

Imperial College Union Minibus Consultation Report

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Purpose: To provide a clear review of our consultation with CSP committees, research into internal and external provisions and deliver a report that captures all deciding factors for our Transport Strategy 21 – 24.

1. Context

The Union has consistently received negative feedback from CSP Committees and Members about the safety, cleanliness and operational ability of our minibus service. This service is accessed by over 300 student drivers and thousands of members and is a lifeline for our sports and recreational groups who are required to travel long distances to attend their expeditions, competitions, fixtures, training, and other activities.

A significant number of our vehicles have fallen into disrepair, which can be attributed to poor driver testing practice, insufficient record keeping of the status of vehicles and a disciplinary procedure that does not adequately support or address student drivers who have damaged the vehicles. All vehicles have been left untouched since March and have fallen into greater disrepair. The damage identified ranges from wing-mirrors missing and doors not locking to faulty brakes and broken clutches, so all damage cannot be attributed to the way the vehicles have been treated by users. The Union must accept its negligence and lack of knowledge on how to keep minibuses fit for purpose.

This report will explore the consultation process with students and our research into internal and external minibus provisions, focusing on processes, user experiences and maintenance.

2. Minibus Consultation Outcome

2.1 Demographic

The Minibus Consultation Survey was shared with all CSP Committee members for 19/20 in between January 2020 – March 2020 and received **41** responses. As the Student Opportunities and Development Team did not deem this sufficient research into the user experience of our minibus service, the survey was recirculated between January 2021 – February 2021 with CSP Committee members for 2021 and received a further **58** responses. This is particularly important due to the minibus service being out of use for all CSPs during 20/21 due to Covid-19.

The survey was encouraged to be completed by all CSP Committee members, so whilst we received a total of **99** responses, only **51** CSP committees took part in the consultation, with the highest number of responses from a club being from Dodgeball (**7**).

32 of the CSP committees were from the Sports Management group, which is due to their heavy usage of the service for training, BUCS and competitions throughout term. Whilst this may seem a small number, out of the 70+ sports clubs we facilitate, we recorded only **20** clubs using the minibus service last year, so this figure is higher than expected.

We also recorded **16** out of 38 CSP committees from the Recreational Sector, who also utilise the service regularly for trips, tours and excursions in and out of the UK. This is also higher than the number of CSPs from the Recreational Sector who used the service last year (**12**).

Alongside these two management groups, we received one response from OSC, Arts & Ents and Academic CSPs. Currently the minibus service is not fully utilised by the CSPs in these management groups, so this is perhaps the reason why we received a low response rate.

For this reason, the data gathered should be representative of the student bookings we have made previously, and therefore the data should be interpreted in such a way.

2.2 Why do CSPs choose to use our minibus service?

The first section of our survey sought to explore the reasons why CSPs do or do not use our minibus service. **64.65%** responses stated that they have used our minibus services in the past.

Why does your CSP choose to use the Union Minibus Service?	
Most cost-effective choice	23.31%
Unable to use public transport to locations	28.22%
Unable to carry equipment on public transport	23.31%
Union Minibuses provide the flexibility my CSP requires (Please specify)	21.47%
Other (Please specify)	3.68%

The main reason CSPs use our minibus service is because students are unable to use public transport to get to their chosen locations. Students confirmed this is due to the type/volume of equipment students are carrying and the remote nature of certain locations that are too far away from public transport.

When specifying why minibuses provide flexibility, students stated they confirmed that having a minibus often saves students time wait for public transport to arrive and allows students to drive directly to activity sites, meaning they do not need to transport luggage on foot.

Other reasons why students choose the Union minibus service:

- The minibuses are kept in a good location (South Kensington), so it is easy for all members to find them and to arrive to activities together.
- The minibuses are cheaper and more convenient than private hire.
- You can avoid changing over on different types of public transport.

Students who answered “No” to *As part of your committee role, have you made an eActivities minibus booking?* Were asked why this is the case.

