

## **WP5.2 PERFORMANCE FRAMEWORK**

### 1. **EXECUTIVE SUMMARY**

This document is the Doncaster Bus Partnership (DBP) Performance Framework, and sets out the detailed information supporting the delivery of the Doncaster Bus Partnership Scorecard Report and its data sources.

To deliver the performance framework gathering and collating of information is required from a number of sources at a frequency which is appropriate for each indicator. The following sections show in detail the measures, data sources, reporting frequency, more detailed description and delivery schedule. A proforma data request is sent prior to each Reporting occurrence.

### 2. **BACKGROUND INFORMATION**

#### 2.2 **HEADLINE KEY PERFORMANCE INDICATORS – DATA SOURCES**

Ref	Measure		Data Source	Reporting	Description / notes	Delivery Schedule
1.	Passenger journeys	<b>Sub Measure</b>	Operators – Boarding stage	Month-on-Month	All Services	Data provided 10 working days prior to the subsequent meeting
		Total		Quarter-on-Quarter		
		Fare-payer		Year-on-Year		
		ENCTS				
	Child					
2.	Punctuality	Timetable registered services	SYPTe RTI Software	Month-on-Month	Services as specified in WP1.7	
		Frequent registered services		Quarter-on-Quarter		
				Year-on-Year		
3.	Reliability		Operators	Month-on-Month	Services as specified in WP1.7 % mileage operated against scheduled	Data provided 10 working days prior to the subsequent meeting
				Quarter-on-Quarter		
				Year-on-Year		

## Schedule - WP5.2 Performance framework

Ref	Measure	Data Source	Reporting	Description / notes	Delivery Schedule
			Quarter-on-Quarter		
			Year-on Year		
4.	Average bus journey speeds (mph) for all Operators	Operators	Year-on-Year	Services as specified in WP1.7 Total scheduled hours divided by scheduled mileage.	Data available at the end of Q4 each year
5.	Satisfaction with the bus journey in South Yorkshire	Transport Focus	Year-on-Year	Transport Focus Survey	As data becomes available from Transport Focus

2.3 CONTEXTUAL INDICATORS**Context indicators**

<b>Ref</b>	<b>Measure</b>	<b>Data Source</b>	<b>Reporting</b>	<b>Description / notes</b>	<b>Delivery Schedule</b>
6.	Total number of bus passenger journeys in other South Yorkshire Districts	Operators	Year-on-Year	Sheffield, Rotherham and Barnsley services	Data provided 10 working days prior to the subsequent Operations Group meeting
7.	GVA	CEBR	Year-on-Year	Gross value added (wealth) as produced by CEBR– analysed for Doncaster by SYPTE	Data available from SYPTE within 5 working days from date of release
8.	GDP in UK	ONS		Consumption plus investment plus Government spending plus exports minus imports	Data available from SYPTE within 5 working days from quarterly release date
9.	Total travel	Cordon counts		Total travel all modes	Data provided after processing is completed for subsequent Operations Group
10.	Footfall counts in key locations	DMBC	Quarter-on-Quarter	All footfall	Provided monthly
11.	Average bus journey speeds (mph) for Arriva Yorkshire	See 4	Quarter-on-Quarter	See 4	See 4
12.	Average bus journey speeds (mph) for First South Yorkshire				
13.	Average bus journey speeds (mph) for Stagecoach Yorkshire				

Ref	Measure	Data Source	Reporting	Description / notes	Delivery Schedule
14.	Average vehicle journey speeds (mph).	DfT	Year-on-Year	DfT Table CGN0201b - Average vehicle journey times (flow-weighted) during the school day weekday morning peak (0700-1000) on locally managed 'A' roads (measured in both directions)	Data available after DfT release and provided to subsequent Operations Group.
15.	Mode share by type: 1: HGV/MGV 2: Car/LGV/MC 3: Walk/Cycle 4: Bus/Train	Cordon counts		Total travel all modes	Data provided after processing is completed for subsequent Operations Group

### Passenger Numbers

Ref	Measure	Data Source	Reporting	Description / notes	Delivery Schedule
16.	Number of child concessionary passenger journeys	Operators	Quarter-on-Quarter	All Services	Data provided 10 working days prior to the subsequent Operations Group meeting
17.	Number of non-child concessionary passenger journeys				
18.	Number of adult fare-paying passenger journeys				

**Journey Performance**

Ref	Measure	Data Source	Reporting	Description / notes	Delivery Schedule
19.	Bus mileage scheduled for each Operator	Operator	Quarter-on-Quarter	Services as specified in WP1.7	Data provided 10 working days prior to the subsequent Operations Group meeting
20.	Bus mileage operated for each Operator				

**Customer accessibility, satisfaction and complaint handling**

Ref	Measure	Data Source	Reporting	Description / notes	Delivery Schedule
21.	Satisfaction with the bus journey in South Yorkshire	Transport Focus	Year-on-Year	Transport Focus Survey	Data available in Spring of each year
22.	Satisfaction with the service overall (bus user)	SYLTE		SYLTE Travel Survey	Data available in the Autumn of every year
23.	Satisfaction with the service overall (non-user)				
24.	Satisfaction with local bus services	<a href="http://www.nhtnetwork.org/nht-network/home/">http://www.nhtnetwork.org/nht-network/home/</a> (IPSOS Mori)		NHTS Satisfaction Survey	Data available in Winter or Spring of every year
25.	Satisfaction re ease of access (to facilities and amenities) for those without a car				

