

MTC – Transport Planning System

Overview

MTC is a comprehensive software system for the management of home to school (Mainstream and SEND) and social care transport.

The system can help you manage your entire operation and to optimise your transport contracts to achieve cost savings and efficiencies.

MTC can automatically assign mainstream passengers to suitable fixed timetable services and suggest best fit for new or amended SEND/Social Care passengers, keeping your services as optimal as possible.

Mainstream eligibility module for automatic calculation of passenger eligibility using true walking routes and taking into account unsafe routes.

The system can manage passes for passengers.

MTC can manage your suppliers and their (or your) staff, such as drivers and passenger assistants, including DBS and ID Badges. It has an incident management system to keep track of performance and incidents of individual contracts and suppliers.

It has a fully integrated financial management module allowing you to keep up to date with your current and predicted spend, as well as provide a means of checking invoices that suppliers provide against the service performed, with links to your corporate finance system (SAP, Agresso, Oracle etc) to enable the automatic payment of approved invoices. The system can split costs against any number of budgets and using a number of configurable rules.

The MTC reporting system allows you full access to your data in a user-friendly and configurable way – no need to come to us to get your data out of your system.

The RESTful API allows third party systems to integrate with MTC – such as your education system, or your business intelligence system (eg, PowerBI) – eliminating the need for duplicating data entry and streamlining your business processes.

Companion apps for Drivers (or PAs) and Parents. Web portal for Operators to monitor contracts, manage staff and to submit invoices.

Data Sheet

Client (Passenger/Rider) Management

- Unlimited addresses & communication methods (telephone, email etc)
- Unlimited contacts (eg, parent, guardian)
- Client Type (eg, Mainstream, SEN, ASC)
- Duplicate client check
- Link to records in third party systems
- 'At risk' warnings
- Change auditing
- Travel attributes: wheelchair, including type; travels alone; requires passenger assistant
- Special Needs
- Equipment required (eg, harness)
- Photo
- Links to files (eg, letters)
- Unlimited user defined fields
- Financial coding
- Eligibility recording, including expiry date
- Catchment school
- Nearest Stop
- Mail merge facility
- Audited notes

Establishment Management

- Type (eg, Primary, Secondary)
- Unlimited addresses & communication methods (telephone, email etc)
- Unlimited contacts (eg, Head Teacher)
- Unlimited bus stop locations
- Default start and finish times per day of week
- Default arrival and departure times per day of week
- Queuing time
- Configurable term structure
- Exception (eg, inset) dates
- Unlimited user defined fields
- Audited notes

Supplier Management

- Unlimited addresses & communication methods (telephone, email etc)
- Supplier Type (eg, Operator, Insurance company)
- Operator type (eg, Taxi, Bus Company)
- Link to finance system record
- VAT Number
- Active/Inactive
- Link to Staff records

- Link to files (eg, letters, insurance document copies)
- Audited notes
- Web portal

Staff Management

- Unlimited addresses and communication methods (telephone, email etc)
- Staff type (eg, Driver, Passenger Assistant)
- Link to Supplier (employer)
- Join/Leave dates
- ID Card (inc. valid dates, issued date, photo)
- Licence details
- Licensing Authority details
- Training Records including alerts for renewal
- User defined fields
- DBS (Criminal Records) check
- Link to files (eg, letters, insurance documents)
- Timesheet system
- Accident Recording
- Audited notes

Contract Management

- Reference and descriptions
- Valid range
- Link to Supplier (operator)
- Link to files (eg, award letters, cost change letters)
- Unlimited Service Definitions:-
 - Fixed (timetabled, eg, Mainstream) or fully flexible services (eg, SEN Taxi)
 - Ticket management
 - Running times (eg, term time only, public holidays)
 - Permitted client types (eg, Mainstream only)
 - Simple capacity (mainstream) or fully flexible capacity matrix (eg, including wheelchair types)
 - Over capacity option
 - Link to real or notional vehicle
 - Passenger Assistants
- Financial Information:-
 - Payment period (eg, monthly, weekly)
 - VAT Codes
 - Daily, Period, Mileage or Seat based costs
 - Split costs by type (eg, Transport, Passenger Assistant, Admin)
 - Multiple methods for apportioning costs over budgets
 - Local Bus contract data (eg, Minimum Subsidy, Deminimus)
 - Credit Notes
 - Payments on Account (inc. automatic rules-based generation)
 - Revenue

