

**Schedule WP5**

**Performance, Business Intelligence and Measurement**

Performance Framework Indicators

Performance Framework – Data Sources

Business Intelligence Reporting Protocol

**SUBJECT: PERFORMANCE FRAMEWORK INDICATORS**

**FROM: WORK PACKAGE 5**

**DATE: REPORTING DATE AS REQUIRED**

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**1. EXECUTIVE SUMMARY**

- This document outlines the performance framework indicators which underpins the Monthly Highlight and Performance Report
- Overall passenger journeys growth target is set out in Protocol Table 2.1
- The baseline for growth is Year/Month prior to launch of the Rotherham Bus Partnership (RBP)
- Other baseline measures are at Month prior to launch or at nearest timepoint to launch of the RBP
- The Monthly Highlight and Performance Monitoring Report will contain an Executive Summary and Recommendations
- Values scheduled as weekly are required for the first 12 weeks after launch


**2. BACKGROUND INFORMATION**

**2.1 RBP KEY PERFORMANCE INDICATOR REPORTING**



The indicators will be updated at the agreed frequency and will include a brief commentary on the performance to date. A simple visual indicator of performance to denote the position relative to target is then attached. The visual indicators are:

				
Above target	On target	Mixed outlook	Little sign of improvement	Deteriorating

**2.2 RBP HEADLINE KEY PERFORMANCE INDICATORS**


Overall performance						
Measure (Rotherham unless stated)	Target	Commentary	Baseline	Current value	Outlook	Change since last time
9. Total number of passenger journeys		Performance on Week	343,593 (w/e 13.10.13)	346,455 (w/e 12.10.14)		
		Performance on Month	1.60m (Jun13)			
	Protocol Table 2.1	Performance– MAA	18.90m (Jul13-Jun14)			
15. Performance of network – punctuality		Performance on Month	89.4% (Sep13)	88.6% (Sep14)		
		Performance MAA	91.2% (Aug13-Jul14)	91.4% (Oct13-Sep14)		
16. Performance of network – reliability		Performance on Month	100.0% (Sep13)	98.6% (Sep14)		
		Performance MAA	98.8% (Aug13-Jul14)	98.8% (Oct13-Sep14)		

59. Number of customer complaints on service numbers		Performance on Month	n/a	54 (6 <sup>th</sup> Sept to 3 <sup>rd</sup> Oct)		
		Performance YTD	n/a	198 (19 <sup>th</sup> Jul to 17 <sup>th</sup> Oct)		
8. Mode share bus	31-48% in 2020		15.81% (2013)			
20. Average Bus vehicle journey speed (mph)						

Context indicators						
Measure (Rotherham unless stated)	Target	Commentary	Baseline	Current value	Outlook	Change since last time
1. Total number of bus passenger journeys in other South Yorkshire districts	No target	Performance – MAA	89.4m (Aug13-Jul14)	N/A		
3. GVA in Rotherham	Upward trend desirable	Projection for 2014	£4,473m (2013)	£4,585m (2014) +2.5% compared to 2013		↑
3. GDP in UK	Upward trend desirable	Projection for 2014	£1,533,890m (2013)	£1,576,092m (2014) +2.8% compared to 2013		↑
4. Total travel	Up		230,701 (2013)			
5. Footfall counts in key locations (locations to be confirmed)	No target	Performance by Quarter/Year	6.58m (May14-Jul14) 51.26m (Aug13-Jul14)			
6. Seasonal variation of average journey speeds (mph)	No target.	Bus only (First)				
		Bus only (Stagecoach)				
7. Mode share by type: 1: HGV/MGV 2: Car/LGV/MC 3: Walk/Cycle 4: Bus/Train	No target		1: 3.10% 2: 78.15% 3: 1.71% 4: 17.05%  (2013)			
8. Mode share bus	31-48% in 2020		15.81% (2013)			

## 2. NETWORK & SERVICES

To provide a stable, clear to understand, network for the customer.