**Service quality – on bus experience (User/Non-User)**

Ref	Measure	Data Source	Reporting	Description / notes	Delivery Schedule
26.	Satisfaction with ease of getting on and off the bus (bus user)	SYLTE	Year-on-Year	SYLTE Travel Survey	Data available in Spring and Autumn of every year
27.	Satisfaction with ease of getting on and off the bus (non-user)				
28.	Satisfaction with the cleanliness and condition of the outside of the bus (bus user)				
29.	Satisfaction with the cleanliness and condition of the outside of the bus(non-user)				
30.	Satisfaction with the cleanliness and condition of the inside of the bus (bus user)				
31.	Satisfaction with the cleanliness and condition of the inside of the bus(non-user)				
32.	Satisfaction with politeness, attitude of the driver (bus user)				
33.	Satisfaction with politeness, attitude of the driver(non-user)				
34.	Satisfaction with the driving style (bus user)				
35.	Satisfaction with the driving style(non-user)				

**Journey Performance (Satisfaction)**

Ref	Measure	Data Source	Reporting	Description / notes	Delivery Schedule	
36.	Satisfaction with how long you have to wait for a bus (bus user)	SYPTE	Year-on-Year	SYPTE Travel Survey	Data available in Spring and Autumn of every year	
37.	Satisfaction with how long you have to wait for a bus (non-user)					
38.	Satisfaction with how long the journey took (bus user)					
39.	Satisfaction with how long the journey took (non-user)					
40.	Overall satisfaction with Transport and Highways	<a href="http://www.nhtnetwork.org/nht-network/home/">http://www.nhtnetwork.org/nht-network/home/</a> (IPSOS Mori)		Year-on-Year	NHTS Satisfaction Survey	Data available in Winter or Spring of every year
41.	Satisfaction with traffic levels and congestion					
42.	Satisfaction with management of roadworks					
43.	Satisfaction with Traffic Management					
44.	Satisfaction with highway enforcement / obstructions					
45.	Satisfaction with condition of highways					

**Vehicle and facilities investment: in-vehicle equipment**

Ref	Measure	Data Source	Reporting	Description / notes	Delivery Schedule
46.	Total fleet number each Operator	Operator	Year-on-Year	Services as specified in WP1.7	Data provided 10 working days prior to the subsequent Operations Group meeting
47.	Age of overall Fleet for each Operator				
48.	Overall fleet profile by Euro engine type – Euro 2 or better for each Operator				
49.	Overall fleet profile by Euro engine type – Euro 3 or better for each Operator				
50.	Overall fleet profile by Euro engine type – Euro 5 or better for each Operator				
51.	Percentage of vehicle fleet that is low floor with Accessibility Certificate for each Operator				
52.	Percentage of vehicle fleet with GPS real time equipment tracked and operational for each Operator				
53.	Percentage of vehicle fleet with Drive Green (or similar) for each Operator				

Ref	Measure	Data Source	Reporting	Description / notes	Delivery Schedule
54.	Percentage of vehicle fleet with operational ETM for each Operator				
55.	Percentage of vehicle fleet that has Smartcard ticketing technology with RID interface for each Operator				
56.	Percentage of vehicle fleet with digital CCTV for each Operator				
57.	Percentage of vehicle fleet with 2-way supervisor/driver communication system for each Operator				
58.	Percentage of journeys tracked	SYLTE RTI Software	Quarter-on-Quarter	Services as specified in WP1.7	Data provided 10 working days prior to the subsequent Operations Group meeting
59.	Satisfaction with facilities at bus stops (bus user)	SYLTE	Year-on-Year	SYLTE Travel Survey	Data available in Spring and Autumn of every year
60.	Satisfaction with facilities at bus stops (non-user)				
61.	Satisfaction with facilities at interchanges (bus user)				
62.	Satisfaction with facilities at interchanges (non-user)				

### Ticketing – Affordability

Ref	Measure	Data Source	Reporting	Description / notes	Delivery Schedule
63.	Satisfaction with value for money in South Yorkshire	<a href="http://www.nhtnetwork.org/nht-network/home/">http://www.nhtnetwork.org/nht-network/home/</a> (IPSOS Mori)	Year-on-Year	NHTS Satisfaction Survey	Data available in Winter or Spring of every year
64.	Satisfaction with value for money (bus user)	SYLTE		SYLTE Travel Survey	Data available in Spring and Autumn of every year
65.	Satisfaction with value for money (non-user)			Average fare for singles and return tickets	Data provided after processing is completed for subsequent Operations Group
66.	Affordability indicator			SYLTE Travel Survey	Data available in Spring and Autumn of every year
67.	Customers agree that they know what sort of ticket gives them best value for money (bus user)				
68.	Customers agree that they know what sort of ticket gives them best value for money (non-user)				

**Marketing, and customer communication**

Ref	Measure	Data Source	Reporting	Description / notes	Delivery Schedule
69.	Share of voice	SYPTE	Quarter-on-Quarter	SYPTE Communications Dept. assessments - how many people press releases have reached	Data provided after processing is completed for subsequent Operations Group
70.	Positive communication			SYPTE Communications Dept. assessments - number of positive network messages greater than negative	

**Information**

Ref	Measure	Data Source	Reporting	Description / notes	Delivery Schedule
71.	Satisfaction with information at the bus stop (bus user)	SYPTE	Year-on-Year	SYPTE Travel Survey	Data available in Spring and Autumn of every year
72.	Satisfaction with information at the bus stop (non-user)				
73.	Satisfaction with information at interchanges (bus user)				
74.	Satisfaction with information at interchanges (non-user)				
75.	Satisfaction with timetables (bus user)				
76.	Satisfaction with timetables (non-user)				
77.	Satisfaction with public transport information	<a href="http://www.nhtnetwork.org/nht-network/home/">http://www.nhtnetwork.org/nht-network/home/</a> (IPSOS Mori)		NHTS Satisfaction Survey	Data available in Winter or Spring of every year