Why haven't you used the Union Minibus Service?	
New to committee role	17.50%
We have not required the minibus service	22.50%
Union minibuses do not suit our requirements (Please elaborate)	7.50%
Union minibuses have not been available when needed	2.50%

My CSP does not have any Union approved drivers	17.50%
Other (Please specify)	32.50%

Most responses chose “Other”, stating the following the reasons:

- Covid-19 stopped all activity and they have been delivering activity online.
- Somebody else on the committee was responsible for booking minibuses.
- Nobody in the CSP is an approved Union driver, therefore they cannot use the service.

It is fair to suggest that if this question had been considered during a usual academic year, with in-person activity being delivered, the answers would likely be different.

Responses that chose “Union minibuses do not suit our requirements”, specified that this was due to requiring larger vehicles (coaches), and that no members could drive the minibuses.

2.3 What are CSPs’ requirements of our minibus service?

In the next section of our survey, we explored the requirements of our minibus service, including the type of journey’s CSPs take and what is being transported in the minibuses.

37.50% of responses stated that they usually need 12 – 15 seats for people to be transported to their activity. Our current minibus fleet has 13 15 seat minibuses, so these vehicles would be used for these activities. There is also a high proportion that use the minibuses for 9 – 11 people.

Only **1.56%** of responses have used our minibuses for less than 4 people at a time, which suggests the introduction of smaller vehicles may not be appropriate in our new fleet.

On an average journey, how many people would you need seats for?	
Less than 4	1.56%
4 – 8	7.81%
9 – 11	28.13%
12 – 15	37.50%
More than 15	25%

The responses that chose “More than 15” were all from sports clubs, which can be attributed to larger team sizes and the reason why there was an introduction of coach services for some training sessions, particularly to Harlington Sports Ground.

In terms of luggage, **45.75%** of responses stated they would usually only take 1 – 2 pieces of luggage on their journeys, which could suggest that many trips are used to transport people rather than equipment – an unknown source of information before they survey. However, **26.56%** of responses said they transport more than 5 pieces of luggage on each journey, so we must consider the implications of this when reviewing the type of vehicles needed within the fleet.

On an average journey, how many pieces of luggage do take?	
0	15.63%

1 – 2	43.75%
3 – 5	14.06%
More than 5	26.56%

As this confirms that journeys are used to transport people rather than equipment, we can now move onto the types of journeys taken. **28.13%** of responses stated that they use our minibuses for European travel, which equated to 24 CSPs. We will therefore need to consider the new restrictions that have been imposed by the completion of the Brexit, and how this will affect our CSPs abroad – especially in relation to insurance, taxes, VISAs.

Out of the **25%** of responses that said they require a roof-rack on their trips, half said they usually travel to European countries. Therefore roof-racks will also need to be considered for international travel when developing a new fleet.

Next, we reviewed how long students require a minibus for their trips. The most surprising find was that no CSPs ever book minibuses for longer than a weekend. This may be due to the demand for minibuses throughout term-time, or the nature of the type of trips CSPs usually organise.

24.14% of responses said they use minibuses for a weekend, all of whom were from the Sports or Recreational Management Groups. Again, this is to be expected, due to their activity and planned trips and tours.

On an average journey, how long do you usually require a minibus for?	
Up to 2 hours	32.76%
2 – 4 hours	22.41%
4 - 6 hours	12.07%
6 -12 hours	3.45%
12 – 24 hours	5.17%
A weekend	24.14%
Full week	0%
Emergency days (unplanned)	0%

2.4 How can we improve our minibus service?

At the end of the survey, we asked those responding to give us any other feedback, improvements or specific requirements that they would like to see when we review our transport provision.

These responses covered the following themes:

- **Minibuses are in a poor condition:** Several responses highlighted the poor conditions of the minibuses, citing that they had broken down on several journeys, they are dirty, do not lock and that there is an expectation of a better working fleet, considering the prestige of the university.
- **Transparency with maintenance reporting:** Students feel that there is a lack of transparency once they have reported a maintenance issue, and often these issues are left unaddressed, causing further maintenance problems.
- **Minibus allocations are not clear:** Allocations of minibuses are often not very flexible and “first come first” served sometimes does not work. There should be more

of a commitment to making sure students travelling to the same locations are offered shared transport. Students would also like to see confirmation of allocations further in advance.