Passenger Numbers						
Measure (Rotherham unless stated)	Target	Commentary	Baseline	Current value	Outlook	Change since last time
9. Total number of passenger journeys		Performance on Week	343,593 (w/e 13.10.13)	346,455 (w/e 12.10.14)		
		Performance on Month	1.60m (Jun13)			
	Protocol Table 2.1	Performance– MAA	18.90m (Jul13-Jun14)			
10. Number of child concessionary passenger journeys		Performance on Month	0.26m (Jun13)			
		Performance – MAA	2.73m (Jul13-Jun14)			
11. Number of non-child concessionary passenger journeys		Performance on Month	0.49m (Jun13)			
		Performance– MAA	5.71m (Jul13-Jun14)			
12. Number of adult fare-paying passenger journeys		Performance on Month	0.86m (Jun13)			
		Performance– MAA	10.46m (Jul13-Jun14)			

Journey Performance						
Measure (Rotherham unless stated)	Target	Commentary	Baseline	Current value	Outlook	Change since last time
13. Bus mileage scheduled		First	n/a	95207 (17.08.14)		
		Stagecoach	Data Provided	54215 (14.09.14)		
14. Bus mileage operated		First	n/a	94353 (14.09.14)		
		Stagecoach	Data Provided	54014 (14.09.14)		
15. Performance of network – punctuality		Performance on Month	89.4% (Sep13)	88.6% (Sep14)		
		Performance MAA	91.2% (Aug13-Jul14)	91.4% (Oct13-Sep14)		
16. Performance of network – reliability		Performance on Month	100.0% (Sep13)	98.6% (Sep14)		
		Performance MAA	98.8% (Aug13-Jul14)	98.8% (Oct13-Sep14)		
17. Bottom 10% punctuality by service number including performance		First	tbc	Will be included in main section of reports		
		Stagecoach	tbc			
18. Bottom 10%		First	tbc			

Journey Performance						
Measure (Rotherham unless stated)	Target	Commentary	Baseline	Current value	Outlook	Change since last time
reliability by service number including performance		Stagecoach	Tbc			
19. Average vehicle journey speeds (mph)		All traffic AM peak, A-roads	26.5 (2012/13 - academic year)			
20. Average Bus vehicle journey speed (mph)						

Customer accessibility, satisfaction and complaint handling						
Measure (Rotherham unless stated)	Target	Commentary	Baseline	Current value	Outlook	Change since last time
21. Net Promoter Score		Bus User	-20.6 (May14)			
		Non-user	-56.3 (May14)			
22. Satisfaction with the bus journey (South Yorkshire)			83% (Spring13)			
23. Satisfaction with the service overall		Bus User	60.3% (May14)			
		Non-user	52.1% (May14)			
24. Satisfaction with local bus services			56% (Aug13)			
25. Satisfaction re ease of access (to facilities and amenities) for those without a car			70% (Aug13)			

### 3. INVESTMENT

To provide a high quality bus offer that creates a positive customer experience both on and off bus. This will ensure that buses, stops and Interchange(s) are of good quality, feel safe and offer a punctual and reliable service.

Service quality – on bus experience (User/Non-User)						
Measure (Rotherham unless stated)	Target	Commentary	Baseline	Current value	Outlook	Change since last time
26. Satisfaction with ease of getting on and off the bus		Bus User	90.4% (May14)			
		Non-user	78.1% (May14)			
27. Satisfaction with the cleanliness and condition of the outside of the bus		Bus User	72.3% (May14)			
		Non-user	58.6% (May14)			
28. Satisfaction with the cleanliness and condition of the inside of the bus		Bus User	68.7% (May14)			
		Non-user	52.8% (May14)			
29. Satisfaction with politeness, attitude of the driver		Bus User	61.4% (May14)			
		Non-user	64.4% (May14)			
30. Satisfaction with the driving style		Bus User	64.6% (May14)			
		Non-user	57.5% (May14)			

Journey Performance (Satisfaction)						
Measure (Rotherham unless stated)	Target	Commentary	Baseline	Current value	Outlook	Change since last time
31. Satisfaction with how long you have to wait for a bus		Bus User	51.6% (May14)			
		Non-user	31.3% (May14)			
32. Satisfaction with the length of the journey		Bus User	68.2% (May14)			
		Non-user	40.8% (May14)			
33. Overall satisfaction with transport and highways			52% (Aug12)			

Journey Performance (Satisfaction)						
Measure (Rotherham unless stated)	Target	Commentary	Baseline	Current value	Outlook	Change since last time
34. Satisfaction with traffic levels and congestion			49% (Aug12)			
35. Satisfaction with management of roadworks			50% (Aug12)			
36. Satisfaction with traffic management			54% (Aug12)			
37. Satisfaction with highway enforcement / obstructions			43% (Aug12)			
38. Satisfaction with condition of highways			19% (Aug12)			

