

CASE STUDY: RTP ADDING VALUE TO HSE SERVICES IN CAVAN

1. Introduction

This case study provides information on a pilot Co-ordinated Hackney Service carried out by Cavan Area Rural Transport (CART) on behalf of the Health Service Executive (HSE). The HSE Co-ordinated Hackney / Taxi service is providing a model of partnership with local licensed operators in Cavan, actively engaging them in the efficient provision of rural transport services. This case study aims to provide the details of this partnership approach providing information on the history of the pilot, how it is currently operating, the value for money of such a service and the vision for the future.

Cavan Area Rural Transport is funded by the Rural Transport Programme (RTP) which is managed by Pobal on behalf of the Department of Transport. CART also receives funding from the Department of Social and Family Affairs for operating the Free Travel Pass Scheme. CART use local operators and provide typical RTP type community services such as flexible door-to-door rural transport minibus services, along with the Co-ordinated hackney/ taxi scheme. CART has extended their service area in recent times and now covers most of south and central Cavan (see Map of Service Area). The HSE in Cavan and Monaghan work in partnership with CART, along with other RTP Groups in the area – Flexibus in Meath, Balti Bus in Monaghan and Rural Lift in north Cavan. This partnership takes a number of different forms, such as providing services to the elderly for day care centres in the area. The co-ordinated Hackney service is one example of a transport model in operation emerging from this partnership approach¹.

2. Co-Ordinated Hackney / Taxi Service

2.1 The Need

Transport is a problematic need for the Child and Family Services section of the HSE, for children in care and for their guardians. Along with carrying out the work of childcare services, the HSE has had the burden of co-ordinating transport for children where public or private transport is unavailable. Transporting children requires responsibility and additional caution, particularly from a health and safety perspective. Adult supervision is needed whether that is from a parent, guardian, social worker or passenger assistant.

The services needed include demand responsive services to the health facilities in Drumalee; access journeys for children visiting their parents; trips to care centres, to education and for other activities (e.g. social/ religious activities). Professionalism and sensitivity is required when delivering this type of service. For this reason, unlike other RTP services, the passenger is often unaware of CART's (or the RTP's) involvement in the service and are mainly concerned about their trip from A to B.

¹ The HSE has recently contributed to the capital cost of a low-floor, fully accessible bus to Flexibus, with the agreement that they will allow CART to use it once a month free of charge.

2.2 The Service

In March 2006 the co-ordinated taxi service was piloted by CART in conjunction with Childcare Services in the Child and Family Centre, Drumalee and the HSE North East. Since then CART has become the mediator between the HSE and the private provider. Operational procedures were set out and agreed where existing HSE contracted operators are prioritised to provide the services. All requests for transport are routed through CART who in turn issues an invoice to the HSE on a monthly basis. The HSE calls the transport office to book a service and this is logged and co-ordinated with other passengers to ensure maximum car space usage, as well as booking the most geographically appropriate hackney driver. CART is now the main point of contact for the private operators and for the Child and Family Services provided by the HSE.

Figure 1: Members Attending the Launch of the Pilot Co-ordinated Hackney Service



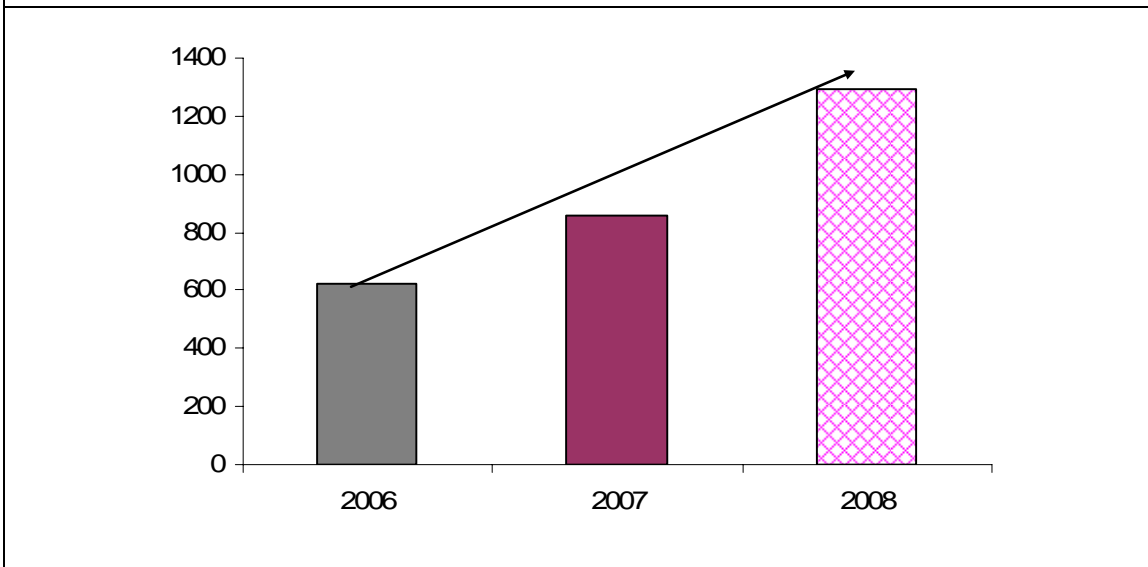
Note: The HSE have named this service the HSE Social Car Scheme, where the RTP title for it is the Co-ordinated Hackney Service.