- **Difficulty finding minibus drivers:** International students and students under 21 years old cannot currently become minibus drivers, which often makes it difficult for CSPs to find drivers.
- **Picking up a minibus can be a challenge:** Sometimes minibus keys have not been returned on time which has resulted in the next booking being late to their location. Not having any staff available on the weekend also means students must pick up keys a day before, which may not be convenient.
- **Storage on minibuses needs to be improved:** Many students expressed that it is essential for their CSP to have large roof racks or internal storage space to ensure they can fit all their equipment safely.

In this section, we also received responses of how we could improve the service:

- **Satellite Navigation systems** would be helpful when travelling to remote locations without signal.
- **Review the pricing of hiring minibuses**, including the prices of fuel and consider further subsidiaries.
- **An electric key safe for returning keys**, would ensure students can pick up or drop off keys at any time, making the transition smoother for CSPs.
- **A better variety of vehicle sizes**, including some that could hold up to 20 people, and more that hold 12 – 14 people.

3. Focus Groups and 121s Outcome

Throughout January and February 2021, the Student Opportunities and Development Manager met with targeted groups, who often use the service, to discuss their wants, needs and expectations of the minibus service. These groups were predominantly from the Recreational Sector, as we were able to capture sports needs through collaboration with Move Imperial and previous booking records. The groups that fed into this consultation were Outdoor Club, Mountaineering, Caving, Archery, Rifle and Pistol.

3.1 Themes

The most common themes that were discussed in the groups were:

- **Minibus vehicle safety:** All groups noted that the vehicles were not safe, or not maintained to a safe standard, citing occasions when the minibuses had broken down, or faults were logged by students but not fixed by the Union.
- **Storage on vehicles:** The storage on our minibuses is either not fit for purpose (damaged roof racks and small storage space) or is not a feature of the vehicles in our possession. All groups said they use the vehicles to transport equipment.
- **More transparent status of vehicles:** Students are often unaware of the status of the vehicle and there is a lack of transparency of what happens once a report has been made about a fault on a vehicle. This has led to vehicles being used when they have potentially dangerous faults.

3.2 Driver Authorisation Process

The current process: *The Union hires Student Staff to test new minibus drivers – which is done through an online questionnaire (hosted on eActivities) and an in-person minibus driver observation (hosted at South Kensington Campus). We open slots for CSPs to book their test at the start of each term and these are allocated on a first come first served basis. All drivers must be 21 or above, have held a Full UK/EU Driving Licence for at least 2 years with Manual Car category (B) on it (to be eligible international licences must have been issued inside the EU) and be a member of Imperial College Union.*

[The full Driver Authorisation process can be found here](#)

Students seemed to agree that the current driver authorisation process was easy, if you were able to get a test slot. Many noted that the current process favours those who are friends with or know the students who run the minibus testing, as they will then share the dates with when the slots will be in advance with them. Leading a first come first served allocation process also meant that some CSPs had several members who were able to drive the minibuses vs CSPs who couldn't get a test slot so remain unqualified.

The criteria of student drivers were also discussed, and students raised the issue of International students not being able to become drivers, despite holding a driving licence for 2 or more years in their home country. There was also a discussion around younger drivers not being able to drive the buses, which is currently a legal requirement within the UK, so cannot be reviewed.

3.3 Hiring Process

The current process: *CSP Committees request minibuses through our eActivities booking system – with the recommended lead time of 3 weeks for all bookings. The Student Opportunities and Development Team will then allocate all bookings 2 weeks in advance of all journeys.*

[The full Hiring Process can be found here](#)

Students agreed that the current hire process is fit for purpose but questioned whether it would be possible to gain confirmation of booking vehicles further in advance, to allow for planning. The two-week rule was perhaps introduced due to unforeseen circumstances with vehicles, such as maintenance issues.

3.4 What should we keep the same about the service?

Student groups mentioned that having the ability to have roof-racks and different sized vehicles was beneficial to their experience and would like this to stay the same. They also expressed the concept of us having vehicles managed by the Union is something they feel should stay the same.