Vehicle and facilities investment: fleet specification						
Measure (Rotherham unless stated)	Target	Commentary	Baseline	Current value	Outlook	Change since last time
39. Age of overall Fleet		First	10.3			
		Stagecoach	7.4			
40. Overall fleet profile by Euro engine type (% Euro III or better / % Euro IV or better)		First	74% / 21%			
		Stagecoach	68% / 41%			
41. Percentage of vehicle fleet that is low floor		First	100%			
		Stagecoach	86%			

Vehicle and facilities investment: in-vehicle equipment						
Measure (Rotherham unless stated)	Target	Commentary	Baseline	Current value	Outlook	Change since last time
42. Percentage of vehicle fleet with GPS real time equipment fitted and scheduled for operation (ACIS, etc.)		First	100%			
		Stagecoach	86%			
43. Percentage of vehicle fleet with Drive Green or similar		First	100%			
		Stagecoach	100%			



Vehicle and facilities investment: in-vehicle equipment						
Measure (Rotherham unless stated)	Target	Commentary	Baseline	Current value	Outlook	Change since last time
44. Percentage of vehicle fleet that has Smartcard ticketing technology with RID interface		First	100%			
		Stagecoach	100%			
45. Percentage of vehicle fleet with digital CCTV		First	81%			
		Stagecoach	89%			
46. Satisfaction with facilities at bus stops		Bus User	55.8% (May14)			
		Non-user	56.3% (May14)			
47. Satisfaction with facilities at interchanges		Bus User	74.1% (May14)			
		Non-user	57.8% (May14)			
48. Overall infrastructure investment		Spend by Quarter	Q1: Q2: Q3: Q4:			

#### 4. TICKETING

Affordability						
Measure (Rotherham unless stated)	Target	Commentary	Baseline	Current value	Outlook	Change since last time
49. Satisfaction with value for money (South Yorkshire)			59% (Spring13)			
50. Satisfaction with value for money		Bus User	42.3% (May14)			
		Non-user	29.2% (May14)			
51. Affordability indicator		Average fares as a proportion of household income	£1.84 (Jun13-May14)			
52. Customers agree that they know what sort of ticket gives them best value for money		Bus User	47.3% (May14)			
		Non-user	50.0% (May14)			

## 5. MARKETING, INFORMATION AND CUSTOMER COMMUNICATION

Media						
Measure (Rotherham unless stated)	Target	Commentary	Baseline	Current value	Outlook	Change since last time
53. Share of voice		How many people press releases have reached	n/a	52072		
54. Positive communication		Number of positive network messages greater than negative	n/a	2		

Information						
Measure (Rotherham unless stated)	Target	Commentary	Baseline	Current value	Outlook	Change since last time
55. Satisfaction with information at the bus stop		Bus User:	60.5% (May14)			
		Non-user:	57.3% (May14)			
56. Satisfaction with information at interchanges		Bus User:	72.9% (May14)			
		Non-user:	73.2% (May14)			
57. Satisfaction with timetables		Bus User:	58.0% (May14)			
		Non-user:	50.0% (May14)			
58. Satisfaction with public transport information			51% (2013)			

Customer						
Measure (Rotherham unless stated)	Target	Commentary	Baseline	Current value	Outlook	Change since last time
59. Number of customer complaints on service numbers		Performance on Month	n/a	54 (6 <sup>th</sup> Sept to 3 <sup>rd</sup> Oct)		
		Performance YTD	n/a	198 (19 <sup>th</sup> Jul to 17 <sup>th</sup> Oct)		
60. Customer charter requests for compensation		First	n/a			
		Stagecoach	n/a			
61. Compensation paid (£)		First	n/a			
		Stagecoach	n/a			

Customer						
Measure (Rotherham unless stated)	Target	Commentary	Baseline	Current value	Outlook	Change since last time
62. Change notification	100%	Customers notified of changes two weeks in advance	n/a	100% Jul 4XY		

**SUBJECT: PERFORMANCE FRAMEWORK – DATA SOURCES**

**FROM: WORK PACKAGE 5**

**DATE OF MEETING: REPORTING DATE AS REQUIRED**

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1. **EXECUTIVE SUMMARY**

This document is the Rotherham Bus Partnership (RBP) Performance Framework - Data Sources document. The data sources document sets out the detailed information supporting the delivery of the Rotherham Bus Partnership Highlight and Performance Report.

