out daily tasks such as shopping, banking, collecting pensions, attending healthcare appointments with comfort and dignity.

A door to door service is offered on all S.W.C.R.T.I. services whether they are regular scheduled or demand responsive mini-bus services or a demand responsive co-ordinated hackney service. The provision of the door to door service is essential in combating social exclusion and isolation for those who live 'a little off the beaten track'.

The fare structure of S.W.C.R.T.I. services is very simple, with free travel passes accepted on all regular scheduled or demand responsive mini-bus services (this now includes all eligible Northern Ireland travel pass holders), and a cost of €5.00 return or €3.00 single to those not in possession of a free travel pass. Full cost recovery operates on the demand responsive co-ordinated hackney service which is invoiced to the HSE.

PROJECT MANAGEMENT AND ORGANISATIONAL CHART

The following is the 2006 organisational chart of S.W.C.R.T.I.



Above is illustrated an organisation chart for the S.W.C.R.T.I. The organisation is under the umbrella of Kilnaleck and District Community Co-operative Ltd., and a report on the initiative progress is made available to the co-operative on request. The S.W.C.R.T.I. is made up of a Management Committee of 14 people until the untimely death of Donald Gibney R.I.P. who was one of the driving force behind the project.

The table below contains a list of members of the board, the groups they represent and whether or not they work on any of the 4 Sub Committees.

Name & Group Represented	Management	Staff Support & Supervision	Finance	Tendering	Co-ordinated Hackney
Donald Gibney <i>R.I.P.</i> <i>Kilnaleck & District Community Co-op</i>	✓		✓		
Maureen Keady <i>Kilnaleck Social Services</i>	✓	✓			
Maureen Mc Enerney <i>Community Representative</i>	✓				
Bridget Boyle <i>Irish Wheelchair Association</i>	✓				
Michael McCormick <i>Bus Éireann</i>	✓			✓	
Geraldine Clarke <i>South West Cavan C.D.P.</i>	✓	✓			✓
Bridie O Reilly <i>County Social Services</i>	✓				
Francis O'Callaghan <i>N.S.E. North East</i>	✓				
Brian Daly <i>N.S.E. North East</i>	✓				✓
Patrick Gaffney <i>Community Representative</i>	✓		✓	✓	
Nancy Reilly <i>Passenger Representative</i>	✓				
Mary Callan <i>Kilnaleck Social Services</i>	✓			✓	
Pamela Carney <i>Cavan Partnership</i>	✓	✓			✓
Noelene Conaty <i>Kilnaleck & District Community Co-operative</i>	✓		✓		

The functions of each Sub Committee are listed below:

Staff Support & Supervision Sub Committee:

The role of the staff support and supervision sub committee is to consider aspects of the professional developmental needs of the Co-ordinator. This includes the need for re-assurance and feedback, the need to be involved in particular decisions, the need to explore time management issues, on going appraisal and specific work tasks. It includes challenges both professionally and personally in issues that impact on the work. The training needs of the Co-ordinator are also addressed by the sub committee.

Finance Sub Committee:

The role of the finance sub committee is to supervise the financial workings of the group, to monitor and review expenditure on an ongoing basis. To review all financial reports i.e. cheque journals, cash receipt journals, Pobal quarterly returns etc.

Tendering Sub Committee:

The role of this sub committee is to evaluate all tenders received, and provide recommendations for the Management Committee.

Co-ordinated Hackney Sub Committee:

The role of this sub committee is to oversee the general operation of this pilot project

3. PROJECT DEVELOPMENT

S.W.C.R.T.I. is working towards extending the geographical coverage area to all parts of County Cavan where there is no current provision of transport. This would extent the project area west to meet with Rural Lift, North to meet Baltibus, East to meet Flexibus and South to meet North Longford Rural Transport Initiative.

In an effort to achieve the above aim the S.W.C.R.T.I. deepened its services in 2006 by the provision of an extra bus on the Thursday Cavan route. This enabled the expansion of the service in the areas of Ballyjamesduff, Crosserlough, Lishenry, and also alleviated the overcrowding on the original service provided in this area. Four new monthly services were introduced to assist clients of Crosskeys Active Age Club and Clifferna Active Age Club to access this vital service for older persons. There was also a pilot co-ordinated hackney scheme established to serve the needs of Child and Family Services in central Cavan.