3.5 What can we improve about the service?

All students strongly requested that the maintenance of the minibus fleets should be improved and the interior. Students also requested that the reporting system should be

improved to ensure there is better transparency on the state of the vehicles between the Union to students AND students to students.

4. Current Transport Provisions Available – Imperial College

Throughout the College travel options, there is a focus on prioritising the cheapest and most environmentally friendly. The College mentions 5 travel options listed below.

4.1 Cycling

The College encourages active traveling, to improve health as well as significant environmental benefits. To facilitate this travel option the College provides a map of the closest cycle highway routes arounds its campuses, its closest Santander bikes docks, it has a cycle to work scheme where members benefit from discounts on yearly Santander bikes memberships, they get financial help to purchase almost anything, they could need to make cycle into work a possibility.

The College provides spaces on campus with 'access controls' for student and staff to store their bikes, they also sell approved bike locks. There are also showers and changing areas as well as drinking water locations. Many showers and changing rooms require access granted via building managers.

4.2 Student Oyster card

Full time students can obtain an 18+ Student Oyster photo Card, which gives them access to 30% on Travelcards and Bus & Tram Passes.

4.3 Car Club

The College provides a car hire service but only when this is the cheapest and most environmentally friendly way of reaching a destination. There are two hybrid cars based on the SK campus for short journeys to other campuses or around London and are only available to College during working hours. They can then be used by anyone over the evenings and weekends. It is a service available to staff and students, pending driver checks and approvals run by Hertz, they consider drivers who are 19year old plus. Depending on availability they can be booked as little as two hours before a journey. This is a service run by Hertz 24/7, comes on campus every two weeks to clean and check on their conditions. Hertz cover insurance of these as part of the service. The charge comes at just under £10 per hour. Departments get charge quarterly, and these charges come under their PO's. Details may vary per department, but it may be some departments lease their own vehicles too, for example Silwood Park and the Boat House. All College Depts who have leased vehicle have used the College's Purchasing Department to aid with these contracts, Andy Hitching, may be a colleague we can reach out to and ask for guidance if this was a route we considered to explore.

4.4 Inter campus travel

A free shuttle bus service is available for staff and students to travel between the South Kensington, White City and Hammersmith campuses, in line with their teaching, learning and research duties. Each coach offers free WIFI available on board. Under normal times it would be 2 x37 seat coaches running 21 services a day Monday to Friday, roughly between 8am and 6pm. Due to COVID19 this service has been reduced to just one shuttle bus, this bus and its cleaning/maintenance has been adapted to comply COVID19 social distancing

guidelines. This is a leased service run Commonwealth coaches and is charged as a daily rate with driver, roughly £500 a day. Until 2017 College Car Park/Security Team used to lease rent 4 minibuses with a company called ARVAL to run this service. But a cost analysis review meant the move to a coach company and driver was most beneficial.

4.5 Electric Cars

The College provides with 10 free re-charging points for cars. These are in high demand and always in use. There are plans to increase these outlets as demand for them is predicted to grow in London. It is IMPORTANT to note that the College has undertaken a South Kensington campus pedestrianisation project, many car park spaces will be lost as part of this project, we do not yet know how many Union minibuses spaces this will affect.

4.6 Security vehicles

Car Park/Security Team leases 2 vehicles mainly to travel between campuses for post runs and other tasks. They are leased with a company called 'Free to Move', they have just moved to electric cars and have a 4 year trail lease contract. Roughly this is costing them £300 a month per vehicle. It includes a service plan such as MOTs. Security colleagues who need the vehicles must do vehicle checks before and after (millage, damages etc), the vehicles and their check lists are reviewed twice a day by a supervisor. They have an approved driver list which is updated every 6 months, and drivers go through a DVLA code check before they are put on this list.