CART at the central co-ordination point has other benefits apart from efficient co-ordination. CART also deal with other key elements of transport planning, including booking passenger assistants who are required for particular journeys and dealing with complaints that arise either from the passenger through the HSE or from the private operator. Although, complaints are limited, there is still a clear process to deal with complaints centrally through effective co-ordination.

A total of 2,776 services were provided through this transport model since March 2006 to end 2008. As shown in Diagram 1, the number of services increased over the period of the pilot from 624 in 2006, 860 in 2007 and 1,292 services in 2008. Although the number of services have been on the increase, services may decrease in 2009 due to cut backs

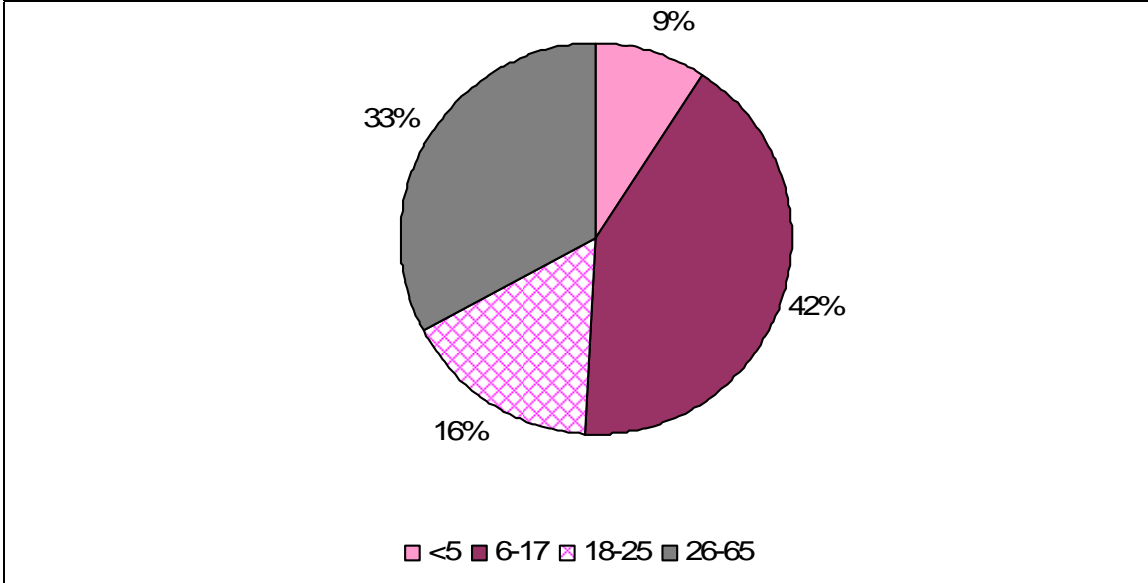
in the HSE transportation budgets. Figures for January 2009 have already seen a decrease compared to January 2008.

Diagram 1: Number of Co-Ordinated Hackney Services, March 2006 – End 2008



In 2008 there were 2,015 passengers traveling on these services. A higher proportion of those traveling on the service were female (1,385) compared to males (630). However although the age profile of those traveling are mainly young children (over half), social workers or parents often travel with these children and hence this can influence the number of passengers traveling aged 26-65 along with the proportion of females traveling.

