

**Level 3 Certificate of Professional
Competence for Transport Managers
(Passenger Transport) Unit P2 Case Study**

05678

**Friday 15 June 2018
1.00 PM – 3.15 PM**

Time Allowed: 2 hours 15 minutes

Case Study

This document consists of 8 pages. Any blank pages are indicated.

Astra Travel (Astra)

You have recently been recruited by Astra Travel to become their nominated Transport Manager as soon as you have passed the CPC exams.

Astra Travel was formed as a partnership in the early 1970s by two brothers, Robert and Arthur. The business holds a Standard International operator licence authorising 12 vehicles and has always operated from the same depot. Astra is well known in the area and has an excellent local reputation. It also has a good record with the Traffic Commissioner and there were no problems at the last operator licence review in 2014.

Most of Astra's customers have travelled with them since the company started and many took their first holidays or day trips with them. The customers appreciate that their payments are safe, as they know that the company is ABTA bonded. Many of Astra's drivers have been with the company for a long time and have acquired a wealth of experience, their ages ranging from 51 to 71. Robert and Arthur appreciate the contribution made to the company's reputation by their drivers, who turn up on time, are dependable and know the job very well. Robert has tried to recruit new drivers, but so far, none have been able to meet Arthur's high standards.

Astra currently operates 9 coaches. They have four 33 seat midi-coaches which were originally purchased in the late 1980s and five 49/53 seat coaches ranging from a 1975 model to the newest vehicle which was first registered in 2010. The vehicles have all covered high mileages and need constant maintenance to keep them roadworthy. Astra has recently had to turn down some work which involved travelling into London, as only the 2010 registered vehicle meets the London Low Emission Zone standards. The company has also been unable to tender for some recently published contracts as the contract documents specified that vehicles to be used must be less than 5 years old.

The company is heavily reliant on paper-based documentation and has not registered for operator online self service.

OCR Coaches

A new operator, OCR Coaches, has recently started trading in the area with a fleet of 10 modern coaches. Robert and Arthur believe that OCR Coaches and Astra will be competing for the same work.

Future plans

Robert and Arthur are planning for their children Emma, James and Peter to take over Astra Travel. However, the children are not comfortable with a partnership arrangement and want to have more individual financial protection if the business should ever fail.

Robert and James intend to buy a 70 seat coach to enable them to tender for more school work in the area. They are also prepared to lease two new 74 seat double deck buses if there is a possibility of providing transport for staff at a new distribution centre which is due to open in the area shortly.

Driver information

You have gathered the following information about four of Astra's drivers.

Driver name	Current driving licence issued in	Categories & restrictions shown on driving licence	Resident in UK
Alan	UK	B, B+E, C1, D1(101), D1+E(101,119), D, D+E	71 years
Frank	Ireland	B, B+E, C1, D1(101), D1+E(101,119), D, D+E	17 years
Goran	Serbia	B, D, D+E (Serbian equivalents)	8 months
Lena	Poland	B, B+E, C1, D1(101), D1+E(101,119), D, D+E	14 years

Astra Travel costing Information

The company uses the following information when calculating costs and charges.

Drivers

Description	Cost
Driver wage per day	£135.00
Driver expenses per day	£30.50

Vehicles

	33 Seat Midi-Coach	49/53 Seat Coach
Vehicle depreciated value at start of current year (excluding tyres)	£22,000.00	£85,000.00
Annual depreciation rate	10%	15%
Other standing costs per year	£45,000	£44,850
Tyre cost (per set)	£800.00	£1,200.00
Expected tyre life (km)	75,000km	60,000km
Fuel cost per litre	£1.25	£1.25
Fuel consumption	4 km/litre	3.5 km/litre
Trailer hire (per round trip)	£.350.00	£350.00
Other running costs	£0.58/km	£0.75/km
Vehicle utilisation	300 days per year	230 days per year

Potential work.

Spanish camping holidays

A London-based tour company is organising a series of 10-day camping holidays for sixth form college students, to be taken during the school summer holidays. Astra has been invited to submit a quotation for this work. Each journey would involve one 49 seat coach travelling from Maidstone bus station (Kent) to and from Mendigorria in Northern Spain. The partners would have to hire a 3,500kg GVW towbar trailer to carry the passengers' camping equipment.

Robert has provided the following scheduling and costing information for the holidays.

- Drivers must take a Regular Daily Rest before commencing the journey
- A driver must be scheduled for 30 minutes at the beginning of each daily shift for a walkround check
- Driver 2 assists with passenger boarding while driver 1 completes the walkround check. Driver 1 then drives for the first leg(s) of the outward journey
- An average speed of 90 kph is to be used throughout the journey
- Distance from Astra depot to Maidstone bus station is 113km
- Distance from Maidstone bus station to Eurotunnel terminal, Cheriton is 45km
- Each outward journey will be booked onto the 2100hrs Eurotunnel departure.
- Eurotunnel check-in and embarkation at Cheriton takes 30 minutes and must be scheduled as driving time for the driver
- Eurotunnel crossing to Coquelles takes 30 minutes and must be scheduled as other work
- Eurotunnel disembarkation takes 15 minutes and must be scheduled as driving time for the driver
- Driver change-overs en route from Coquelles to Mendigorria may only occur at the latest possible time and only at Approved Service Areas
- All driver change-overs take 30 minutes to allow for passenger breaks
- Distance from Calais to Mendigorria is 1,215km
- For costing purposes, assume 10 days use of all resources
- Eurotunnel fare and road tolls are £600.00 each way
- The coach will be required to undertake excursions totalling 400km while at the destination.
- Accommodation for the drivers will be provided by the tour company at no cost to Astra.

Approved Service Areas en route Coquelles to Mendigorria

Service Area	Distance from Calais (km)
Ressons Est	202.5
Limours Janvey	330.0
Meung Sur-Loire	450.0
Bois Villerbon	495.0
Sarl Maison (Niort)	697.0
Saint Leiger	787.0
Bordeaux Cestas	877.5
Portes des Landres Ouest	945.0
Aire de Bidart	1,058.0
Malduburu Bida (Spain)	1,102.0
Carretera	1,125.0

Regional Distribution Centre proposed staff transport service

There is a recently built regional distribution centre (RDC) for a major retailer, due to open in a couple of months, only a few kilometres from Astra's operating centre. Robert is aware that planning permission for the centre was granted on condition that staff would be transported to and from the location by bus. Astra has received the following information from the RDC about its staff transport requirements.

The service will operate daily, with a morning run carrying staff one way only from the the Bus Depot, then King St, Starr Lane and Bull Street to the RDC, and an afternoon run carrying staff one way only from the RDC back to the same four points.

You have driven the route with a bus and determined that the laden journeys will operate at an average speed of 20kph, taking account of time to embark or disembark passengers, and that return unladen journeys will operate along the same route at an average speed of 40kph

You have recorded the following distances for the route,

Bus depot to King Street	2km
King Street to Starr Lane	4km
Starr Lane to Bull Street	4km
Bull Street to Regional Distribution Centre	2km

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