5. Current Transport Provisions Available - Imperial College Union

The Union's minibuses are based between the campuses at South Kensington, Charing Cross and Silwood Park. These minibuses can be used by Clubs, Societies and Projects as well as Imperial College Departments and Halls of residence. All but two of these minibuses have 15 seats (including the driver) and most have roof racks. Two minibuses have nine seats, roof racks and one of them has a tow bar fitted. In early 2020 the Union acquired a new pickup truck and trailer; this purchase was made in mind with outdoor activities who usually have bulky equipment to transport. However, due to changes in team mixed with pandemic complications, a full role out of this new truck has not been completed.

As previously mentioned, only union approved drivers may drive the minibuses. The minibuses are governed by the [Union's transport policy](#) which has now lapsed and is due a review.

There is a charge for the usage of the minibuses which varies depending on the number of seats and the duration of the usage, together with various fines. The College departmental hires count as commercial bookings, which must be carefully considered as our Charity status minibus licence means these kinds of bookings involve a different license check process for drivers as well as different charges of VAT. It is worth noting the current team Student Opportunities and Development team has not had one of these bookings since Dec 2019.

Requests can be made in as far in advance of the booking as needed, though at least 3 weeks' notice is suggested. Minibuses are currently not allocated until 2 weeks before the requested bookings are due to commence. We have had feedback that this is not long enough, see section 3.3 of this report.

Requests for minibuses received less than 2 weeks before the booking is due to commence are allocated on a first come first served basis, but this can mean repeated allocation to certain CSPs over others, so the booking team try to spread the bookings fairly, however this makes the allocation system somewhat subjective. This has led to CSPs being unhappy with allocations and have asked for a more transparent system. One suggestion was to agree on allocation principles to make the allocation decision making more transparent and fairer.

Only core committee members (Chair/President, Vice-Chair/President, Treasurer, Secretary or a team Captain) can request minibuses via eActivities, as these requests constitutes a financial commitment on behalf of the CSPs.

Historically all uses of minibuses fell within the IC Union Trip Registration Procedures, which require a risk assessment.

6. Minibus Provisions at other Students' Unions

Through benchmarking research, were we looked at online details of transport provision by 9 peer Student Unions and were able to meet with to 4 out of these 9 (UCL, Westminster, Leeds and Bucks SU's) we learnt the following **5 observations** from our peer SUs.

None of the SU's we reached out to have an official **transport strategy**, instead they have informal plans to improve by, gradually updating their fleet to be 'greener' and are working towards more automated booking systems. Westminster SU does have a transport policy however, in which they state that all travel within London will be via TfL to align with the SU's environmental goals.

Two SUs (UCL and Westminster) **outsourced** all their transport, this decision is justified in that an increase in CSP Grant money is more beneficial than resources and funds used to maintain, repair, coordinate, keep compliant a fleet of minibuses. Westminster's CSP do not travel outside of London enough to warrant them owning a minibus. Most of their travel is within London and so CSPs are expected to use TfL, the few trips that happen outside of London are outsourced to other car companies but mainly coach companies with their own drivers.

The remaining SU's (Leeds and Bucks) had a blended approach, like what Imperial SU does now, with coaches hired for some sports and recreational CSPs using the minibuses, but with significantly fewer buses. Bucks, who has three minibuses, uses them primarily for sports on Wednesdays, they also book taxis and coaches for the few who may not get a minibus booking granted. Leeds has 2 minibuses, however they have recently been through a restructure and either lost some org knowledge or colleagues are still on furlough, so we were unable to learn all the details of Leeds minibuses bookings. Bucks and Leeds also had in common that their minibuses are also used to take students home who were otherwise unable too after a heavy night of socialising.

In terms of **booking fees and financing** travel, Bucks was the only SU with a similar model to Imperial, in that they charge per mile (40p for students), Imperial charges per hour. UCL

and Westminster CSPs have a travel budget they apply for as part of their yearly grant application, and they manage this themselves as the year goes on. Interestingly UCL only gets involved in supporting travel arrangements when expenditure for events and activity goes above £200, at this point the activity is looked at as a whole and it is at this junction that Union staff support a CSP to plan transport for this activity. Westminster on the other hand supports a CSP to book all their travel without a higher cost threshold, so their CSP can either book it and get reimbursed or the booking is made for them, and money is taken from their grant allocated funds. It is worth mentioning here that Westminster offers their Sports CSPs a membership (£70 a year) which includes travel. This is outsourced to a coach company.