Diagram 2: Percentage Breakdown of Passengers by Age Profile



There are four private operators that usually operate the services in the area, however one operate provides a higher proportion of services, mainly because of the number and type of vehicles available, proximity to service area and cost. The Child and Family Service use CART for the majority of their service needs apart from the services within the Cootehill area where they continue to use a private operator in Cootehill without the involvement of the RTP.

2.3 Corporate Governance

From a corporate governance perspective, there is regular contact between the HSE and CART through the Co-ordinated Hackney Scheme but also through other areas such as services for the elderly and people with disabilities. The HSE continues to be represented on the CART Management Committee as well as supporting the HSE Co-ordinated Hackney scheme. There is also a HSE Co-ordinated Hackney sub-committee in operation which meets as required. The role of this sub-committee is to oversee the general operation of the pilot project.

2.4 Procedures Prior to the Pilot

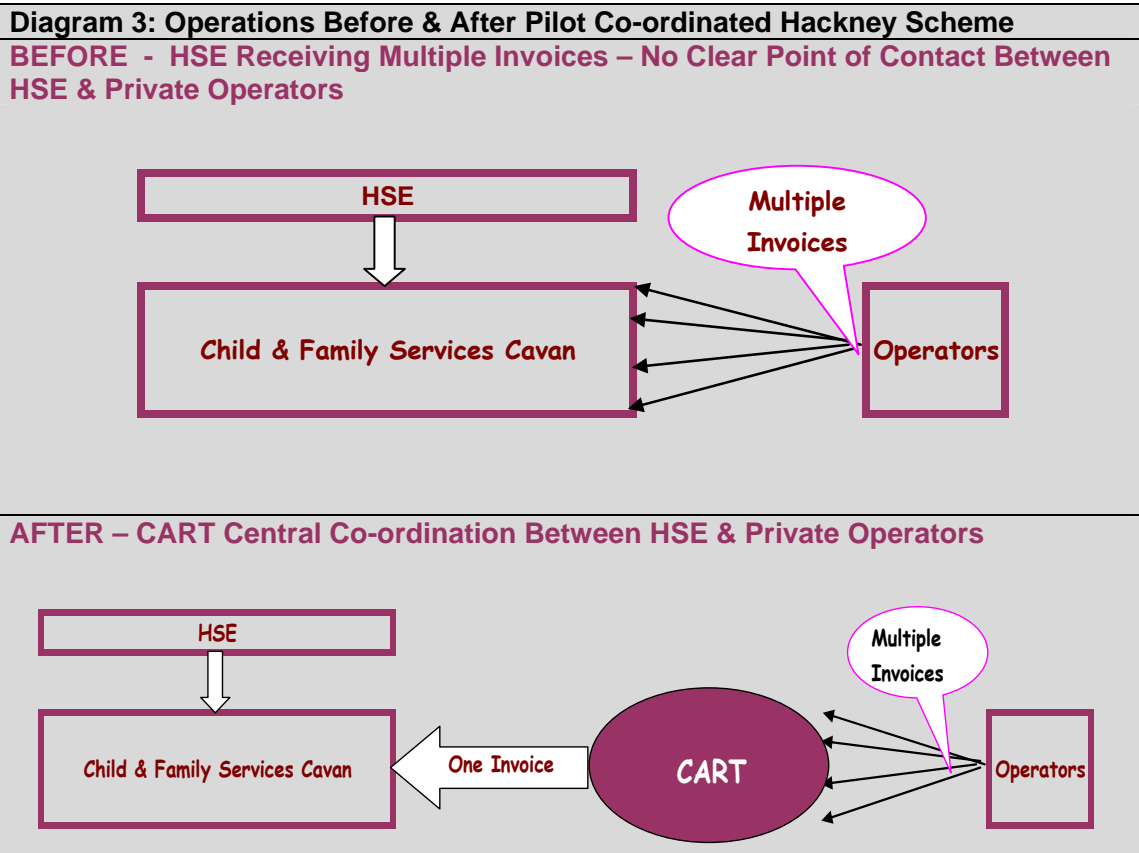
Prior to the Co-ordinated Hackney Scheme **the Child and Family Services** had the burden of co-ordinating transport and the related administration. Often the Child and Family Services would have to make a number of phone calls to hackneys/ taxis (who were in contract with the HSE) before a service could be arranged. This also meant not using the most appropriate hackney in the area in terms of distance, cost and/or utilisation. Once the service was delivered, all operators invoiced the Child and Family Service independently, leaving the HSE to deal with the payments, filing and cross checking of charges.