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 monthly (by financial period) to Operators.

2. **BACKGROUND INFORMATION**

2.1 **RBP HEADLINE KEY PERFORMANCE INDICATORS – DATA SOURCES**

<b>Context indicators</b>				
<b>Measure</b>	<b>Data Source</b>	<b>Reporting</b>	<b>Description/Notes</b>	<b>Delivery Schedule</b>
1. Total number of bus passenger journeys in other South Yorkshire Districts	Operators	Month or financial period (if financial period include period dates)	Sheffield, Doncaster and Barnsley services	Within 10 working days of the end of the financial period/calendar month  Data available from Strategic Intelligence & Performance (SIP) within 3 working days from dates above

Context indicators				
Measure	Data Source	Reporting	Description/Notes	Delivery Schedule
2. GVA in Rotherham	SYLTE	Quarter	Gross value added (wealth) as produced by Centre for Economics and Business Research (CEBR) – analysed for Rotherham by SIP	CEBR Quarterly  Data available from SIP within 5 working days from date of release
3. GDP in UK	ONS	Quarter	Consumption plus investment plus Government spending plus exports minus imports	ONS  Data available from SIP within 5 working days from quarterly release date
4. Total travel (Rotherham)	Cordon counts	Annual	Total of inner cordon all modes	SIP December
5. Footfall counts in key Rotherham locations	RMBC/SYLTE	Annual	<ol style="list-style-type: none"> <li>1. Pedestrians entering and exiting Rotherham Town Centre via the main walking routes are recorded annually (October/November). This comprises 10 locations forming a cordon around the town centre. RMBC has historically managed these survey; from 2013 this activity arranged by SYLTE</li> <li>2. Pedestrian flows are also recorded at some of the 12 annual vehicle cordon points (October). These are further out from the town centre, on the key road links joining the orbital road(s).</li> <li>3. Monthly footfall counts within the Town Centre undertaken by RMBC's regeneration team</li> </ol>	<ol style="list-style-type: none"> <li>1 and 2 Annually - SIP, data available December</li> <li>3. Where available, monthly within one calendar month of the end of the reporting month</li> </ol>
6. Seasonal variation of Rotherham average journey times (minutes)	SCC/SYLTE DfT	Annual	<ol style="list-style-type: none"> <li>1. ANPR cameras at key routes in Rotherham, access to data is via Sheffield City Council</li> <li>2. Table CGN0206b: Average vehicle journey times (flow-weighted) during the school-day weekday morning peak (0700-1000) on locally managed 'A' roads (both directions)</li> </ol>	<ol style="list-style-type: none"> <li>1. Where available, monthly within one calendar month of the end of the reporting month</li> <li>2. DfT: 6 months in arrears</li> </ol>
7. Mode share by	Cordon counts	Annual	Total of inner cordon all modes	SIP

Context indicators				
Measure	Data Source	Reporting	Description/Notes	Delivery Schedule
type (Rotherham):  HGV/MGV Car/LGV/MC Walk/Cycle Bus/Train				December
8. Mode share: bus/train (Rotherham):	Cordon counts	Annual	Inner cordon; excludes rail, includes all other types.	SIP December

## 2.2 NETWORK & SERVICES

To provide a stable, clear to understand, network for the customer.

Passenger Numbers				
Measure	Data Sources	Reporting	Description/Notes	Delivery Schedule
9. Total number of passenger journeys (Rotherham)	Operators	i) Week* ii) Month or financial period	Rotherham Bus Partnership services	Within 10 working days of the end of the financial period/ calendar month  Data available from SIP within 3 working days from dates above
10. Number of child concessionary passenger journeys (Rotherham)	Operators  Operators	Month By financial period	Rotherham Bus Partnership services	Within 10 working days of the end of the financial period/calendar month.  Data available from SIP within 3 working days from dates above
11. Number of non-child concessionary passenger	Operators	Month By financial period	Rotherham Bus Partnership services	Within 10 working days of the end of the financial period/calendar month  Data available from SIP within 3

<b>Passenger Numbers</b>				
<b>Measure</b>	<b>Data Sources</b>	<b>Reporting</b>	<b>Description/Notes</b>	<b>Delivery Schedule</b>
journeys (Rotherham)				working days from dates above
12. Number of adult fare-paying passenger journeys (Rotherham)	Operators	Month By financial period	Rotherham Bus Partnership services	Within 10 working days of the end of the financial period/calendar month.  Data available from SIP within 3 working days from dates above