- Demand Profiling – analysis of cost based on complexity of requirements (eg, increase spend due to increase in lone travellers or out of county transport)
- Mail merge facility
- Audited notes
- Tender management
- Quick Tender wizard for quickly capturing 'get 3 quote' type requests
- Record bids received
- Award/Reject bids

Stop Management

- Name, reference
- Location
- Type (eg, School stop, public stop)

Incident Management

- Linked to contract & supplier
- Optionally linked to client (passenger)
- Type (eg, inspection issue, accident)
- Status (open, closed, cancelled etc)
- Location & description
- Audited notes
- Penalty system

Vehicle Management

- Management of real or notional (eg, 4 Seat Taxi, 16 Seat Minibus) vehicles
- Full vehicle maintenance records
- Vehicle check alerts
- Capacity matrix
- Accidents & Damage records

Transport Management

- Regular or ad hoc trips
- Term time (eg, Mainstream & SEN) or Weekly (Adult Social Care) repeating patterns
- Every N weeks (eg, N=2 for alternating weekly patterns)
- Calendar based tool for ad hoc trips
- Unlimited legs per trip (eg, AM and PM; AM, Lunchtime, PM)
- Pickup and Drop off from establishment, address, stop or point on map
- Default Max Journey time based on school year
- Default departure and/or arrival times from establishment record (if to/from establishment)
- Automatic scheduling to existing service (fixed or flexi depending on client)
- Presentation of all options, including 'near misses' (eg, no capacity), to user
- Alternative services (eg, alternative mainstream public bus services)
- Multiple services per leg
- Suspend/Cancel trip on individual days (eg, sickness, respite care)

- Variety of configurable driver manifests
- Ticket generation, cancellation, replacements
- Fast, bulk process for allocating services to many clients (eg, new mainstream intake)

GIS/Map Data

- Background map always available
- Map data directly from Ordnance Survey
- Bing satellite layer
- OS MasterMap Highways for road and path routing including road restrictions (road width/height)
- Barred/Unsafe walking routes
- Highlight record location (eg, Client, Establishment, Supplier)
- Display routes, including pickups and drop offs
- Show all (or subset) routes into establishment
- Show location of all clients going to establishment
- Pin ad hoc route to view driving time and distance
- Configurable road class based speeds
- Real world road speeds data

Strategic Route Optimiser

- What-If analysis
- Calculate optimal routes for individual establishment or many at a time
- Optimise for minimum routes or minimum miles (or weighted combination of both)
- Many adjustable parameters
- Visualise proposed routes on map
- Replace live planned routes with new

Finance

- Manage financial codes (GL, Budget, Cost Centre, VAT codes)
- Invoice reconciliation process, with optional multiple stage sign-off
- Automatic apportionment of costs against budgets
- Export to third-party finance system
- Powerful cost browser – keep on top of committed and predicted costs
- Automatic inflationary increase of contract costs

Operations

- Dispatching routes to in-vehicle software
- Realtime tracking of vehicles
- Board, Alight, No-Shows
- Historical AVL

Reports

- Many built-in reports
- Configurable report builder including visualisation of results on the mapping system
- Easy Mail Merge of report results for bulk letters
- SQL based report writer
- Easily export to Excel
- Key Performance Indicator (KPI) report to view key statistics (eg, cost per mile, cost per passenger mile) for all contracts
- Link to PowerBI, Tableau or other corporate reporting systems via API

Importing

- Highly configurable client import process, including:-
 - Automatic geocoding
 - Duplicate client identification
 - Generate transport requirement
- Stop import
- School catchment polygons

Other Features

- New School Year Wizard – easily move pupils forward to new school year, including their transport requirement and allocated contract if necessary
- Service Browser – drill down into routes from operator, establishment, contract or stop; produce route manifests (PDF) for all routes run by operator, or to an establishment
- Workflow tool to manage jobs within teams; integrate with online transport request forms to get new requests/modifications
- Eligibility management
- Calculate client nearest stops
- Customisable lists (keywords) throughout system
- Security system to manage access to all parts of the system including 2FA
- Contract Transfer – easily replace one contract with another (new operator) and reallocate existing passengers to it
- Service Validate – is timetabled service possible? Suggest valid stop times.
- Ticket Queue – manage ticket printing/exporting
- Extensive RESTful API for links to other systems
- Integration with Sharepoint for standard letters, reports, driver badge images etc
- Smart Apps:-
 - Driver or PA: route schedules; record pickup, drop off, no shows; GPS tracking; late running calculation
 - Parent: view route details for children; current status (on board, late etc) (subject to vehicle equipped with suitable software, such as the MTC Driver App); send messages to transport team; cancel upcoming trips
- Integration with Gov.UK Notify service for SMS messaging and email

Disaster Recovery & Business Continuity

MTC is hosted at an ISO27001 accredited data centre (AWS) located in the EEA.