“co-ordination of it was lengthy time wise”

Brian Daly, Transport Manager, HSE North East

Prior to the Co-ordinated Hackney Scheme run by CART, the **private operators** dealt directly with the HSE and often found it difficult to get in touch with the right person. As not all private operators had contracts with the HSE and were thus outside of the system, many were not utilised, even though they may have been the most appropriate operator for a particular journey due to geographical access.

As for **CART**, a number of rural transport services were being delivered by CART in rural Cavan. They had the knowledge of the area, the transport management experience and were already in contact with the private operators. Thus, there was a suitable transport system in place to take on the co-ordination of the service for the Child and Family Services.



3. Implementation & Agreement

3.1 Pre-Development

This pilot was initiated and facilitated by Brian Daly, who sits on the Board of management of CART but who is also the Transport Manager for Older People Services within the HSE for the North East Region (Cavan and Monaghan). It was through Brian's involvement with CART and his knowledge of the HSE and the way transport procedures operate within the HSE, that the pilot service was instigated. Brian noticed a real opportunity for the RTP and the HSE to work in partnership and could see the potential benefits of the RTP co-ordinating transport for the HSE.

“Brian Daly is the key person in the HSE who pushed things forward for this initiative”
 Damien O’Neill, CART Co-ordinator

Brian highlighted this opportunity at the HSE North East Transport Sub-Committee. The sub-committee, which was established by Brian Daly, had a number of members representing various different HSE disciplines across counties Cavan and Monaghan, including public health nurses, acute hospital care, childcare services, disability services, residential care and services for the elderly². The sub-committee aimed to address a number of HSE related transport needs within the two Counties. The need to address

² Unfortunately the HSE North East Transport Sub-Committee has been discontinued due to HSE cut backs.

the burden of administration of organising health related transport was highlighted by this committee. The sub-committee acknowledged that transport operations within the HSE required more innovative approaches in order to reduce the burden of transport logistics on the HSE and the services that are delivered.

Following on from this requirement, it was agreed that the Child and Family Services in Drumalee, County Cavan would work with CART in a pilot initiative where all future requests for transport to access HSE services would be co-ordinated through CART. Child and Family services were chosen through the sub-committee as being a service which could be assisted by the RTP and it was found that CART had the structures in place to assist this need. Assisting this service also kept to the ethos and principles of the RTP in terms of delivering rural transport to local communities with unmet needs. Siobhán O'Rourke Manager of the Child and Family Services was supportive of this approach and could also see the long term potential benefits for the staff of the HSE and the services being delivered. Changing the mind-set of the staff involved in transport planning within the HSE was necessary and Siobhán was an example of this change.

"it's hard to change the mindset in the HSE... its to do with the communication skills.."
Brian Daly, Transport Manager for Older People Services, North East HSE

"if she (Siobhán) hadn't been willing to try something new to make savings this would not have happened" she tried to make things better for her staff and for services and doesn't get recognition for it"
Damien O'Neill, Co-ordinator CART.

3.2 Implementation

No formal agreement was set in place as such but a number of key negotiating and procedural steps took place in order for the initiative to be implemented, as highlighted below.

The HSE required **internal agreements**, including the following:

- In order to ensure that this initiative could happen it was important that the Taxi Contracts within the HSE were not affected. As the HSE have a number of Hackneys/ Taxi's in contract it was important that these private operators were retained within the pilot scheme, so as not to jeopardise the relationship with them. Brian Daly negotiated the changes with the Material's Management Section within the HSE, who deal with all terms and conditions in terms of contracts;
- It was agreed, that Hackneys/Taxis that were not in contract with the HSE could also be used by CART for this initiative along with those on contract with the HSE. This had to be handled delicately so that existing operators did not feel they were losing out on potential work.
- Brian's role within the HSE at this stage was mainly to facilitate the process and to allow for the engagement of both the Child and Family Services and CART to implement the pilot.