<b>Journey Performance</b>				
<b>Measure</b>	<b>Data Sources</b>	<b>Reporting</b>	<b>Description/Notes</b>	<b>Delivery Schedule</b>
13. Bus mileage scheduled (Rotherham)	Operators	Month By financial period	Data used to calculate overall % operated	Within 10 working days of the end of the financial period/calendar month.  Data available from SIP within 2 working days from dates above
14. Bus mileage operated (Rotherham)	Operators	Month By financial period	Rotherham Bus Partnership services	Within 10 working days of the end of the financial period/calendar month.  Data available from SIP within 2 working days from dates above
15. Performance of network – punctuality (Rotherham)	SYLTE	Month By financial period	Rotherham Bus Partnership services	Within 10 working days of the end of the financial period/calendar month.  Data available from SIP within 2 working days from dates above
16. Performance of network – reliability (Rotherham)	SYLTE	Month By financial period	Rotherham Bus Partnership services	Within 10 working days of the end of the financial period/calendar month.



<b>Journey Performance</b>				
<b>Measure</b>	<b>Data Sources</b>	<b>Reporting</b>	<b>Description/Notes</b>	<b>Delivery Schedule</b>
				Data available from SIP within 2 working days from dates above
17. Bottom 10% punctuality by service number including performance	SYLTE / Operators?	Week* Month (Financial period)	Each operator to supply their bottom 10%. If an operator has fewer than 10 services, the service with the lowest performance	Within 10 working days of the end of the financial period/calendar month.
18. Bottom 10% reliability by service number including performance.	Operators	Week* Month (Financial period)	Each operator to supply their bottom 10%. If an operator has fewer than 10 services, the service with the lowest performance	Within 10 working days of the end of the financial period/calendar month.
19. Average vehicle journey times (minutes) – All traffic	SCC/SYLTE  DfT	Annual	<ol style="list-style-type: none"> <li>ANPR cameras at key routes in Rotherham, access to data is via Sheffield City Council</li> <li>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)</li> </ol>	<ol style="list-style-type: none"> <li>Where available, monthly within one calendar month of the end of the reporting month</li> <li>DfT: 6 months in arrears</li> </ol>
20. Average Bus vehicle journey speed (MPH) bus	Operators	Month (Financial period)	Rotherham Bus Partnership services	<p>Within 10 working days of the end of the financial period/calendar month.</p> <p>Data available from SIP within 2 working days from dates above</p>

<b>Customer accessibility, satisfaction and complaint handling</b>				
<b>Measure</b>	<b>Data Sources</b>	<b>Reporting</b>	<b>Description/Notes</b>	<b>Delivery Schedule</b>
21. Net Promoter Score (Rotherham)	SYLTE	6 months	Breakdown by User Non-user (Bus) – User: those who travel by bus about once a month or more. Non-User: those who travel by bus less than once a month. Weighted by	Twice per year – August and February

<b>Customer accessibility, satisfaction and complaint handling</b>				
<b>Measure</b>	<b>Data Sources</b>	<b>Reporting</b>	<b>Description/Notes</b>	<b>Delivery Schedule</b>
			district/age	
22. Satisfaction with the bus journey	Passenger Focus Bus Passenger Satisfaction Survey	Annual	Bus user satisfaction	SIP within first quarter of calendar year
23. Satisfaction with the service overall (Rotherham)	SYPTTE	6 months	Breakdown by User Non-user (Bus) – User: those who travel by bus about once a month or more. Non-User: those who travel by bus less than once a month. Weighted by district/age.	Twice per year – August and February
24. Satisfaction with local bus services	RMBC (NHTS): KBI 06	Annually	National Highways and Transportation Survey	October
25. Satisfaction re ease of access (to facilities and amenities) for those without a car	RMBC (NHTS): KBI 05	Annually	National Highways and Transportation Survey	October

### 2.3 INVESTMENT

To provide a high quality bus offer that creates a positive customer experience both on and off bus. This will ensure that buses, stops and Interchange(s) are of good quality, feel safe and offer a punctual and reliable service.