S.W.C.R.T.I. facilitated a pilot demand responsive co-ordinated hackney scheme. As explained previously in this report this pilot transport service is run in conjunction with Cavan Child and Family Services and was set up in conjunction with Brian Daly, Chairperson of the transport sub-committee within the HSE.

The commitment of S.W.C.R.T.I. to the enhancement of skills of all those involved which include the committee, co-ordinator, operators/driver and passenger assistants result in the following types of training being made available.

- Pobal seminars and conferences
- Community Transport Association of Ireland training days
- Irish Rural Link seminars
- Community Transport Association (UK) event in Manchester
- Mini-bus Driver Awareness Scheme (MiDAS)
- Mini-bus Emergency Evacuation Procedures (MEEP)
- Social Audit Technicians course
- Diploma in Community Development Practice
- Diploma in Community Leadership and Management in NCI, Dublin
- Assist Suicide Intervention Skills training



An evaluation of the qualitative impact of the South West Cavan Rural Transport Initiative on its passengers was published and launched at the annual general meeting of Kilnaleck and District Community Co op which is the umbrella group under which the S.W.C.R.T.I. operates.

SOUTH WEST CAVAN RURAL TRANSPORT INITIATIVE



An evaluation of the qualitative impact of the South West Cavan Rural Transport Initiative on its passengers.

5. COMMUNITY INVOLVEMENT

Community involvement and participation is vital to the future successes of the S.W.C.R.T.I. This was accomplished through close collaboration with the local community development project and through the attendance at all transport related events and seminars. The project is currently developing a webpage on the Cavan County Community & Voluntary Forum website. We hope that this will further enhance the profile of the project.

Following the launch of the research on the qualitative impact of the S.W.C.R.T.I. on its passengers a copy was given to all passengers using our service and the co-ordinator travelled on all routes provided by the project in order to gather feedback on the research from the passengers themselves.

S.W.C.R.T.I. also worked with HSE elderly services and the local elderly service on the ground and during this process four new services were identified. These four new monthly services were introduced to assist clients of Crosskeys Active Age Club Clifferna Active Age Club to access the vital service offered for older persons in these areas.



There were also talks held with the C.D.A. Trust Ltd. (Cavan Drug Awareness) around ways in which the S.W.C.R.T.I. may be able to assist the C.D.A. Trust to provide transport for their clients. The Cavan Drug Awareness is a community based project, which aims to address the issue of substance misuse through the provision of information, family support, and complementary therapy.

6. SERVICE DEVELOPMENT

S.W.C.R.T.I. deepened its services in 2006 by the provision of an extra bus on the Thursday Cavan route. This enabled the expansion of the service in the areas of Ballyjamesduff, Crosserlough, Lishenry, and also alleviated the overcrowding on the original service provided in this area. Four new monthly services were introduced to assist clients of Crosskeys Active Age Club and Clifferna Active Age Club to access this vital service for older persons. These services operate as flexible route based door to door services.

There was also a pilot co-ordinated hackney scheme established in central Cavan. This pilot transport service is run in conjunction with Child and Family Services and was set up by the hard work of Brian Daly who established a transport sub-committee within the HSE. This transport sub-committee and Child and Family Services in Cavan identified a need to provide a co-ordinated approach to the provision of transport to their service to and from the community. After discussions with ourselves we set up a pilot co-ordinated hackney scheme with our existing panel of operators.

The H.S.E. in conjunction with S.W.C.R.T.I. officially launched the pilot co-ordinated hackney scheme on the 7th September in St. Felim's Cavan.



Launch of Social Car Scheme in St. Felim's, Cavan 7th September 2006.

Claire O'Shea, Rural Lift (front left), Terri McGourty, Development Officer, Pobal, Brian Daly, Transport Manager and Pilot facilitator HSE, Maureen Keady, SWCRTI, Nancy Reilly, SWCRTI and Mary Callan, SWCRTI. (Back L-R) Corinne Flood, Private Operator, Bartley McGovern, Private Operator, Miriam McKenna, Flexibus, Nicola Lawless, Flexibus, Frances O'Callaghan, Project Manager, HSE, Damien O'Neill, Co-ordinator, SWCRTI, Maura Soden, Childcare Services, Cavan, Clair Quinn, Disability Services, Monaghan, Pat Lennon, Co-ordinator, Balti Bus, Bernie Finnegan, Rosemary Kerrigan, Rural Lift and Patrick Gaffney, Chairman SWCRTI at the Official Launch of the Social Car / Co-ordinated Taxi Pilot between the HSE Childcare Services, Cavan and South West Cavan Rural Transport Initiative based in the Realtog Centre, Kilmaleck and HSE Disability Services, Monaghan and Bawn and Lattin Rural Transport Initiative (Balti Bus), based in the Resource Centre, Lattin, Co Monaghan. The Pilot is a unique approach to addressing the Transport needs of the HSE in a community setting through collaboration with the Cavan and Monaghan Rural Transport Initiatives and Private Operators in each County.