None of the SU's spoken to had student run practical tests, instead, all the SU's which had minibuses (Leeds and Bucks) provided their students with a recognised MiDAS certification and this was the criteria needed to be met to become an **approved driver**. Bucks paid £90 per head and Leeds pays £70 per head, we may have the option to build a connection with the Leeds trainer and benefit from a lower rate. From secondary research we found two further SU's (Anglia Ruskin University Union, University of Wales Trinity Saint David) make use of the MiDAS scheme as well. According to (p6) of the [Colleges code of practice for driving at work](#), as fleet managers and for insurance purposes we must provide vehicle specific training for casual drivers using the MiDAS scheme we could potentially pass 6 students in one day per MiDAS hired instructor. Although this qualification is not a legal requirement an official training opportunity like this, not only offers an extra qualification, but it would be a meaningful way to give our potential drivers an opportunity to familiarise themselves with our vehicles and a more efficient way to reduce damages due to inexperience of driving large vehicles.

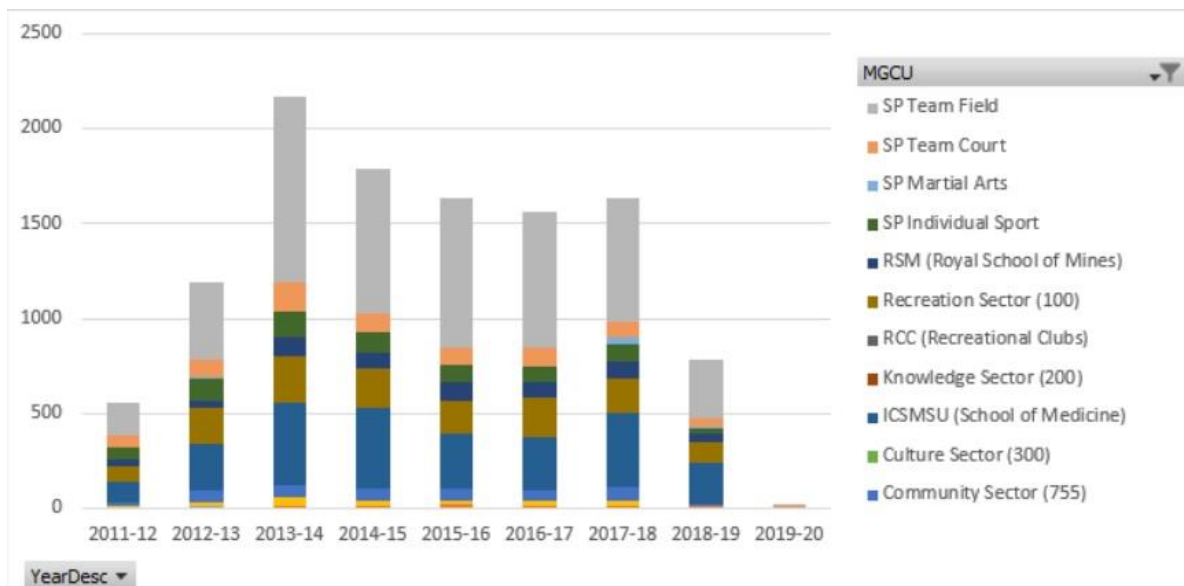
When asked about the lessons learnt or areas to improve most SUs were happy with their system apart from the before mentioned improvements (automated booking system a greener fleet). One strong learning shared, and recommendation was to seriously consider the need for a colleague to have oversight of vehicles as they are returned, being able to check vehicles as soon as they come back and before they go out was an important step to provide an efficient and safe service.

7. Current Usage

As we are currently not running our fleet in 20/21, this section will reflect upon previous usage of our minibuses and any forecasts for usage for 21/22.

Since records began in 2011/12, SP Team Field CSPs have used our minibus service the most out of all Management Groups with an average of **532** bookings per year, due to their weekly repeat training sessions/fixtures. The Culture Sector have used the minibus fleet the least, with only **2** bookings between 2011 – 2020.