<b>Service quality – on bus experience (User / Non-User)</b>				
<b>Measure</b>	<b>Data Sources</b>	<b>Reporting</b>	<b>Description/Notes</b>	<b>Delivery Schedule</b>
26. Satisfaction with ease of getting	SYPTTE, Wave survey	6 months	Breakdown by User Non-user (Bus) – User: those who travel by bus about once a month or more. Non-User: those	Twice per year – August and February

<b>Service quality – on bus experience (User / Non-User)</b>				
<b>Measure</b>	<b>Data Sources</b>	<b>Reporting</b>	<b>Description/Notes</b>	<b>Delivery Schedule</b>
on and off the bus (Rotherham)			who travel by bus less than once a month. Weighted by district/age.	
27. Satisfaction with the cleanliness and condition of the outside of the bus (Rotherham)	SYPTTE, Wave survey	6 months	Breakdown by User Non-user (Bus) – User: those who travel by bus about once a month or more. Non-User: those who travel by bus less than once a month. Weighted by district/age.	Twice per year – August and February
28. Satisfaction with the cleanliness and condition of the inside of the bus (Rotherham)	SYPTTE, Wave survey	6 months	Breakdown by User Non-user (Bus) – User: those who travel by bus about once a month or more. Non-User: those who travel by bus less than once a month. Weighted by district/age.	Twice per year – August and February
29. Satisfaction with politeness, attitude of the driver (Rotherham)	SYPTTE, Wave survey	6 months	Breakdown by User Non-user (Bus) – User: those who travel by bus about once a month or more. Non-User: those who travel by bus less than once a month. Weighted by district/age.	Twice per year – August and February
30. Satisfaction with the driving style (Rotherham)	SYPTTE, Wave survey	6 months	Breakdown by User Non-user (Bus) – User: those who travel by bus about once a month or more. Non-User: those who travel by bus less than once a month. Weighted by district/age	Twice per year – August and February

<b>Journey Performance (Satisfaction)</b>				
<b>Measure</b>	<b>Data Sources</b>	<b>Reporting</b>	<b>Description/Notes</b>	<b>Delivery Schedule</b>
31. Satisfaction with how long you have to wait for a bus (Rotherham)	SYPTTE, Wave survey	6 months	Breakdown by User Non-user (Bus) – User: those who travel by bus about once a month or more. Non-User: those who travel by bus less than once a month. Weighted by district/age.	Twice per year – August and February

<b>Journey Performance (Satisfaction)</b>				
<b>Measure</b>	<b>Data Sources</b>	<b>Reporting</b>	<b>Description/Notes</b>	<b>Delivery Schedule</b>
32. Satisfaction with how long the journey took (Rotherham)	SYPTE, Wave survey	6 months	Breakdown by User Non-user (Bus) – User: those who travel by bus about once a month or more. Non-User: those who travel by bus less than once a month. Weighted by district/age.	Twice per year – August and February
33. Overall satisfaction with Transport and Highways	RMBC (NHTS): KB01	Annual	National Highways and Transportation Survey	October
34. Satisfaction with traffic levels and congestion	RMBC (NHTS): KB17	Annual	National Highways and Transportation Survey	October
35. Satisfaction with management of roadworks	RMBC (NHTS): KB18	Annual	National Highways and Transportation Survey	October
36. Satisfaction with Traffic Management	RMBC (NHTS): KB19	Annual	National Highways and Transportation Survey	October
37. Satisfaction with highway enforcement / obstructions	RMBC (NHTS): KB26	Annual	National Highways and Transportation Survey	October
38. Satisfaction with condition of highways	RMBC (NHTS): KBI 23	Annual	National Highways and Transportation Survey	October

<b>Vehicle and facilities investment: fleet specification</b>				
<b>Measure</b>	<b>Data Sources</b>	<b>Reporting</b>	<b>Description/Notes</b>	<b>Delivery Schedule</b>
39. Age of overall fleet	Operators	6 months	First and Stagecoach	Twice per year – October and April
40. Overall fleet profile by Euro engine type	Operators	6 months	Fleet list by euro band; particular focus on Euro III and Euro V	Twice per year – October and April
41. Percentage of vehicle fleet that is low floor	Operators	6 months	Fleet list	Twice per year – October and April

<b>Vehicle and facilities investment: in-vehicle equipment</b>				
<b>Measure</b>	<b>Data Sources</b>	<b>Reporting</b>	<b>Description/Notes</b>	<b>Delivery Schedule</b>
42. Percentage of vehicle fleet with GPS real time equipment fitted and scheduled for operation (ACIS, etc.)	Operators	6 months	Fleet list	Twice per year – October and April
43. Percentage of vehicle fleet with Drive Green or similar)	Operators	6 months	Fleet list	Twice per year – October and April
44. Percentage of vehicle fleet that has Smartcard ticketing technology with RID interface	Operators	6 months	Fleet list	Twice per year – October and April

