

**REPORT TO SHEFFIELD BUS PARTNERSHIP OPERATIONS GROUP**

**FROM: WORK PACKAGE 5**  
**SUBJECT: PERFORMANCE FRAMEWORK – DATA SOURCES**  
**DATE OF MEETING: 19 OCTOBER 2012**

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1. **EXECUTIVE SUMMARY**

This document is the Sheffield Bus Partnership (SBP) Performance Framework - Data Sources document. The data sources document sets out the detailed information supporting the delivery of the Sheffield Bus Partnership Performance Framework.

To deliver the performance framework requires the gathering and collating of information 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.

2. **BACKGROUND INFORMATION**

2.1 **SBP 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 FP with period dates)	This is to clarify when data is labelled not Sheffield what this includes, i.e., the data protocol should qualify for each operator as to whether the data supplied <ul style="list-style-type: none"> <li>• Includes/excludes home-to-school services</li> <li>• Includes/excludes out-of-county passengers on scheme services</li> <li>• If data is provided separated by “district” whether this is by service or by depot or other.</li> <li>• If depot include at start up a list of services and amend at every 3XY</li> <li>• If by service explain how cross-district patronage is handled</li> </ul>	Within 10 working days of the end of the financial period/calendar month  Data available from Transport Data & Research (TD&R) within 3 working days from dates above

Context indicators				
Measure	Data Source	Reporting	Description/Notes	Delivery Schedule
2. GVA in Sheffield	SYPTTE	Quarter	Gross value added (wealth) as produced by CEBR	CEBR: 31/07 31/10 31/01 30/04  Data available from TD&R within 5 working days from dates above
3. GDP in UK	ONS	Quarter	Consumption plus investment plus Government spending plus exports minus imports	ONS 31/07 31/10 31/01 30/04  Data available from TD&R within 5 working days from dates above
4. Total travel (Sheffield)	Cordon counts	Annual	Total of inner cordon: includes all modes including rail and walking	TD&R Data available 31st Dec
5. Footfall counts in key Sheffield locations	SCC	Quarter	Fargate Pinstone Street Division Street The Moor at Adams The Moor at Sainsbury's	Within one calendar month of the end of the reporting month
6. Seasonal variation of Sheffield average journey times (minutes)	SCC Operators	Annual	Table CGN0206b: Average vehicle journey times (flow-weighted) during the school-day weekday morning peak (0700-1000) on locally managed 'A' roads (both directions)	DfT: 6 months in arrears
7. Mode share by type (Sheffield):  HGV/MGV Car/LGV/MC Walk/Cycle Bus/Tram Train	Cordon counts	Annual	Inner cordon; all types (includes rail)	TD&R Data available 31st Dec

Context indicators				
Measure	Data Source	Reporting	Description/Notes	Delivery Schedule
8. Mode share: bus/tram (Sheffield):	Cordon counts	Annual	Inner cordon; excludes rail, includes all other types.	TD& R Data available 31st Dec

## 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 (Sheffield)	Operators	i) Week* ii) Month or financial period	This is to clarify when data is labelled Sheffield what this includes, i.e., the data protocol should qualify for each operator as to whether the data supplied <ul style="list-style-type: none"> <li>Includes/excludes home-to-school services</li> <li>Includes/excludes out-of-county passengers on scheme services</li> <li>If data is provided separated by "district" whether this is by service or by depot or other.</li> <li>If depot include at start up a list of services and amend at every 3XY</li> <li>If by service explain how cross-district patronage is handled</li> </ul>	Within 10 working days of the end of the financial period/ calendar month  Data available from TD&R within 3 working days from dates above
10. Number of child concessionary passenger journeys (Sheffield)	Operators  Operators	Month or financial period	To specify by operator whether it includes/excludes passengers on minimum cost subsidised services; all services is the preferred option	Within 10 working days of the end of the financial period/calendar month.  Data available from TD&R within 3 working days from dates above
11. Number of non-child concessionary passenger journeys (Sheffield)	Operators	Month By financial period	To specify by operator whether it includes/excludes passengers on minimum cost subsidised services; all services is the preferred option	Within 10 working days of the end of the financial period/calendar month  Data available from TD&R within 3 working days from dates above

Passenger Numbers				
Measure	Data Sources	Reporting	Description/Notes	Delivery Schedule
12. Number of adult fare-paying passenger journeys (Sheffield)	Operators	Month By financial period		Within 10 working days of the end of the financial period/calendar month.  Data available from TD&R within 3 working days from dates above

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

Journey Performance				
Measure	Data Sources	Reporting	Description/Notes	Delivery Schedule
13. Bus mileage scheduled (Sheffield)	Operators	3XY/P	Data used to calculate overall % operated	
14. Bus mileage operated (Sheffield)	Operators	3XY/P		
15. Performance of network – punctuality (Sheffield)	SYLTE			Within 10 working days of the end of the financial period/calendar month.  Data available from TD&R within 2 working days from dates above
16. Performance of network – reliability (Sheffield)	SYLTE			Within 10 working days of the end of the financial period/calendar month.  Data available from TD&R within 2 working days from dates above
17. Bottom 10% punctuality by service number including performance.	SYLTE / Operators?	Week* Month (FP)	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 (FP)	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.

