Operations Committee

MyBus Scheduling Software - Award of Contract

Date of meeting 25 April 2025 **Date of report** 15 April 2025

Report by Head of Bus Strategy & Delivery

1. Object of report

To recommend the Committee approve the award of a contract for MyBus Scheduling software to Voyagerr (Part of the Modaxo Group).

2. Background to report

PASS (Paratransit Scheduling System) is the scheduling software currently used for the delivery of SPT's Demand Responsive Transport (MyBus) and Assisted Support Needs Transportation (ASN) for Glasgow City Council (GCC). The PASS scheduling system and licensing is solely provided by Voyagerr (formerly a Trapeze product) utilising their proprietary software both within the scheduling system utilised by SPT schedulers, and in vehicle data communication terminals utilised by drivers.

The PASS system is used to schedule approximately 2,600 MyBus trips per week, utilising 24 vehicles deployed throughout the SPT area. The majority of clients, around 82%, request their trips via SPT's Contact Centre, with around 18% using the web portal (PASS-Web). The portal provides a self-service link to the scheduling system, which allows passengers to book, confirm and cancel trips at any time of day. Daily schedules are generated by PASS then sent directly to the drivers via Mobile Data Terminals, which are supplied by SPT.

As well as the above, the system is used to schedule approximately 8,000 ASN transport trips per week on behalf of GCC, with approximately 850 children transported utilising 113 council vehicles. In support of this activity, GCC currently contribute £81,000 per annum towards scheduling staff as well as the annual software maintenance costs.

The PASS system was first introduced in 2002 and now facilitates scheduling for up to 150 vehicles. The system has not materially changed since its introduction. The current contract for PASS expires in May 2025. At present the system is hosted on an SPT server, managed, and resourced by the SPT Digital team. SPT understand it is not possible to migrate the PASS system to 'the Cloud' in its current format.

The MyBus Review of 2023, carried out by Atkins / TAS Partnership identified that the existing software has limitations in terms of the scheduling process, and that this could be improved with newer technology that offers better automation. It was noted that a more advanced system would allow SPT to increase efficiency, which in turn could increase the number of passengers able to utilise the service. Whilst the MyBus web booking facility was commended, the lack of a passenger booking app was highlighted as a key weakness in encouraging such bookings. This

would make it easier for clients to make self-service changes outwith normal contact centre hours.

3. Outline of proposals

3.1 Scope definition / Needs Assessment

A detailed system specification was created covering the following system requirements:

1. the facility to schedule up to 150 vehicles.
2. advanced technology, removing the risk of the existing system becoming defunct.
3. an enhanced user interface, with simplified navigation, thus offering speed and time savings.
4. a driver app which allows vehicle tracking and short notice changes to be relayed to the driver on the day.
5. a passenger app, enabling clients to easily book and amend trips at any time.
6. maintenance of the existing databases.
7. seamless transition to the new system, to minimise any disruption to the MyBus client groups.
8. for the system to be hosted in the cloud, removing the risk and resource associated with utilising internal servers.

3.2 Procurement Approach

Initial market testing was undertaken to establish the current products available, and this research highlighted that the current provider appeared to offer value for money, with alternatives being considerably more expensive.

Concurrently, procurement was engaged in determining that the most suitable route to market was via the NHS Digital Workplace Solutions SBS/19/AB/WAB/9411 framework. This framework has appointed to it, amongst others, Softcat PLC and allows for direct awards to be made.

After sharing the system specification with Softcat, a detailed proposal was received from Voyagerr.

Following further clarifications, the proposal was assessed and deemed acceptable in terms of meeting SPT's requirements as detailed in section 3.1.

3.3 Managing service continuity risk(s) – transport of vulnerable groups

Throughout this procurement exercise, SPT has been particularly mindful of the need to maintain service continuity in respect of the MyBus and ASN clients we serve, including the elderly, disabled and those who reside in rural communities. The risks involved in replacing the current legacy scheduling system therefore require to managed sensitively, timeously, and accurately.

Within this context, it is important to note that SPT has a long-standing relationship with Voyagerr, who understand our software requirements to manage and operate the MyBus service. As SPT already use their current system there is no requirement to migrate the current data sets to the new system. This should therefore reduce the impact on SPT staff resources and minimise the risk of any disruption to the service provided to the MyBus clients.

Having tested the market by looking at other systems and suppliers, SPT is satisfied that the offering from Voyagerr meets the requirements at a cost that is considerably lower than alternative suppliers and in line within the available budget.

3.4 Delivery

As the new scheduling system is modular and works with the existing PASS data models, this means that migration to the new products could also be done in a modular approach. It also means that there is no need for any data migration tasks as part of the migration. The various modules are designed to work independently and therefore can be rolled out in phases and will work with the existing legacy modules.

Part of the upgrade process would also support parallel running of the current and new systems during the migration, reducing risk for SPT and delivering an improved service for passengers.

3.5 Costs

Prices were received from Voyagerr through the Softcat procurement framework and are detailed in the table below.

	Annual Maintenance (Core System + Cloud Hosting)	Implementation Fee
Year 1	£138,721	£51,842
Year 2	£141,777	n/a
Year 3	£144,925	n/a
Year 4	£148,168	n/a
Year 5	£151,508	n/a
Year 6	£154,948	n/a
TOTAL	**£880,047**	**£51,842**

4. Committee action

The Committee is recommended to approve the direct award through Softcat via the NHS Digital Workplace Solutions framework, of a contract to Voyagerr for six years (subject to a funding contribution from Glasgow City Council), comprising of:

- one-off implementation cost of £51,842
- maintenance and cloud hosting at an annual fee of £138,721 (year 1) rising to £154,948 (year 6)
- totalling £931,889 for the 6-year period.

5. Consequences

Policy consequences	*Improved scheduling software supports improved accessibility to the transport system for service users.*
Legal consequences	*Contract will be awarded subject to the framework terms & conditions.*
Financial consequences	*The installation costs (capital) and ongoing maintenance costs (revenue) can be contained within the approved 2025/2026 capital and revenue budgets.*

Personnel consequences	*None directly.*
Equalities consequences	*The needs of service users have been taken fully into account.*
Risk consequences	*None directly.*
Climate Change, Adaptation & Carbon consequences	*None directly*

Name	Gordon Dickson	**Name**	Valerie Davidson
Title	**Head of Bus Strategy & Delivery**	**Title**	**Chief Executive**

For further information, please contact *Gordon Dickson, Head of Bus Strategy & Delivery* on *0141 333 3407.*