Vehicle and facilities investment: in-vehicle equipment				
Measure	Data Sources	Reporting	Description/Notes	Delivery Schedule
45. Percentage of vehicle fleet with digital CCTV	Operators	6 months	Fleet list	Twice per year – October and April
46. Satisfaction with facilities at bus stops (Rotherham)	SYLTE, Wave surveys	6 months	Breakdown by User Non-user (Bus) – User: those who travel by bus about once a month or more. Non-User: those who travel by bus less than once a month. Weighted by district/age.	Twice per year – August and February
47. Satisfaction with facilities at interchanges (Rotherham)	SYLTE, Wave survey	6 months	Breakdown by User Non-user (Bus) – User: those who travel by bus about once a month or more. Non-User: those who travel by bus less than once a month. Weighted by district/age.	Twice per year – August and February
48. Overall infrastructure investment	Investment work package	Quarterly	Infrastructure spend by quarter promoting RBP	Within 10 working days of the end of the financial period/calendar month.

To offer customers understandable, affordable, cost competitive value for money fares and ticket products.

Affordability				
Measure	Data Sources	Reporting	Description/Notes	Delivery Schedule
49. Satisfaction with value for money	Passenger Focus Bus Passenger Satisfaction Survey	Annual	Bus user and non-user	SIP within 1 <sup>st</sup> quarter of calendar year
50. Satisfaction with value for money (Rotherham)	SYLTE, Wave survey	6 months	Breakdown by User Non-user (Bus) – User: those who travel by bus about once a month or more. Non-User: those who travel by bus less than once a month. Weighted by district/age.	Twice per year – August and February

<b>Affordability</b>				
<b>Measure</b>	<b>Data Sources</b>	<b>Reporting</b>	<b>Description/Notes</b>	<b>Delivery Schedule</b>
51. Affordability indicator: Average fares as a proportion of household income	SYLTE,	6 months	Average fare paid – survey data	Twice per year – June and December
52. Customers agree that they know what sort of ticket gives them best value for money (Rotherham)	SYLTE, Wave survey	6 months	Breakdown by User Non-user (Bus) – User: those who travel by bus about once a month or more. Non-User: those who travel by bus less than once a month. Weighted by district/age.	Twice per year – August and February

## 2.5 MARKETING, INFORMATION AND CUSTOMER COMMUNICATION

To promote and market the RBP network and offer as a whole, to retain existing customers and generate new customers.

<b>Media</b>				
<b>Measure</b>	<b>Data Sources</b>	<b>Reporting</b>	<b>Description/Notes</b>	<b>Delivery Schedule</b>
53. Share of voice: How many people press releases have reached	SYLTE	Month	Measurement taken via reach of print media & trade, broadcast & online channels generated as a direct result of PR intervention. Print, trade & broadcast reach data obtained per article by media monitoring service. Online channel data obtained via digital monitoring service. Measurement approximate only based on average daily site visits.	Within 10 working days of the end of the financial period/calendar month.
54. Positive communication: Number of positive network messages greater than negative	SYLTE	Month	Measurement taken via total number of positive messages generated in comparison to total negative messages generated. Percentage difference provided to indicate increase/decrease ratio.	Within 10 working days of the end of the financial period/calendar month.

