

BUS SERVICE OPERATORS GRANT

DEMAND RESPONSIVE TRANSPORT (DRT) SERVICES

INFORMATION SHEET DRT01-S



April 2014

Since 1st April 2012 DRT / flexible services available to the general public that are registered with the Traffic Commissioner as local bus services have qualified for the Bus Service Operators Grant (BSOG).

BSOG funding will be paid to contracting operators who operate eligible services on behalf of local authorities. The funding will not be paid to the local authority. It will assist Transport Scotland's claims handling procedure if local authorities who contract out DRT services provide Transport Scotland with a list of contracting operators and services and notify the agency immediately in the event of any changes being made to the operators used and services supported.

These details can be emailed to bsog@transportscotland.gsi.gov.uk

Given that the demand driven nature of the services makes it impossible to assure and accurately judge estimated kilometre coverage in the year ahead, operators will only be entitled to claim BSOG in respect of these services in arrears at the year end. Thus the first claims for these services will be tendered on the **1st April – 31st March** certified claim.

Documentary evidence required to support a claim

Transport Scotland requires the following information in order to qualify claims for BSOG in respect of DRT services:-

- Registration particulars properly recorded as a local bus service with the Traffic Commissioner (as recorded by VOSA);
- Service operating area map and details of booking arrangements by which the general public would avail themselves of the service (e.g. publicity brochure);
- Records of each booking taken and the operator's on the road performance in satisfying the booking i.e.

- (1) Customer's name and address and contact telephone number;
- (2) Date and time of booking;
- (3) Date, time and location of customer pick-up;
- (4) Date, time and location of customer set-down;

The Traffic Commissioner requires these records to be kept for **12 months** in order to satisfy themselves that the services ran as claimed.

Transport Scotland requires that these records are kept for **24 months** in order to verify journeys for the purposes of assuring BSOG entitlement (operators are allowed to submit certified BSOG claims up to 12 months after the claim period end date hence the 24 month window). These records can be kept by the operator, their certifying accountant, contracting local authority or call centre / shared service provider if applicable.

These records must be provided upon demand to Transport Scotland for the purposes of assuring BSOG claims in accordance with the conditions of the scheme as set out on form PSV 311-S.

DRT for Claim Year 2013-14

The following guidance was issued to Operators in December 2013:

- Following a recent review operators will be eligible from 1 April 2014 to claim twice yearly in arrears for set 6 month periods (1 April-30 September and 1 October-31 March), with each claim certified by an appropriate accountant or auditor. If you would like to continue to claim in arrears on a certified annual basis then you do not need to do anything; however, if you would like to discuss the alternative payment option please contact the BSOG team on 0141 272 7155.
- Where a DRT contract is operated on behalf of a local authority there is usually a requirement to provide detailed passenger information for reconciliation. When submitting your BSOG claim you should provide copies of this information to assist with our validation. If you cannot provide this you should contact the BSOG team to discuss our requirements.
- If you operate a combination of both timetabled and DRT / flexible services you should contact the BSOG team to discuss the payment options available to you.

Further information

If you require any further information or if you think you are entitled to claim Bus Service Operators Grant (BSOG) for some or all of the local bus service(s) you intend to operate, please contact:

BSOG Team
Concessionary Travel & Integrated Ticketing
Transport Scotland
6th Floor
Buchanan House
58 Port Dundas Road
Glasgow
G4 0HF

Tel: **0141 272 7319**

E-mail: bsog@transportscotland.gsi.gov.uk