The graph below demonstrates the usage of minibuses, split by Management Group.



A full breakdown of minibus bookings and requests can be found [here](#).

7.1 Sport

The Sports Sector (SP Team Field, SP Team Court, SP Martial Arts and SP Individual Sport) makes up **56%** of our overall minibus bookings from 2011 – 2020. This percentage would be higher if sport bookings for ICSUMSU and RSM were included.

The current forecasts for minibus and coach usage from Move for Term 1 and Term 2 for sport in 20/21 were:

	Term 1: Total number of occasions	Term 2: Total number of occasions
Away games in Z6 (no transport)	123	70
Away games (transport required)	115	56
Minibuses	40	30
Coaches	25	10

This was based off figures from 19/20 and with the implementation of Imperial Athletes.

Move introduced a coach service to Harlington sports grounds, which may explain why this figure for minibuses is much lower than the average annual Sports Sector usage.

7.2 Recreational

The Recreational Sector has booked **1397** minibuses from 2011 – 2020, with an average of **155** bookings per year. Whilst this is lower than sport, the minibus service is essential for a number of the recreational sector, especially when they are travelling to remote locations with several items of luggage.

- Most journeys were to locations outside of London, such as Dartmoor, Lake District and North Wales.

- **68%** of the bookings required a 15-seat minibus for these journeys which can be linked to the volume of luggage these activities use.
- **68%** of the bookings were made for October or November.

7.3 Other Clubs, Societies and Projects

Between 2011 – 2020, **134** different Clubs, Societies and Projects have used our minibus service. This number does not include Halls, Management Group or Staff bookings.

After the introduction of the coach service for sports training, in 19/20 we saw only **60** CSPs using the service. This reduced the total number of bookings between 18/19 and 19/20 by **850** bookings.

- In 20/21, there are **364** active CSPs, so we could predict that **~17%*** of our CSPs would use our minibus service if it was running.
- There was a total of **929** minibus booking requests (781 confirmed, 148 unfulfilled) in 19/20.

This reduction in the number of minibus bookings should be considered when deciding the number of vehicles, we require moving forward.

**This figure does not take into consideration the fluctuation in the number of active CSPs.*

7.4 Requests vs Unfulfilled Bookings

Between October 19 – Feb 20, there was **148** unfulfilled CSP booking requests due to the minibuses not being safe or fit for purpose. This resulted in a total **£14,554** loss of revenue.

Our current business model relies on an income of £50,000 to deliver the service and a fully resourced Student Opportunities and Development Team, with no margin of change. The SO&D Team lost three members of the team between June 19 – January 20 which could've led to the maintenance of vehicles being neglected and the inevitable financial implications.

7.5 Sustainability

Currently all the minibus vehicles the Union provides run on diesel. There is no explanation of why this is the case in Union folders, but it is likely that this was decision based on:

- **Ease for students** – it is better to have the same fuel for all vehicles.
- **Lower Carbon Footprint** – Diesel engines can emit a fair amount of nitrogen compounds and particulate matter as they burn diesel fuel, even though it does emit lower amounts of carbon monoxide, hydrocarbons and carbon dioxide than petrol.
- **More mileage** – You get more mileage from a diesel vehicle than a petrol one.
- **More torque (pulling power)** - Diesel engine have more pulling power which makes them good engines for towing or carrying heavy loads – ie: seven occupants – on a regular basis.

Whilst our choice thus far has not been the worst (in terms of sustainability), the Union should consider hybrid or electric vehicles if they are to be replaced.

8. Maintenance and Reporting

We currently run our own maintenance programme and fines system which heavily involves student and staff input. This section will explore our current systems.

8.1 Maintenance

Owning a fleet of minibuses requires staff resource to maintain. Current our Activities Coordinator (Governance & Frameworks) manages the maintenance of our vehicles, which includes managing student staff who do ad Hoc maintenance and our relationship with Felgate Garage – our external maintenance contact.

Alongside the staff resource from the SO&D Team, we also hire Tester Drivers and Maintenance Workers. In 19/20 we paid £3,880 to student staff to test drivers and maintenance workers, all of whom are current Imperial College students.