Summary of Route in Operation as at the 31st December 2006

Route Number	Route Name
Route 3A	Kilnaleck South Service <i>Weekly on Friday</i>
Route 3B	Kilnaleck North Service <i>Weekly on Friday</i>
Route 5A	Carrick Church via Kilnaleck & Drumkilly to Cavan <i>Weekly on Thursday</i>
Route 5B	Lisheny via Ballyjamesduff & Crosserlough to Cavan <i>Weekly on Thursday</i>
Route 6A	Bruskey - Kilnaleck Service <i>Fortnightly on Wednesday</i>
Route 6B	Derrin's Bridge - Kilnaleck Service <i>Fortnightly on Wednesday</i>
Route 7A	Crosskeys - Ballyjamesduff Service <i>Monthly on 3rd Wednesday</i>
Route 7B	Crosskeys - Bullarua Service <i>Monthly on 3rd Wednesday</i>
Route 9	Bunnoe via Redhills - Cavan Service <i>Weekly on Friday</i>
Route 11A	Lavey via Clifferna – Cavan Service <i>Weekly on Friday</i>
Route 11B	Carrickallen via Knockataggert - Cavan Service <i>Weekly on Friday</i>
Route 12	Killinkere Area – Virginia Service <i>Weekly on Friday</i>
Route 13A	Ballyhaise – Stradone <i>Monthly on 1st Thursday of the Month</i>
Route 13B	Lavey via Grousehall to Stradone <i>Monthly on 1st Thursday of the Month</i>
Route 14A	Ballyhaise via Stradone to Clifferna <i>Monthly on 4th Thursday of the Month</i>
Route 14B	Lavey via Grousehall to Clifferna. <i>Monthly on 4th Thursday of the Month</i>

7. MARKETING & PUBLIC RELATIONS

S.W.C.R.T.I. worked closely with the South West Cavan Community Development Project, Cavan Community & Voluntary Forum, HSE Elderly Service and local Active age and age and Opportunity groups in the area served by the project to market the project and to enhance the awareness of the community at large of the project.

The launch of the research on the qualitative impact of the S.W.C.R.T.I. on its passengers had a positive effect on raising awareness of the project in the community as copies of the research were made available at local events and was also made available to the passengers that used our services, these passengers used the document to make their friends and families more aware of the project.

The project produced in house all the flyers and timetables for the routes that the project provides. This allows for the latest information on services being available at all times and it is also more environmentally friendly as only the required amount of timetable or flyers are printed at a time.

The local news sections of the Anglo Celt news paper were used to inform the public of surveys and changes of route areas etc. There was no media campaign to increase the awareness of the project existing routes but there was targeted distribution of flyers in the operational area of all routes throughout the year. The main reason for not having a media campaign was the lack of funds available with the secondary reason being that as a small project there is a need for a national branding to give greater effect of a media campaign.

Cavan Community and Voluntary Forum were also hoping to launch a website with space available for local community and voluntary groups to publicise their projects. The Co-ordinator has been in constant contact with Cavan Community and Voluntary Forum so that the project can avail of this web space.

8. CO-OPERATION, COLLABORATION & LINKAGES

Since the S.W.C.R.T.I. inception there have been strong linkages with other organisations that have an interest in transport provision in areas covered by the project, there has also been ongoing efforts to create new linkages with other organisations through members of the board and the co-ordinator becoming actively involved on other committees. The Co-ordinator is a member of the Operational Sub Committee that Pobal setup, and he is also the Treasurer of County Cavan Community and Voluntary Forum and Vice Chairperson of South West Cavan Community Development Project

The table below shows the linkages that the S.W.C.R.T.I. currently holds through representation on its board:

