

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

05678

**Friday 14 June 2019
1.00 PM – 3.15 PM**

Time Allowed: 2 hours 15 minutes

Case Study

This document consists of 4 pages. Any blank pages are indicated.

Background

Diogel Holidays (DH) Ltd is a travel company based in Reading, in the West of England Traffic Area.

DH Ltd holds a Standard International operator licence authorising 50 vehicles. You are the Operations Director and the Nominated Transport Manager, having held an international CPC for many years.

DH Ltd's work includes private hire, local services and contract work for local schools together with a programme of day trips and European holidays.

DH Ltd has a mixed fleet of buses and coaches, some fitted with wheelchair lifts, ranging in capacity from 16 to 70 seats and in age from 2 to 15 years. The company has its own workshop, where all periodic safety inspections and maintenance work is done.

The company has recently expanded and increased its vehicle authorisation from 30 to 50 vehicles. This expansion has caused the company various problems, detailed below.

1. Pressure on existing workshop staff and systems.
2. Driver scheduling has become less efficient.
3. Maintenance planning has been inadequate.

The directors of the company have taken steps to address some of the problems, an additional traffic manager has been employed and they have indicated that they wish to expand the current maintenance facilities.

Company Policies

All day trips and holidays are single manned and all passengers board the coach at DH Ltd's operating centre in Reading.

All day trips must give passengers at least six hours at the destination.

Drivers are all scheduled for 30 minutes at the beginning and 30 minutes at the end of every shift for checks and completing paperwork.

Drivers are required, always, to take legally required breaks as late as possible and for the shortest possible time. They must also take advantage of all available reductions, extensions and derogations when possible.

Future Work

DH Ltd's tour manager has identified four new day trip destinations which she would like to include in her programme.

They are; York, Swansea, Manchester and Ely.

For day trips and holidays, the company uses a dedicated, liveried section of the fleet, comprising of 25, 49 and 53 seat coaches. Operating information for these vehicles is given in Fig. 1.

Coach size	25 seats	49 seats	53 seats
Annual mileage (km per vehicle)	35,000	45,000	55,000
Annual maintenance cost (£ per vehicle)	700	1,350	1,650
Tyre cost (£ per vehicle)	1,680	2,250	2,500
Expected tyre life (km)	84,000	75,000	100,000
Fuel consumption (km/litre)	10	6	4

Fig. 1

All fuel is purchased at £1.20 per litre.

You have determined the distances and average speeds to and from each of the destinations shown below in Fig. 2.

Destination	Distance each way	Average Speed
	km	kph
York	340	68
Swansea	240	60
Manchester	306	68
Ely	210	70

Fig. 2

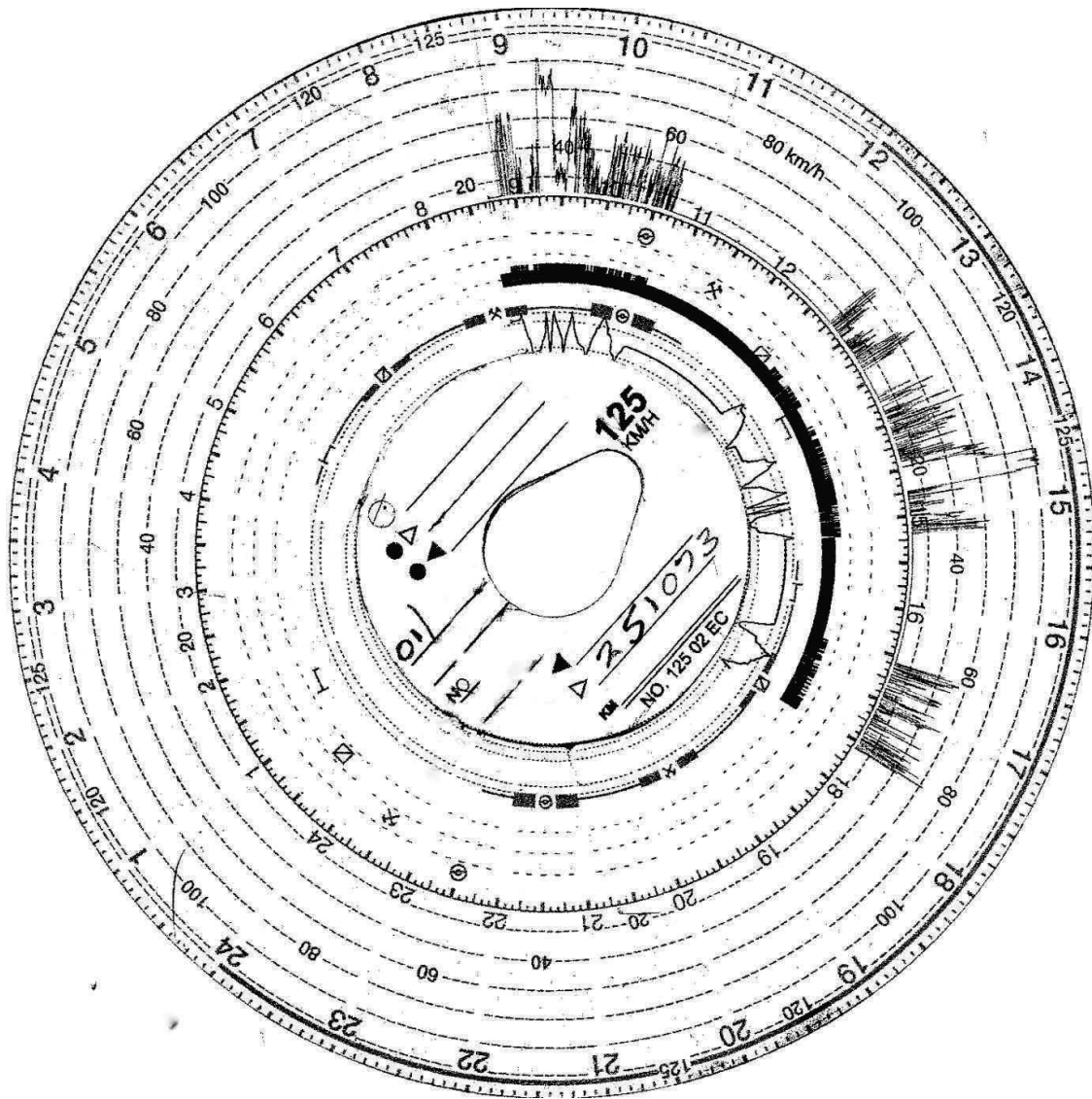


Fig. 3

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