<b>Information</b>				
<b>Measure</b>	<b>Data Sources</b>	<b>Reporting</b>	<b>Description/Notes</b>	<b>Delivery Schedule</b>
55. Satisfaction with information at the bus stop (Rotherham)	SYPTE, Wave survey	6 months	Breakdown by User Non-user (Bus) – User: those who travel by bus about once a month or more. Non-User: those who travel by bus less than once a month. Weighted by district/age.	Twice per year – August and February
56. Satisfaction with information at interchanges (Rotherham)	SYPTE, Wave survey	6 months	Breakdown by User Non-user (Bus) – User: those who travel by bus about once a month or more. Non-User: those who travel by bus less than once a month. Weighted by district/age.	Twice per year – August and February
57. Satisfaction with timetables (Rotherham)	SYPTE, Wave survey	6 months	Breakdown by User Non-user (Bus) – User: those who travel by bus about once a month or more. Non-User: those who travel by bus less than once a month. Weighted by district/age.	Twice per year – August and February
58. Satisfaction with public transport information	RMBC (NHTS): KBI 08	Annual	National Highways and Transportation Survey	October
<b>Customer</b>				
<b>Measure</b>	<b>Data Sources</b>	<b>Reporting</b>	<b>Description/Notes</b>	<b>Delivery Schedule</b>
59. Number of customer comments on service numbers in Rotherham	Operators and SYPTE*	Month By financial period Week*	SYPTE eCRM system	Within 10 working days of the end of the financial period/calendar month.
60. Customer charter requests for compensation	Operators	Month By financial period		Within 10 working days of the end of the financial period/calendar month.
61. Compensation paid	Operators	Month By financial period		Within 10 working days of the end of the financial period/calendar month.



Information				
Measure	Data Sources	Reporting	Description/Notes	Delivery Schedule
62. Change notification: Customers notified of changes 4 weeks in advance	SYLTE	Month		Within 10 working days of the end of the financial period/calendar month.

*\*Weekly reporting from the date of launch for 12 weeks*

## Business Intelligence Reporting Protocol

### 1. Data and Information

The Parties of the partnership agree to supply the information required to support the Performance Framework Indicators at the required frequency and detail in accordance with the Agreement. The information will be provided directly to the Leader of Work Package 5 as head of the SYPT Strategic Intelligence and Performance Team.

### 2. Targets

The targets are to be agreed with each Work Package Leader prior to the start of the Agreement and signed off by the Operations Group (a meeting held every month to oversee delivery of the Work Packages of the partnership in accordance with the agreed governance arrangements). Section 2.1 details the overall target for growth for bus passenger journeys and the constituent elements. Individual targets for key measures, where agreed, are included in the Performance Framework Indicators. Where individual targets are not in place at the start of the agreement, periodic updates will be agreed with the appropriate work package leader and then presented to the next available Operations Group meeting for sign-off. Targets will be reviewed annually from the date of the Agreement and any changes or alterations signed off by the Operations Group. The targets, identified within the Performance Framework Indicators, will be subject to Performance Reporting and Rectification as laid out in section 3 below and the Agreement.

#### 2.1 Table of Targets for Bus Passenger Journeys (Baseline is Rolling Year/Month Prior to Launch)

	Year 1	Year 2	Year 3	Year 4	Year 5
Total Passenger Numbers	+1.85%	+1.25%	+1.25%	-	-
Comprised of;					
1. Network design	+0.50%	+0.25%	+0.25%		
2. Investment – new buses	+0.25%	+0.25%	+0.25%		
3. Bus management/timetabling	+0.25%	+0.15%	+0.15%		
4. Smartcards	-	+0.10%	+0.10%		
5. Hotspots	-	+0.15%	+0.15%		
6. Ticketing	+0.50%	+0.25%	+0.25%		
7. Marketing, information and quality upgrade promotion	+0.35%	+0.10%	+0.10%		

### 3. Performance

Each Party will operate to the procedure for reporting underperformance and planning for remedial action as set out in the Agreement. Specifically, the relevant Party and Work Package Leader will present a Report and any KPI Remedial Action Plan to address at the monthly (or next) Operations Group meeting. The Report will include the current position of the KPI against the required position so that the underperformance is clear. The Plan will include the outcome if no changes are made and the expected position after the planned remedial action(s). The 'Plan' may be multi-agency so the initial report of a target off-track shall include breakdown by service/comparable service and the 'Plan' may include a plan to investigate further with other parties. The Plan management is to include a clear timeplan for delivery of the expected remedial action(s) and the outcome delivery date.

### 4. Public Reporting

The Partnership will publish a performance reporting update that is publicly available on a regular basis. The format, content and frequency of the reporting will be agreed and signed-off by the Operations Group. A review of public reporting will take place on an annual basis as from the date that the Agreement is signed.

### 5. Review

The Performance Framework Indicators will be reviewed on annual basis as from the date that the Agreement is signed. An interim review of any key performance indicator can be called for by any Party at any time, subject to agreement of the other Parties to proceed with a review conditional upon resources being available to undertake such a review. The review process will be overseen by the Leader of Work Package 5 and the result of the review will be reported to the Operations Group (Clause 15.4 (a)) forum meeting for agreement.