<i>Agency and Representation on the Board</i>	Areas of Co-operation, Collaboration and Linkages
HSE North East	Meeting with the HSE in the Cavan/Monaghan area in a bid to negotiate funding to provide transport services which would be mutually beneficial to both parties. Cavan/Monaghan elderly services have given support both financially and in an advisory capacity to carry out the study into the qualitative impact of the S.W.C.R.T.I. on its elderly passengers.
Cavan Partnership	Cavan Partnership has also facilitated S.W.C.R.T.I in an advisory/support capacity.
Irish Wheelchair Association Cavan Branch	The Irish Wheelchair Association Cavan Branch have given invaluable support at committee level as well as supporting the operators providing the service by given useful information on wheelchair and all ability access.
Bus Éireann	Bus Éireann provide assistance with the process of tendering for services, and were always available for comment and advice on the set up of routes. All services into Cavan town can connect to onward services on the Bus Éireann network.
Kilnaleck & District Community Co-op Ltd.	Kilnaleck & District Community Co-op Ltd is the umbrella organisation under which the S.W.C.R.T.I. operates. Since start up they have provided the initiative with a project base and meeting room facilities. They have also resourced the group in an advisory and support capacity. Kilnaleck & District Community Co-op also absorbed the cost of auditing S.W.C.R.T.I. accounts.

Kilnaleck Social Services	Kilnaleck Social Services provide the project with assistance in identifying routes and passengers. They have also been instrumental in promoting and marketing the project. Kilnaleck Social Services also provide refreshments to passengers on Fridays, and also undertook the catering for S.W.C.R.T.I. meetings.
Community Representatives	Community Representatives provide feedback from local community groups on route and passenger requirements.
Passenger Representative	The Passenger Representative provides feedback from passengers using the service.

The table below shows the linkages that the S.W.C.R.T.I. currently holds with other organisations that are non board members.

Agency	Areas of Co-operation, Collaboration and Linkages
County Development Board	The County Development Board had assisted the project financially in the setting up a new route in 2005, this financial aid continued in to part of 2006, and the County Development Board also providing the project with a county base platform for networking and promotion.
County Cavan Community & Voluntary Forum	S.W.C.R.T.I. co-ordinator was treasurer of the County Cavan Community & Voluntary Forum until he resigned due to time constraints, The Chairperson is also a member of the Community & Voluntary forum. This will provide the project with a platform to promote itself on a county basis.
Rural Social Scheme	S.W.C.R.T.I. works closely with the area supervisor of the Rural Social Scheme (R.S.S.), the R.S.S. provides a passenger assistant on some of the services provided by the project.
Irish Central Border Area Network	S.W.C.R.T.I co-ordinator and a committee member completed the Joining Up Development Programme.
Community Transport Association of Ireland	S.W.C.R.T.I. is a member of the Community Transport Association of Ireland and is also represented on the Executive Committee and the Steering Committee of The Community Transport Advice and Information Service
South West Cavan Community Development Project (S.W.C.C.D.P.)	The S.W.C.C.D.P. has worked with the S.W.C.R.T.I. over the past three years. The S.W.C.C.D.P. has provided administrative support to the S.W.C.R.T.I. and has assisted the S.W.C.R.T.I. in an advisory and supportive capacity.

9. LEVERAGE OF FUNDING

Source of funding	Amount	% of overall budget	Contribution to group or contract for service	Non financial support (please state)
Rural Transport Initiative	€64,755.00	61%		
Dept. Social & Family Affairs (Free Travel)	€13,813.00	13%		
Fares	€18,043.50	17%		
Kilnaleck Social Services	€600.00	>1%	Contribution to the general costs of the project	Kilnaleck Social Services provide the project with assistance in identifying routes and passengers. They have also been instrumental in promoting and marketing the project. Kilnaleck Social Services also provide refreshments to passengers on Fridays, and also undertook the catering for S.W.C.R.T.I. meetings.
Kilnaleck & District Community Co-op				Kilnaleck & District Community Co-op Ltd is the umbrella organisation under which the S.W.C.R.T.I. operates. Since start up they have provided the initiative with a project base and meeting room facilities. They have also resourced the group in an advisory and support capacity. Kilnaleck & District Community Co-op also absorb the cost of auditing S.W.C.R.T.I. accounts
South West Cavan Community Development Project	€337.00	>1%	Contribution towards training expenses	The S.W.C.C.D.P. has worked with the S.W.C.R.T.I. over the past 3 years. The S.W.C.C.D.P. has provided administrative support to the S.W.C.R.T.I. and has assisted the S.W.C.R.T.I. in an advisory and supportive capacity

FAS				Kilnaleck District Community Co-op allocated a FAS worker to the S.W.C.R.T.I. to assist the project by doing some administration work during 2006. This position has been discontinued.
HSE North East	€7,500	7%	The HSE North East provided funds for the project to assist in the set up of a co-ordinated hackney service	The HSE provide ongoing support to the project by having two representatives on the board and by the catalyst of the setting up the pilot co-ordinated hackney service by getting Cavan Child and Family Services to agree that such a service could improve efficiency for both Child and Family Services and S.W.C.R.T.I.
Bus Éireann				Bus Éireann have provided assistance with the process of tendering for services, and were always available for comment and advice on the set up of routes. All services into Cavan town can connect to onward services on the Bus Éireann network.
Cavan Partnership				Cavan Partnership has facilitated S.W.C.R.T.I in an advisory/support capacity.