"I just facilitated the process and changing the mindset of the people who need the service"
Brian Daly, Transport Manager for Older People Services, North East, HSE

HSE & CART agreements included the following:

- It was important for the Child and Family Services that HSE Policy and Procedures were taken on board by new operators. CART, had to ensure that the HSE Policy and Procedures (including child policy) were adhered to. New operators were required to adopt these guidelines of operation, including confidentiality agreements and Garda clearance. This has been recorded by CART and incorporated into the Health & Safety procedures set out under the Rural Transport Programme.
- All confidentiality agreements and Garda clearance forms are verified and signed by CART staff, Damien O'Neill (CART Co-ordinator) and Sinead Coyle (CART Administrator).
- Charges were also set between CART and the Child and Family Services. This charge was €0.75 per mile of distance travelled (which was what the HSE were paying operators at the time) and an agreed "waiting around" charge of €12.50 per half hour.
- CART could carry other passengers when providing this service and use the car when there would have been waiting times. The revenue generated as a result of this is passed on as savings to the HSE.

4. Operational Costs

As shown in Table 1 below, since the initiative commenced in 2006 a total of €64,270.30 was spent by the Child and Family Services on the co-ordinated hackney scheme and of this amount €2,633.53 (4%) of the cost was paid to CART for the co-ordination of the scheme.

Year	Operator Cost	RTP Cost	HSE (Total Cost)
(March) 2006	€15,403.57	€304.18	€15,707.75
2007	€18,264.50	€750.25	€19,014.75
2008	€27,968.70	€1,579.10	€29,547.80
Total	€61,636.77	€2,633.53	€64,270.30
Percentage Cost	96%	4%	100%

In 2008, where almost 1,300 services were delivered and over 35,000 miles travelled, the Co-ordinated Hackney Scheme cost the HSE €29,547.80 of which €27,968.70 (95%) was spent on Hackney/ Taxi services for the HSE and the remainder was paid to CART towards operational costs €1,579.10 (5% of the total cost to the HSE).

As shown in Table 2 the administration contribution made to CART each year stems from what the private operators charge CART compared to what CART charge the HSE. This is a minimal charge of up to €0.05 per mile travelled.

Table 2: Charges		
Charges to CART	Charges to the HSE	CART Profit
Rate per mile €0.70 to €0.75 depending on the operator available and most appropriate for the service.	Set Rate of €0.75 per mile.	Max €0.05 per mile travelled
€12.50 per ½ hour waiting time.	€12.50 per ½ hour waiting around time.	Nil
Passenger Assistance €15 per hour.	Passenger Assistance €15 per hour	Nil

Administration time and cost is estimated as approximately 12 days per annum. Approximately €2,600 since the scheme started or €1,500 in 2008, from the HSE goes towards this operational cost. Other operational costs such as overheads, office space and equipment are supported through RTP funding.

5. Key Benefits for Those Involved

The HSE Co-ordinated Hackney service has brought added value to CART, the HSE, the private operator, the local community/economy and the exchequer. The savings are evident through the following benefits which have emerged through the delivery of the initiative.

5.1 Reduction in Administration & Co-ordination Costs

Reduced administration costs have occurred for the HSE as administration is now kept to a minimum where only one invoice is sent to the Child and Family Services from CART on a per month basis compared to multiple invoicing prior to the initiative. This also means that the Child and Family Services do not need to focus their time on transport co-ordination but can focus on their core childcare services.

“more efficient, in regards admin”

Siobhán O’Rourke, Manager Child and Family Services, Drumalee, Cavan

Administration procedures have improved for private operators also. There is one excel form which they fill out and submit on a monthly basis along with receipts/ dockets. As there is a clear payment flow, CART ensures payments are on time to the private operator who is often dependant on it, where payments were delayed previously through the HSE.

“less admin because all the bookings are coming from the one source”

Private Operator 1

“All you do is the documentation, send it in and all done – its easier for everybody”

Private Operator 2

5.2 More Centralised & Improved Co-ordination

Co-ordination of services has improved as there is one point of contact for both the HSE and the private operator i.e. CART. This also means if there are any passenger complaints that these can be dealt with appropriately between CART, HSE & private operator.

“ more centralised and organised there is one point of contact and you build up a relationship”

Siobhán O'Rourke, Manager Child and Family Services, Drumalee, Cavan

One central point of contact is very important for the private operators, where the operators are only dealing with Damien O'Neill or Sinead Coyle from CART. The CART offices are contactable during lunch times and private operators find this beneficial.