Journey Performance				
Measure	Data Sources	Reporting	Description/Notes	Delivery Schedule
19. Average vehicle journey times (minutes) – All traffic	SCC	Annual	DfT Table CGN0201b Average vehicle journey times (flow-weighted) during the schoolday weekday morning peak (0700-1000) on locally managed 'A' roads (measured in both directions)	Published by DfT annually in November
20. Average Bus vehicle journey speed (MPH) bus	Operators	Annual		Tbc

*\*Weekly reporting from the date of launch for 12 weeks  
Weekly reliability by 4 week period*

Customer accessibility, satisfaction and complaint handling				
Measure	Data Sources	Reporting	Description/Notes	Delivery Schedule
21. Net Promoter Score (Sheffield)	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 district/age.	TD&R 14 <sup>th</sup> August 2013 & 26 <sup>th</sup> February 2013
22. Satisfaction with the bus journey	Passenger Focus Bus Passenger Satisfaction Survey	Annual	User	TD&R within first quarter of calendar year
23. Satisfaction with the service overall (Sheffield)	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 district/age.	TD&R 14 <sup>th</sup> August 2013 & 26 <sup>th</sup> February 2013
24. Satisfaction with local bus services	SCC (NHTS): KBI 06	Annually		(DP) October
25. Satisfaction re ease of access (to facilities and amenities) for those without a car	SCC (NHTS): KBI 05	Annually		(DP) 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.

Service quality – on bus experience (User / Non-User)				
Measure	Data Sources	Reporting	Description/Notes	Delivery Schedule
26. Satisfaction with ease of getting on and off the bus (Sheffield)	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.	TD&R 14 <sup>th</sup> August 2013 & 26 <sup>th</sup> February 2013
27. Satisfaction with the cleanliness and condition of the outside of the bus (Sheffield)	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.	TD&R 14 <sup>th</sup> August 2013 & 26 <sup>th</sup> February 2013
28. Satisfaction with the cleanliness and condition of the inside of the bus (Sheffield)	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.	TD&R 14 <sup>th</sup> August 2013 & 26 <sup>th</sup> February 2013
29. Satisfaction with politeness, attitude of the driver (Sheffield)	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.	TD&R 14 <sup>th</sup> August 2013 & 26 <sup>th</sup> February 2013
30. Satisfaction with the driving style (Sheffield)	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.	TD&R 14 <sup>th</sup> August 2013 & 26 <sup>th</sup> February 2013

Journey Performance (Satisfaction)				
Measure	Data Sources	Reporting	Description/Notes	Delivery Schedule
31. Satisfaction with how long you have to wait for a bus (Sheffield)	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.	TD&R 14 <sup>th</sup> August 2013 & 26 <sup>th</sup> February 2013
32. Satisfaction with how long the journey took (Sheffield)	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.	TD&R 14 <sup>th</sup> August 2013 & 26 <sup>th</sup> February 2013
33. Overall satisfaction with Transport and Highways	SCC (NHTS): KB01	Annual		(DP) October

<b>Journey Performance (Satisfaction)</b>				
<b>Measure</b>	<b>Data Sources</b>	<b>Reporting</b>	<b>Description/Notes</b>	<b>Delivery Schedule</b>
34. Satisfaction with traffic levels and congestion	SCC (NHTS): KB17	Annual		(DP) October
35. Satisfaction with management of roadworks	SCC (NHTS): KB18	Annual		(DP) October
36. Satisfaction with Traffic Management	SCC (NHTS): KB19	Annual		(DP) October
37. Satisfaction with highway enforcement / obstructions	SCC (NHTS): KB26	Annual		(DP) October
38. Satisfaction with condition of highways	SCC (NHTS): KBI 23	Annual		(DP) 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	31 <sup>st</sup> October, 30 <sup>th</sup> April
40. Overall fleet profile by Euro engine type – Euro III or better	Operators	6 months		31 <sup>st</sup> October, 30 <sup>th</sup> April
41. Overall fleet profile by Euro engine type – Euro V or better	Operators	6 months		31 <sup>st</sup> October, 30 <sup>th</sup> April
42. Percentage of vehicle fleet that is low floor	Operators	6 months		31-Jul-12 31-Jan-13
<b>Vehicle and facilities investment: in-vehicle equipment</b>				
43. Percentage of vehicle fleet with GPS real time equipment fitted and scheduled for operation (ACIS, etc.)	Operators	6 months		31 <sup>st</sup> October, 30 <sup>th</sup> April