The environment consists of multiple servers to provide a resilient and redundant set up to ensure a high level of availability.

Each customer has their own isolated system and data.

As standard, backups are taken each night to achieve an RPO of 24 hours (maximum). Backups can be taken more frequently if required (may incur additional cost). Backups are stored at different locations from production systems.

We have a target RTO of 8 working hours.

Onboarding & Offboarding

We will work with you to scope your project and understand any additional services you may require, such as project management, data migration and training.

Once a contract is in place, we will work with you to formulate a plan for implementation to include publishing of your application from our cloud servers, data migration, training and go live process.

Having a good system is only one half of the success of the project. We recognise that having your data accurately and completely in the system is crucial. Unlike other providers who require you to provide your existing data in certain formats, we take an approach of working with you through a process we call Data Discovery. Within this process we understand where your data is and how it can be extracted, mapped and loaded into our system. Data may come from a variety of sources – it is our aim to not only migrate from any existing system you may have, but also to replace all those uncontrolled, less secure, unlinked spreadsheets you may have.

Multiple test migrations may be performed to ensure you are 100% happy with this process. We work with you to formulate a training programme for your users and then deliver this as close to go live as possible.

We work with you through the go live process and beyond to ensure you are entirely happy with your new system.

At the end of the contract, if you wish to stop using the system, we will provide all your data to you in standard formats such as flattened CSV or Oracle dump file. Additional filtering or formats may incur additional cost.

At an agreed time and within 30 days of the end of the contract, we will securely delete all of your data from our systems, including backups.

Pricing Overview

Our pricing model is based on the estimated number of passengers to be actively managed at any one time, with volume discounts for larger numbers, together with the number of end users who will access the system.

Our project setup fees include:-

- User training (onsite or online as appropriate)
- Data discovery
- Preparation of data migration plan
- Data migration
- Project Management
- Integration with your finance and other systems

Maintenance windows

We endeavour to deliver planned maintenance outside of normal working hours (Mon-Fri, 0800-1700).

Service Levels

We guarantee a service uptime of 99% per quarter, excluding any planned maintenance.

Our standard response times:-

Our standard response times:- Priority	Response	Target Resolution	Comments
P1 – Urgent. A critical part of the system is unusable preventing normal operations	1 business hour	4 business hours	Full fix or usable workaround by target resolution.
P2 – High. Important part of the system is unusable impairing normal operations	1 business hour	1 working day	Full fix or usable workaround by target resolution.
P3 – Medium. Inconvenient problem.	8 business hours	5 working days	Full fix or usable workaround by target resolution.
P4 – Low	5 working days	1 calendar month	

Ordering and Invoicing process

As part of the ordering process we will understand your project requirements and provide a quote to deliver your project.

Buyer will be invoiced for the first year's charge at the point of order. The start date for the first year's licence will be the go live date or two weeks after user acceptance of the system, whichever is sooner. Any additional charges (such as data migration, project management and training) will be invoiced monthly in arrears throughout the project.

Subsequent years licence charges will be paid annually on the anniversary of the start date of the licence.

Contract extensions may include increases in licence fees.

Contract Termination

Early termination of the contract may be subject to additional charges as set out in the Contract Terms and Conditions.

After Sales Support

Support is available 24/7, although non-critical support outside normal working hours is chargeable.

We have a telephone support line as well as an email support system. We run a support ticket system to enable you to keep track of your support requests and enabling us to provide any support metrics you may require.

Technical Requirements

MTC can be run from any Windows PC (Windows 7+) using a browser.

In order to use the address matching/geocoding function within the system, we require an OS Places API key.

We supply OS mapping under your PSGA licence.

For integration with Sharepoint we will need relevant application permissions and keys.