10. MONITORING, EVALUATION AND REVIEW

The qualitative and quantitative outcomes of the project are detailed below.

Qualitative outcomes

Below are some quotes from letters received by S.W.C.R.T.I. by passengers using the service.

"I am an old age pensioner, I lost my husband last September. He did the driving for shopping and to collect pensions etc. As I do not drive it would be impossible for me to get out. Since I started to avail of the rural transport service I am able to get out as I am collected at my door and left back to my door. I congratulate those in charge for such a wonderful service."

"There is a special aspect to the rural transport, we meet and chat with people we haven't met for a long time. We also see what's going on in the countryside, new houses, and new farm yard building and so on."

"It means a lot to me to be able to use my Bus Pass."

"I have used the new Mini-bus transport and would like to say that it is a wonderful convenience and give us senior citizens a degree of independence which we would not otherwise have. Living in the heart of the country we are very dependent on others to get to town. It is a great feeling to be able to attend to ones own business and at a time of day when it is most suitable for us to go to town."

"A lot of people think it is a good thing because there was nothing like this before."

"A note to let you know how pleased I am with the transport service which is so reliable. Now that the post office is closed in Redhills it is great to get to Ballyhaise and on to Cavan."

Quantitative Outcome

Below is a table of the Quantitative outcomes of the projects Mini-Bus Services in 2006 on a monthly Basis:

	Number of Services Provided	Fares Collected	No. of fare paying passengers	Total Number of Free Travel Pass Holders	Number of Other Free Passengers	Total No. of Passengers	Total No. of Male	Total No. of Female	Total No. of Passengers under 18	Total No. of Passengers 18 - 25 yrs	Total No. of Passengers 26 - 65 yrs	Total No. of Passengers >66 yrs	Total No. of Passengers Requires Assistance	Total No. of Wheelchair Users
<i>January</i>	68	€327.00	129	515	14	658	139	519	33	11	144	470	50	12
<i>February</i>	68	€347.00	135	567	0	702	119	583	21	31	129	521	66	14
<i>March</i>	82	€371.00	144	625	4	773	138	635	15	21	160	577	62	12
<i>April</i>	72	€326.00	127	564	6	697	131	566	26	13	138	520	84	14
<i>May</i>	72	€315.00	123	637	0	760	170	590	4	11	163	582	80	16
<i>June</i>	76	€518.00	203	654	0	857	171	686	52	17	179	609	53	12
<i>July</i>	64	€403.00	159	479	4	642	129	459	89	7	113	433	43	10
<i>August</i>	72	€369.00	145	511	2	658	121	537	53	8	138	459	49	12
<i>September</i>	86	€207.00	80	770	30	880	171	709	8	1	161	710	77	12
<i>October</i>	84	€535.00	104	682	0	786	153	633	4	12	140	630	64	12
<i>November</i>	92	€247.00	96	849	0	945	170	775	6	4	170	765	84	14
<i>December</i>	90	€252.00	99	780	6	885	170	715	11	7	152	715	76	12
Total 2006	926	€4,217.00	1544	7633	66	9243	1782	7407	322	143	1787	6991	788	152

Below is a table the Quantitative outcomes of the projects Co-ordinated Hackney Services in 2006 on a monthly Basis.

