

Transportforall

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Community Transport Operations Manual for London

An essential guide for
community transport
operators



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Introduction

The purpose of this manual is to provide guidance for managers who have responsibility for fleet management and control within community transport projects in London.

Practices relating to transport management may vary between organisations. Accordingly, this guidance outlines best practice in relation to procedures and controls, which should be included in each system of transport management. This guidance should be viewed as “minimum standards”, which should be incorporated into working practices. Operators may also wish to develop their own “tailored” operational procedures manual, detailing any work practices specific to their organisation.

The person responsible for managing transport services is referred to as the “Operations Manager” throughout the manual. It is, however, recognised that several organisations have introduced a division in duties between two persons who maintain the fleet and organise the daily operation of vehicles. Therefore the term Operations Manager may be applied to both persons.

Operations Managers should be aware of the finance and management knowledge/expertise within their management committee. Where reference has been made in the manual to drivers, this includes all categories of driver whether employed or as a volunteer to drive vehicles for the organisation or other staff who have occasion to drive the vehicles.