Vehicle and facilities investment: fleet specification				
Measure	Data Sources	Reporting	Description/Notes	Delivery Schedule
44. Percentage of vehicle fleet with Drive Green or similar)	Operators	6 months		31 <sup>st</sup> October, 30 <sup>th</sup> April
45. Percentage of vehicle fleet with operational ETM	Operators	6 months		31 <sup>st</sup> October, 30 <sup>th</sup> April
46. Percentage of vehicle fleet that has Smartcard ticketing technology with RID interface	Operators	6 months		31 <sup>st</sup> October, 30 <sup>th</sup> April
47. Percentage of vehicle fleet with digital CCTV	Operators	6 months		31 <sup>st</sup> October, 30 <sup>th</sup> April
48. Percentage of vehicle fleet with 2-way supervisor/ driver communication system	Operators	6 months		31 <sup>st</sup> October, 30 <sup>th</sup> April
49. Satisfaction with facilities at bus stops (Sheffield)	SYPTE, 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.	TD&R 14 <sup>th</sup> August 2013 & 26 <sup>th</sup> February 2013
50. Satisfaction with facilities at interchanges (Sheffield)	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.	TD&R 14 <sup>th</sup> August 2013 & 26 <sup>th</sup> February 2013

## 2.4 TICKETING

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

Affordability				
Measure	Data Sources	Reporting	Description/Notes	Delivery Schedule
51. Satisfaction with value for money	Passenger Focus Bus Passenger Satisfaction Survey	Annual		TD&R within 1 <sup>st</sup> quarter of calendar year
52. Satisfaction with value for money (Sheffield)	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.	TD&R 14 <sup>th</sup> August 2013 & 26 <sup>th</sup> February 2013



Affordability				
Measure	Data Sources	Reporting	Description/Notes	Delivery Schedule
			Weighted by district/age.	
53. Affordability indicator: Average fares as a proportion of household income	SYPTE, Wave survey	6 months (data April - Mar and Oct - Sep)	Method, source of average fares	TD&R (data to Mar available 30th April, data to September available 15th November)
54. Customers agree that they know what sort of ticket gives them best value for money (Sheffield)	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.	TD&R 14 <sup>th</sup> August 2013 & 26 <sup>th</sup> February 2013

## 2.5 MARKETING, INFORMATION AND CUSTOMER COMMUNICATION

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

Media				
Measure	Data Sources	Reporting	Description/Notes	Delivery Schedule
55. Share of voice: How many people press releases have reached	SYPTE	Month	Measurement taken via reach of print media & trade, broadcast & online channels generated as a direct result of SYPTE PR intervention. Print, trade & broadcast reach data obtained per article by Precise media monitoring service. Online channel data obtained via Updatum digital monitoring service. Measurement approximate only based on average daily site visits.	Marketing (VB): First Monday each calendar month
56. Positive communication: Number of positive network messages greater than negative	SYPTE	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.	Marketing (VB): First Monday each calendar month

Information				
Measure	Data Sources	Reporting	Description/Notes	Delivery Schedule
57. Satisfaction with information at the bus stop (Sheffield)	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.	TD&R 14 <sup>th</sup> August 2013 & 26 <sup>th</sup> February 2013

<b>Information</b>				
<b>Measure</b>	<b>Data Sources</b>	<b>Reporting</b>	<b>Description/Notes</b>	<b>Delivery Schedule</b>
58. Satisfaction with information at interchanges (Sheffield)	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.	TD&R 14 <sup>th</sup> August 2013 & 26 <sup>th</sup> February 2013
59. Satisfaction with timetables (Sheffield)	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.	TD&R 14 <sup>th</sup> August 2013 & 26 <sup>th</sup> February 2013
60. Satisfaction with public transport information	SCC (NHTS): KBI 08	Annual		(DP) October

<b>Customer</b>				
<b>Measure</b>	<b>Data Sources</b>	<b>Reporting</b>	<b>Description/Notes</b>	<b>Delivery Schedule</b>
61. Number of customer comments on service numbers in Sheffield	Operators and SYPTE	Month		5 <sup>th</sup> of each month weekly
62. Customer charter requests for compensation	Operators	Month		5 <sup>th</sup> of each month
63. Compensation paid	Operators	Month		5 <sup>th</sup> of each month
64. Change notification: Customers notified of changes 4 weeks in advance	SYPTE	3XY		Tbc