	Number of Services Provided	Fares Collected	No. of fare paying passengers	Total Number of Free Travel Pass Holders	Number of Other Free Passengers	Total No. of Passengers	Total No. of Male	Total No. of Female	Total No. of Passengers under 18	Total No. of Passengers 18 - 25 yrs	Total No. of Passengers 26 - 65 yrs	Total No. of Passengers >66 yrs	Total No. of Passengers Requires Assistance	Total No. of Wheelchair Users
<i>January</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>February</i>	18	€604.50	24	0	0	24	1	23	17	1	6	0	0	0
<i>March</i>	67	€1477.75	120	0	0	120	22	98	49	0	71	0	0	0
<i>April</i>	67	€1683.00	109	0	0	109	27	82	47	4	58	0	0	0
<i>May</i>	91	€2173.00	154	0	0	154	31	123	73	10	71	0	0	0
<i>June</i>	119	€2846.75	161	0	0	161	33	128	101	9	51	0	0	0
<i>July</i>	53	€1659.50	114	0	0	114	24	90	63	2	49	0	0	0
<i>August</i>	38	€1211.75	98	0	0	98	47	51	56	5	37	0	0	0
<i>September</i>	46	€928.75	120	0	0	120	51	69	63	12	45	0	0	0
<i>October</i>	41	€956.50	111	0	0	111	48	63	59	11	41	0	0	0
<i>November</i>	45	€987.00	116	0	0	116	50	66	70	0	46	0	0	0
<i>December</i>	39	€1228.25	72	0	0	72	17	55	40	5	27	0	0	0
Total 2006	624	€15756.75	1199	0	0	1199	351	848	638	59	502	0	0	0

11. PROOFING OBLIGATIONS

Poverty Proofing

The actions of S.W.C.R.T.I. positively impact on poverty in its operational area by:

1. Providing basic transport for people who previous had no access to transport.
2. Providing an enhanced, reliable transport service with accessibility for all.
3. Having a positive effect on men, women and children experiencing poverty and isolation through the lack of mainstream transport services within the area.

Gender Proofing

The actions of S.W.C.R.T.I. positively Impact on gender equality by being gender neutral in its delivery affecting both males and females. There are significant numbers of older people both male and female living alone, the S.W.C.R.T.I. helps these people maintain their independence and have choices with regard to availability of services and social activity. Also males and females who are single carers for their older relatives, also benefit from the S.W.C.R.T.I. The project has had a positive impact on all of these peoples quality of life.

Equality Proofing

The actions of the S.W.C.R.T.I. positively impact on equality within the operational area. The availability of accessible transport provides a major improvement in social and leisure opportunities for people with mobility difficulties.

The provision of services is providing access to opportunity and freedom of choice to travellers, ethnic minorities and other groups experiencing social exclusion. The provision of transport also enables excluded groups to play a more active role in community development locally and to articulate their needs at a policy level.






























Rural Proofing

The S.W.C.R.T.I. impacts positively on rural development by addressing issues of isolation and the lack of access to basic services, recreational and social opportunities. The co-ordination of rural transport services ensures that people in isolated areas have the same opportunity to avail of services as urban dwellers. The S.W.C.R.T.I. also has an integrated approach by ensuring that a many services as possible integrate with provincial bus services.

Environmental Proofing

S.W.C.R.T.I. has a positive impact on the environment by multi-passenger occupancy on its vehicles, and through the co-ordination of services, thus reducing the amount of fuel used and emissions from these vehicles. S.W.C.R.T.I. ensures that all office supplies and equipment are environmentally friendly.

12. S.W.O.T. ANALYSIS

Strengths	Opportunities
<ul style="list-style-type: none">  Serving people in rural areas.  Door to door services  Strong representation on board  Strong links with the HSE  Quality services provided by Operators  MiDAS training provided for drivers  MEEP Training provided for drivers  Provided transport where previously it was not available  Loyal passengers  Tight budget control  Good networking with other projects  Excellent public relations  A positive action to tackle social exclusion 	<ul style="list-style-type: none">  Aailed of cost effective training provide by the Community Transport Association  Aailed of other funding  Meeting with other groups such as the DFI and Cavan Drug Awareness Trust around the issues of Transport  Aailed of the expertise of committee members  Good relationship with the HSE  Pilot programme, Co-ordinated Hackney Scheme in conjunction with HSE  To expand to a point where with the support of partner agencies an accessible transport matrix for the entire community could be secured
Weaknesses	Threats
<ul style="list-style-type: none">  For the project to grow there is a requirement for extra staff  Non existence of a national brand to promote the RTI nationwide  Excessive administration is time consuming  New ideas difficult for elderly to comprehend 	<ul style="list-style-type: none">  Uncertainty of what mainstreaming will bring  Inability to extend geographical area due to funding constraints  Low availability of wheelchair accessible vehicles  Changes in legislation needed  Unpopularity of some passengers on certain services

12. KEY ACHIEVEMENTS

The key achievements of 2006 were:

