

## **Freedom of Information – Response – 27072**

*I am writing to request information under the Freedom of Information Act 2000 relating to your organisation's transport planning systems and transport related expenditure.*

*Please provide the following information:*

*1. Transport planning system*

- *What system(s) you currently use to support transport planning and scheduling.*
- *The supplier(s) of the system(s).*

QRoutes supplied by QRoutes.

*2. Cost and contract details*

- *The current annual cost of each system.*
- *The contract start date and end date.*
- *Any options for extension or renewal within the contract.*
- *The date on which the current contract is due for renewal or re-procurement.*
- *Cost per annum: £44,953.00*
- *Initial contract period: 8 October 2025 – 7 October 2026 with options for two one-year extensions.*
- *The contract is due for renewal 7 October 2026.*

*3. Contacts*

- *The job title and suitable contact details of the main person or team responsible for discussing transport solutions within your organisation.*

Passenger Transport Team

[passenger.transport@suffolk.gov.uk](mailto:passenger.transport@suffolk.gov.uk)

*4. Annual transport spend: Please provide your most recent full financial year's spend on transport services, broken down as follows:*

- *Mainstream school transport*
- *Special Educational Needs and Disabilities (SEND/SEN) transport*
- *Adult social care transport*
- *Mainstream School Transport: £14,659,549.87*
- *SEND Transport: £34,698,097.13*
- *Adult Social Care: £1,749,918.67 (this is spend through the Passenger Transport team)*

*5. Demand responsive and community transport*

- *Do you currently work with any demand responsive transport (DRT) and/or community transport providers?*

YES

*If yes, please provide:*

- *The name of each provider*

- *Hadleigh Community Transport Group (HCTG)*
- *GoSTART – Subcontractor to HCTG*
- *The Voluntary Network (TVN)*
- *Communities Together East Anglia (CTEA)*
- *Coastal Accessible Transport Services (CATS)*

- BACT Community Transport Limited

- *The type of service(s) provided (e.g. home-to-school, SEND, adult social care, dial-a-ride, community bus, demand responsive transport)*

- Adult Social Care
- Dial a Ride and Community Bus operating under the countywide branding of Connecting Communities DRT

- *The client group(s) served*

Anyone needing to make a journey where there is no public transport available may request connections with bus routes or train links. Where a person's mobility is limited end to end journey may be possible.

- *Whether the services are provided under contract, grant funding, framework agreement, or ad-hoc arrangements*

Contracts

#### 6. *Additional digital tools*

- *Whether you use any other digital tools or platforms to manage transport contracts, fleet management, route optimisation, or performance monitoring, and if so, the name of those tools.*

Sproc.Net

#### 7. *Future improvements*

- *Whether your organisation is open to discussions regarding alternative transport solutions or pilot projects aimed at improving service delivery and/or cost efficiency.*

*If any of the requested information is already publicly available, I would appreciate it if you could direct me to the relevant webpage or document exactly.*

Suffolk County Council remains open to new opportunities to support our service delivery.