“you can always contact Damien anytime”

Private Operator, 1

“For example if a driver was going out to Drumalee for a pick up and if the lady rang and said she was not able to make the trip. We would ring CART and they would deal with it from there.....“Before you maybe waiting outside someone's house and no-body there - now there is less waiting around”

Private Operator, 1

For operators the initiative has helped improve the planning of services also as CART aim to book in advance. Operators find this useful for planning as they can get prepared in advance by getting the car ready with booster seats etc.

In addition, a much smoother running service and efficient co-ordination has resulted from the pilot, which has a positive impact on passengers. There are reduced delays and “waiting around” times for passengers. This is very important particularly when dealing with health related services and children in need of supervision and support.

5.3 Reduced Operational Costs

Reduced operational costs for the HSE due to better co-ordination of operators, agreed competitive rates and reduced waiting times. CART has created the reduction in operational costs by managing and co-ordinating services by arranging for the most suitable provider depending on geographical location. This now means that drivers have less ‘dead mileage’ and there is less time waiting around. In some cases it maybe cheaper for an operator to wait for a passenger rather than doing another trip and returning.

5.4 Appointments & Do Not Attends

On occasion CART works with the HSE in rearranging appointments in order to plan a suitable journey both for the operators and the passengers. For the operators this can help ensure less waiting time, improved utilisation of vehicles and reduced mileage. Where, for the passengers this can improve the quality of service for passengers due to better co-ordination and less “waiting around time”. Efficient co-ordination of services can reduce the number of “non attendees” at health care services.

5.5 Car Usage is Maximised

Better co-ordination also ensures greater car utilisation .The vehicle is used more appropriately for the HSE, linking passengers to different services. CART has the discretion to use the model for other services and to utilise the vehicles. CART also has knowledge of the area and the other transport and essential public services which are in operation. All of which improves the linkage and volume of transport services in the area.

As car usage is maximised and there are less “dead miles” travelled, there is an improved impact on the local environment also. Having cars run at maximum capacity reduces fuel use and emissions that damage the local environment.

5.6 High Standards (Health & Safety Training) & Reliability

Due to the influence of the RTP, the standard of transport provision has improved and in some cases operators have improved their vehicle stock because of the work generated. Moreover, operators under the RTP have undergone Health and Safety training and this training is relevant to the work of the HSE. CART provides this training to all operators and it includes an induction on the RTP Health and Safety Management System, MiDAS Car & MPV (Minibus Drivers Awareness Scheme), MiDAS Passenger Assistant Training and MEEP (Minibus Emergency Evacuation Procedures). This has made operators more aware of dealing with the public and with passengers in particularly sensitive situations. Improved health and safety standards are also extremely important to the passengers, where they rely on the service and the drivers.

“the Health & Safety training helped me, it makes you more aware of different needs and you know this now” “I’m more aware now of peoples circumstances and know how to approach people and how to deal with them”

Private Operator, 2

5.7 Greater Confidence in the Services & Working in Partnership

Working in partnership with both the HSE and the private operators is important to CART particularly in terms of ensuring future growth and sustainability. The HSE can see the benefits of working in partnership with CART and hopefully these benefits will be illustrated to other disciplines in the HSE in the future and to other organisations in the community such as the VEC and FAS.

The model provides local operators with a source of income and increases local employment. This was always the case whether provided through CART or directly through the HSE but the difference now is that the private operators are becoming more confident in the service, are able to plan their services better and are working in partnership with CART in terms of providing transport. With the volume of work generated by the HSE Co-ordinated Hackney Scheme, local hackneys are increasingly flexible and loyal to CART, as they see the project as a reliable source of income.

5.8 Greater Competition

The Co-ordinated Hackney Scheme permits CART to use other operators who are not contracted to the HSE. Although HSE operators are often prioritised they are not always the most appropriate operator particularly in terms of geographic access. This has led to greater competition and fairness in the local industry and in turn greater value for money.

5.9 Spin-Off Services

Spin off services occur, as CART has the discretion to use the Co-ordinated Hackney Services for other services and to utilize the vehicles. Furthermore, although the passenger is generally not aware of CART's input to the service, unlike other RTP services, private operators mentioned that on occasion they would provide passengers with information on other services provided by the RTP in the area.

