

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

05678

**Friday 14 September 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.

Background

You are an advisor to MidGroup plc, a holding company based in the West Midlands which was incorporated in 2014. The company is owned in equal shares by four members of the Cobley family (Thomas, John, Richard and Harriet). When the holding company was formed it immediately took a 100% shareholding in four subsidiary companies, detailed in the table below.

	MidEngine Ltd	MidBus Ltd	MidMinibus Ltd	MidCoach Ltd
Year incorporated	2011	1978	2014	2014
Operations	Commercial vehicle workshop	Local bus services	Contracted school runs and UK private hire	UK and European tours and private hire
Vehicle types operated	None	89-passenger capacity vehicles	16-seat vehicles	49-seat and 53-seat vehicles with driver bunks
Operator licence	None	Standard National operator licence in the company's name, authorising 20 vehicles	Standard National operator licence in the company's name, authorising 5 vehicles	Standard International operator licence in the name of MidGroup plc, authorising 5 vehicles
Transport Manager	None	Thomas Cobley	Thomas Cobley	Thomas Cobley
Company director details	Thomas Cobley Managing Director CPC by Acquired Rights	John Cobley Managing Director National CPC passed in 1981	Richard Cobley Managing Director National CPC passed in 2011	Harriet Cobley Managing Director CPC passed in 2014

Fig. 1

MidEngine Ltd

MidEngine Ltd is the contracted vehicle maintenance provider for all three operator licences, as notified to the Central Licensing Office. It is based in the Bus Station, from where MidBus Ltd and MidMinibus Ltd operate. Maintenance, tachograph and working time records for all group companies are stored there for 12 months.

The MOT test failure rate in the past 12 months for MidGroup plc group vehicles was 23%. There were 14 PG9 notices issued to "in-service" vehicles.

Thomas Cobley has retired and no longer takes any active interest in the vehicle operations and spends most of his time "tinkering" in the workshop of MidEngine Ltd.

MidBus Ltd

MidBus Ltd operates four local bus services all using its Bus Station base as the main terminus. Details of the current services are set out in the following table.

Monday to Saturday services	Service 1	Service 2	Service 3	Service 4
Headway	15 minutes	20 minutes	15 minutes	15 minutes
Layover at end of route	4 minutes.	4 minutes	4 minutes	4 minutes
Layover at Bus Station	5 minutes.	5 minutes	5 minutes	5 minutes
Running time (single journey)	36 minutes	45 minutes	48 minutes	30 minutes

Fig. 2

Richard is considering extending the length of Service 1 to provide transport for workers at a new industrial development and running the service seven days every week.

MidMinibus Ltd

MidMinibus Ltd's vehicles are based in the Bus Station. They are used mainly for contracted school journeys from Monday to Friday in term times. Some local private hire work is done during weekends and school holidays.

All of the drivers are either part-time employees, or drivers from MidBus Ltd and MidCoach Ltd, working on their rest days. None of the drivers exceed GB Domestic Rules driving limits. The company does not keep any records of working time or drivers' hours.

MidCoach Ltd

The coaches used to be based in the Bus Station, but following a series of collisions inside the garage, Harriet moved the vehicles to the yard of a nearby garage, which has been maintaining the coaches for two months.

This change has resulted in Harriet having fewer problems with defects, as the drivers simply get a fitter to do repairs without completing "pointless" defect reports or rectification sheets.

Current issuesMidBus Ltd papers

Thomas Cobley has handed you some papers to deal with, as follows:

- Several complaints about one of MidBus Ltd's bus services, mainly that Service 2 is always overcrowded. Thomas has added a note that this has been caused by many vehicle breakdowns during busy periods.

- A letter from a DVSA Examiner, who saw “over 90 people alight at the terminus” from a Service 2 vehicle “on more than one occasion”.
- Following the introduction of a 20 mph speed restriction and safety camera outside a local school on the route of MidBus Ltd’s Service 1, the company has received a number of Notices of Intended Prosecution relating to their buses.

Canadian Veterans’ Normandy Tour

Terry Ball is MidGroup plc’s sales and marketing manager. He has negotiated for MidCoach Ltd to provide Friday coach travel for a group of veterans who are due to be collected at Manchester Airport today. The planned itinerary for the group and instructions for the only driver are set out below

Start time	Finish time	Group activity	Driver activity
13.40	14.45	Flight from Dublin (lunch provided on flight)	Arrive Manchester airport by 14.00 and take 45 minute break
14.45	15.15	Collect luggage, Customs & Immigration, walk to coach.	POA
15.15	15.30	Board coach	Assist passengers
15.30	19.30	Coach travel to Portsmouth for overnight ferry crossing	Driving from Manchester to Portsmouth
19.30	20.00	Passenger check-in at Portsmouth Docks	Break
20.00	20.15	Embarkation	Driving
20.15	07.00 UK time 08.00 French time	Overnight sailing to St. Malo (evening meal on board)	Rest (10 hours 45 minutes)
08.00	08.15	Passengers assemble for disembarkation	Rest (15 minutes)
08.15	08.45	Disembarkation, Customs and Immigration	Driving
08.45	09.00	Coach travel to St Malo town centre	Driving
09.00	11.00	Breakfast and free time in St Malo	Break
11.00	12.00	Coach travel to Rennes	Driving
12.00	13.30	Lunch in Rennes (restaurant booked)	Break
13.30	16.00	Free time in Rennes (meet at hotel for 16.00 check-in). Overnight in Rennes	POA until 16.00, then Rest

Fig. 3

You have just received the following email from Terry Ball:

Hi

The incoming flight from Dublin for the Canadian Veteran's tour has been delayed by 90 minutes due to a technical fault. This means the group will miss the 20.15 overnight ferry to St. Malo. I have arranged an alternative crossing from Portsmouth to Ouistreham (the port for Caen), leaving at 23.00 (arrives 06.30 French Time) but I now need a revised tour itinerary which gets the group back to their original plan as soon as possible.

The tour guide will take the veterans to a restaurant in Portsmouth for their evening meal. It is within walking distance of the ferry terminal so our driver can get some rest before boarding the ferry. The guide will also deal with all the passenger check-in at Portsmouth and get them back to the coach in time for embarkation.

As Ouistreham port is only 15 minutes driving from Caen town centre we will let them breakfast and have free time in Caen (as short as possible) instead of St.Malo.

Distance from Caen to Rennes is 180km and we average 90kph (The Vitesse 100 paperwork is on the coach). Question is, what time can you get them to Rennes? Will I have to re-arrange the lunchtime restaurant ?

I've drawn up a rough plan of an itinerary, can you finish it off ? Thanks.

Terry

Minibus tours to Blackpool Illuminations

Terry Ball wants to run a number of minibus tours to the Blackpool Illuminations. The tours would depart from local pick-up points in the West Midlands, travel to Blackpool where the driver would take a 9-hour reduced rest, drive through the Golden Mile and return overnight. Tickets would be priced to recover all costs, plus 15% mark up, based on selling 10 seats for every tour. Although the driver will receive two days' pay for the tour, all other standing costs are to be based on a one-day hire. Terry has provided the following information.

- Total distance: 424km
- Minibus purchase price (including tyres): £57,000
- Total cost of 6 tyres: £900
- Minibus expected residual value after 5 years: £35,000
- Number of days in use per year for minibus: 270
- Driver wages cost per day: £90
- Driver overnight allowance, per night: £25
- Overheads, per day: £100
- Expected tyre life: 30,000km
- Minibus maintenance cost: £0.0875 pphkm
- Minibus fuel consumption: 6.4kpl
- Fuel price: £0.96

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