Faults our Maintenance Staff manage	Faults our Garage manage
98 'Low' priority faults	209 'Medium' and 'High' priority faults

'Low' priority faults examples include,

- Missing Equipment such as First Aid kit, fire extinguisher, spare wheel, bulb, jack, triangle
- Light damage such as Scrapes, dents, cracks, broken head rest, fuel cap etc.
- Cleanliness such as Rubbish, dirt, leftover equipment/belongings
- Parking in non-minibus parking bays

'Medium' and 'High' priority faults examples include,

- Accident damage such as significant damage caused by an accident, RAC called
- Brake issue Brakes, clutch, brake lights, indicators
- Engine issue Engine lights, noises, issues, starting up, stalling, stiff gears, steering
- Visibility issue Wing mirrors, headlights, internal/external lights, rear-view mirror

Whilst this is a great opportunity for students to earn money in an area they are interested in and not a significant amount of expenditure when compared to the overall budget for minibuses, our minibuses are not being maintained fully through this programme. Furthermore, there are questions around the recruitment process for these positions, as we currently do not have an internal specialist who is able to verify whether candidates are suitable.

8.2 Reporting System

The current reporting system for major and minor faults is leaving a yellow fault report on the driver seat of the vehicle, and emailing activities@imperial.ac.uk. Taken from [eActivities](#):

If the minibus has a major fault and is unsafe for the next users, then leave a yellow fault report form on the driver's seat with details of the problems. The yellow fault report forms can be found in the vehicle folder. Please also email details of the problem to the Student Activities Assistant as soon as possible.

Last updated: 06/08/2019

From our feedback sessions, it obvious that this reporting system is not working effectively, as many of the next users often don't receive the fault slip or the information isn't accessed in the activities@imperial.ac.uk account in time to pass this information on to the next user. This process should be reviewed.

8.3 Fines

In the Transport Operational Procedure, passed by Exec in 2010, it states:

- *Points 8 & 11 of the Transport Policy discuss fines, and the communication of them. There is an operational system in place to deal with this mechanism.*
- *The current fine schedule is subject for approval later in this paper.*
- *Fines totalling up for £50 for an individual booking may be levied by the Membership Services staff, without reference to the President. The reasoning for the fines will be indicated on the appropriate group's transaction pages.*
- *Fines totalling more than £50 for an individual booking shall be levied by the President who is responsible for ensuring the group responsible are given a full explanation of the fine.*

It seems there has been no attempt to update this since 2010, other than the Transport Policy, published in 2016 (which has elements of the paper) and a draft transport policy on the Union Drive dating 2018.

A full breakdown of our current fines is listed [here](#). However, it seems there is no policy that governs this, and it is currently up to the discretion of the Student Opportunities & Development Team.

As the fleet wasn't in action for 20/21, we reviewed how much money was raised through fines between 2016 – 2020.

Year	Year End Total of Fines
2016 - 2017	£1195
2017 - 2018	£5700
2018 – 2019	£1323
2019 - 2020	£245

The total amount we have fined students between 2016 – 2020 is **£8463**. It is unclear why in 17/18 the year-end total was much greater than all other years; it can only be assumed that this is perhaps related to new controls being implemented by the Activities Team.

The data is not broken down into individual fines, so we cannot determine which fines reoccur the most. It is therefore recommended that the process, information management system and policy need to be reviewed and updated.

9. Next Steps

- i. The Student Opportunities and Development Manager, Deputy President (Clubs & Societies) and the Activities Coordinator (Governance and Frameworks) will review the report and work together to create a draft Transport Vision/Strategy.

- ii. The Minibus Report will be shared with all students who took part in the research, Move Imperial and select staff and will be asked to provide any feedback, comments or amendments.
- iii. The Draft Transport Strategy will be shared with Leadership and will ask for any feedback comments or amendments.
- iv. The Transport Strategy will be presented at CSPB and shared with students who took part in the research.
- v. The final Transport Strategy will be signed off by Leadership.
- vi. The final Transport Strategy will be shared with CSPB and students.
- vii. Implementation.