In addition, from their involvement in the pilot project, the Hackneys/ Taxi providers have established a trust with the passengers because of their reliability and knowledge of the local area and have found that passengers may call them for their own private transfers.

5.10 CART Key Player in Rural Transport Co-Ordination

For CART the main benefit of the pilot is that CART is now seen as a key professional player in the co-ordination of rural services in Cavan. Through this scheme it is clearly evident that it is possible for public services, such as health and transport, to be co-ordinated in rural communities ensuring better value for money for the exchequer, greater utilisation of vehicles, better efficiencies for private operators and the general public.

6. Value for Money for the Exchequer

6.1. Economic Value for Money

Value for money is clearly evident from this partnership model which shows the co-ordination of key public services (health and transport) in a local community. Value for money is manifest from the costs saved by the HSE in particular and the wider economic impact on the local community.

Although it is difficult to quantify the full savings for those involved in this initiative in financial terms, it is possible to estimate what is saved by the HSE in terms of administration and operational costs.

Administration & Co-ordination Cost Savings

CART estimate that it costs the RTP 12 days administration to co-ordinate the service. These 12 days are a saving to the Child and Family Service. This is probably an underestimation as the staff in CART deal with this service work in the area of transport management and co-ordination on a daily basis and have the experience and expertise for this role. This also frees the time of those working in the Child and Family Services to focus on their core services of providing care to children. Other hidden administration costs saved such as telephone calls and filing are also a saving. These overheads are covered by the RTP budget and costs are shared across other RTP services implemented by CART.

Operational Cost Savings

Operational savings have emerged due to efficient co-ordination of services and therefore savings are made on:

- unnecessary miles driven (€0.75 per mile)
- waiting around time (12.50 per ½ hour waiting time)

It was not possible to show how much the Child and Family Services spent on services (including mileage, waiting around time, passenger assistants) prior to the

pilot (i.e. in 2005), but regardless this would not show the true comparative (before and after) cost, as cost is also dependent on the demand (i.e. the number of children in need of transport in a given year).

Costs are more appropriately estimated at individual service level. A crude estimation of savings for the HSE in terms of operational costs for one particular service and the mileage saved due to the pilot is presented in Table 3 below.

Table 3: Cost Savings Estimated for Transport from Bailieboro to Drumalee, County Cavan

Prior to the pilot if the Child and Family Services needed to pick-up a passenger(s) in Bailieboro for the centre in Drumalee, they had to arrange a taxi from Cavan to pick up the person in Bailieboro. Now due to more operators becoming involved in the scheme and better co-ordination, CART can arrange a service from Bailieboro cutting out on dead mileage from Cavan to Bailieboro (and in some cases a return trip). An analysis of this saving is highlighted in the table presented below. In 2008, for example 12.6% of services were from Bailieboro to Drumalee. This equates to between €2,500 - €5,000 financial savings on unnecessary mileage for one service area alone.

Cost Savings Estimated (for one year based on 2008 figures)	
Percentage of Services Bailieboro to Drumalee	12.6%
Estimated number of Services in 2008 for Bailieboro to Drumalee	163
Distance From Cavan to Bailieboro for Pick and Return	20 miles each
Estimated Number of Miles Saved Per Trip	3,260 miles – one way 6,520 miles – return
Estimated Costs Saved @ 0.75 per mile	<u>€2,445 One Way</u> <u>€4,890 Return</u>

Please Note: it is important to note that this is sample estimation and doesn't take into account "waiting around" costs

6.2 Wider Spin Off Effects Local Economy

Apart from direct savings made by the HSE as a result of this pilot there are a number of wider value for money (VFM) impacts on the local economy/ community in terms of economic, social and environmental aspects. This added value is listed in Table 4 and is complementary to the benefits described in Section 5.