- Leveraged funding to carry out training for drivers, operators, and the co-ordinator
- Published a study into the qualitative impact of the S.W.C.R.T.I. on its passengers
- Successfully expanded routes 5 by splitting the route and increasing the geographical area covered by this route
- All drivers operating services for the S.W.C.R.T.I. are MiDAS trained
- Provided additional Fire Evacuation training for drivers and operators
- Increased the passenger confidence in services
- Set up and operation of a pilot co-ordinated hackney service, in conjunction with Child and Family Services, H.S.E.
- Increase in number of passengers using the service by over 2,000.
- Increase in no. of mini bus services by 210.
- Moved into a new more spacious office

13. KEY CHALLENGES 2006

The key challenges faced by the S.W.C.R.T.I. in 2006 included the increased workload borne by the project due to the introduction of the co-ordinated hackney service, and the increased number of routes. The uncertainty of what mainstreaming would bring to the project, meant that no long term plans could be made into the structure and make up of the project.

The office space was very restricted but the project moved into a new office last 2006 which was stressful and very challenging to ensure the smooth running of the project during the upheaval.

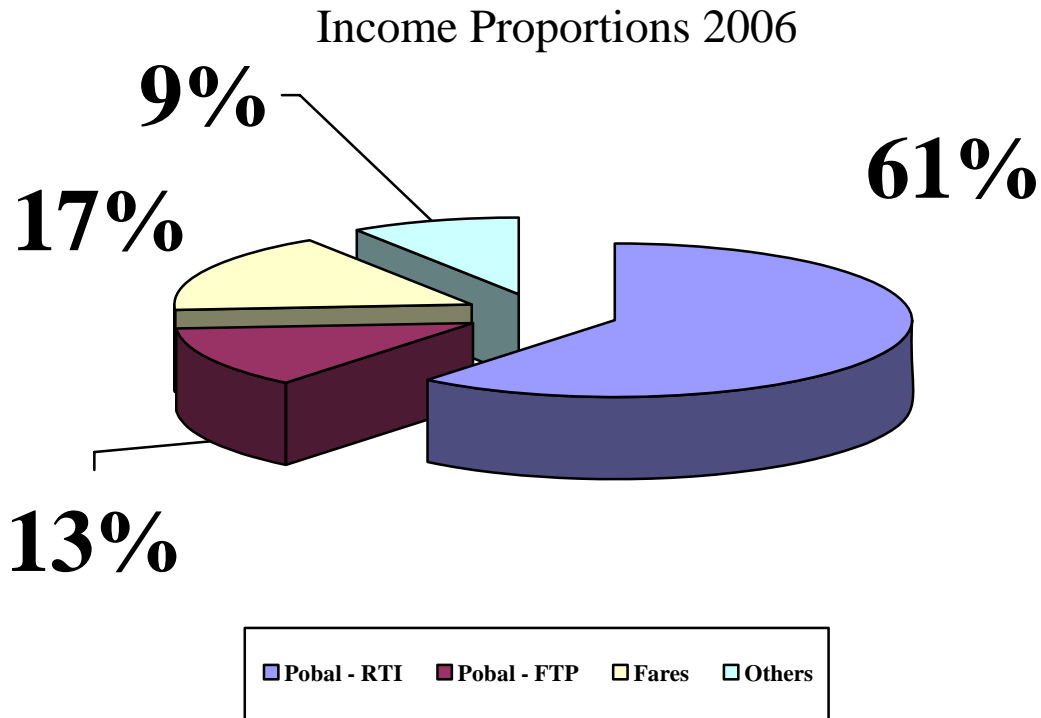
14. FUTURE PLANS

The future plans of the project are very limited due to the main streaming process and the uncertainty this brought. The S.W.C.R.T.I. is fully committed to the main streaming and look forward to planning ahead following the completion of the main streaming process.

15. FINANCIAL SUMMARY

Income 2006

Pobal - RTI	€64,755.00
Pobal - FTP	€13,813.00
Fares	€18,043.50
Others	€9,637.00
Total	€106,248.50

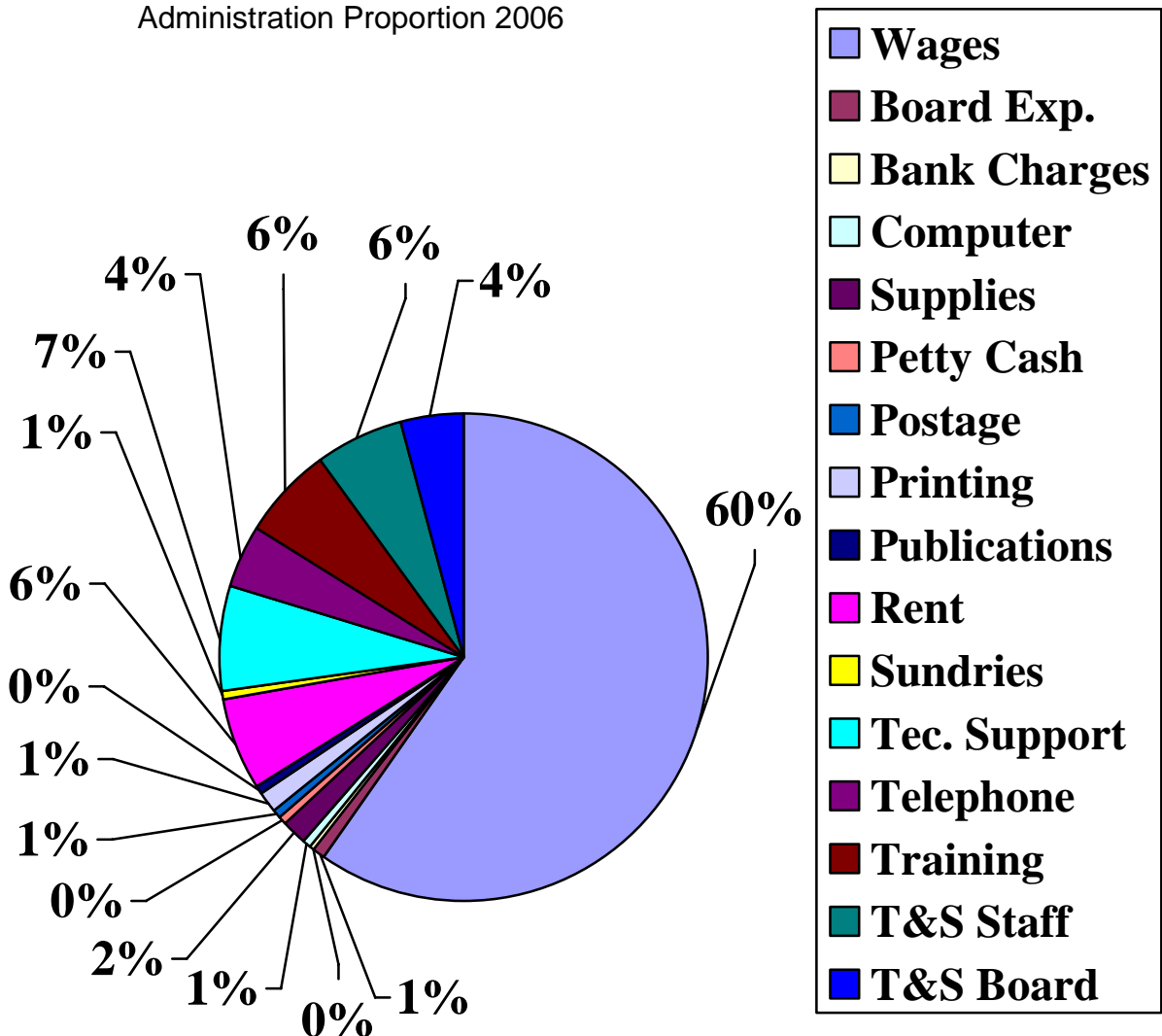


Expenditure 2006

Administration

Wages Co-ordinator	€25,414.91
Board Expenses (i.e. Meetings)	€418.50
Bank Charges	€22.85
Computer Maintenance	€250.00
Office Supplies	€748.76
Petty Cash	€200.00
Postage & Courier	€241.60
Printing & Stationery	€603.20
Publications/Subscriptions	€200.00
Rent	€2,650.00
Sundry Expenses	€288.00
Technical Support	€2,952.00
Telephone & Fax	€1,756.32
Training	€2,582.00
Travel & Sub (Staff)	€2,493.05
Travel & Sub (Board)	€1,747.03
Total Administration	€42,568.22

Administration Proportion 2006



Capital Costs

IT – Hardware €965.00

Operational Costs

Sub Contracting Costs €63,695.57

Expenditure Proportioned for 2006

Administration Costs €42,568.22

Capital Costs €965.00

Operational Costs €63,695.57

Total Expenditure €107,228.79

Expenditure Proportions 2006