Table 4: Wider Value for Money Impacts – Local Community from an Economic, Social and Environmental Perspective				
Wider Value for Money Impacts	Who Benefits?	Econ VFM	Social VFM	Envir VFM
Co-ordination of key public services (transport & health) through working in partnership.	Private Operators HSE Community CART	✓	✓	✓
Local operators are utilised and displacement of services does not occur.	Private Operators	✓		
Operators are building a loyalty towards the RTP and also benefit from passengers requesting other private runs.	Private Operators CART	✓	✓	
Greater competition, where the initiative has opened the service to operators outside of the HSE contracts.	Private Operators	✓		
Improvement in private operator standards and vehicles due to RTP policies and procedures (Health and Safety in particular)	Private Operators HSE Community	✓	✓	✓
Great Vehicle Utilisation & Linking of Public Services.	Private Operators CART HSE Community	✓	✓	✓
Less mileage and waiting around time due to more efficient co-ordination.	Private Operators CART HSE Community	✓	✓	✓
Greater number of services for the community - CART can carry other passengers when providing this service and use the car when there would have been waiting times. The revenue generated as a result of this is passed on as savings to the HSE.	Private Operators CART HSE Community	✓	✓	✓
Appointments are often rearranged - reduction in non-attendees	Private Operators CART HSE Community	✓	✓	
Central Co-Ordination Point – greater reliability and confidence.	Private Operators CART HSE Community	✓	✓	

Note: Econ – Economic VFM, Envir- Environment VFM

7. Vision for the Future

CART plan to continue to work in partnership with the HSE and to develop its HSE Co-ordinated Hackney / Taxi service as one of a range of transport models. This model of working in partnership with the HSE, RTP and private operators is a unique approach to addressing the specific transport needs of the HSE in a community setting through collaboration with local RTP Groups. A key driver is to have someone in the HSE (or other agencies) to speak on behalf of the RTP.

The pilot has been extended to the Monaghan based RTP Group, Baltibus, who have initiated a pilot Co-ordinated Taxi Service in conjunction with Disability Organisations in the County. Both the HSE and CART can see the mutual benefits of extending this

model of transport to other disciplines across the HSE for hospital appointments and treatments.

“it would be useful for more disciplines to buy into this and for the HSE to be able to use it more”

Damien O’Neill, Co-Coordinator CART

CART is also exploring the possibility with Brian Daly (HSE) of co-sharing the delivery of the Cavan Hospital to Monaghan Hospital service. The HSE would book and reserve a number of seats on this integrated service, with the remaining seats on the bus open to CART passengers. The savings would be reimbursed to the HSE and it would give passengers the opportunity to travel on board a genuinely community based service rather than a specialist one.

Other agencies such as the VEC and FAS could also benefit from this type of transport model where RTP Groups facilitate as the co-coordinator of such services. In neighbouring Counties, the County Development Boards have also begun to play a more active role in bringing agencies together to discuss mutual needs and solutions. CART and its work with the HSE is only one example of many which are working in practice and the benefits are clearly evident in social and economic terms. The lessons learnt from this pilot could be shared and implemented in other areas across the country. This example highlights the professionalism of the RTP services and gives confidence to other service providers (in education, training etc) to work with the RTP Groups in the future.

“the RTP should be able to co-ordinate these kinds of services in rural areas”

Brian Daly, Transport Manager for Older People Services, HSE North East

However, one challenge for the future is cuts in exchequer spending, particularly across the HSE on transportation. It is estimated that the Co-ordinated Hackney Service will cost approximately €20,000 in 2009 - a cut of €10,000 in monetary terms compared to 2008 which unfortunately will have an impact on the number of services provided to passengers by the Child and Family Services. The coming year presents the HSE with the challenge to use more public transport, link up with the scheduled RTP services and aim to ensure that appointments make sense from a public transport perspective. There is a clear role for the RTP now as much as ever.

“We can avail of door to door transport to get to the Day Care Centres. It is as good as a tonic as we help each other, talk about different topics, share jokes and always have a good laugh.”

CART Passenger

ADDITIONAL NOTES

The RTP

The Rural Transport Programme is funded by the Department of Transport under the National Development Plan 2007-2013. It aims to provide a quality nationwide community based public transport system in rural Ireland that responds to local needs. Pobal manages the Programme on behalf of the Department of Transport.

37 community based companies currently receive funding under the RTP, including Cavan Area Rural Transport. The Department of Social and Family Affairs also provides a contribution towards the costs of the Free Travel Scheme. The Department of Community, Rural and Gaeltacht Affairs provides funding to CART for the pilot evening rural transport scheme.

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Disclaimer

This document was written by the Rural Transport Programme in Pobal. The views presented are based on discussions with key representatives involved in the pilot scheme.

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