

## 5. Business Intelligence Reporting (WP5) Protocol

### 5.1 Data and Information

The Parties of the partnership agree to supply the information required to support the Business Intelligence Performance Framework Schedule (WP5) 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 SYPTTE Transport and Data Research team.

### 5.2 Targets

The targets are to be agreed with each Work Package Leader at the start of the Agreement and signed off by the Operations Group (a meeting held every fortnight to oversee delivery of the Work Packages of the partnership in accordance with the agreed governance arrangements). Section 5.2.1 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 WP5 Performance Reporting Framework. 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 Business Intelligence Performance Framework Schedule (WP5), will be subject to Performance Reporting and Rectification as laid out in section 5.3 below and the Agreement.

#### 5.2.1 Table of Targets for Bus Passenger Journeys (Baseline is October 2012)

	Year 1	Year 2	Year 3	Year 4	Year 5
Total Patronage	+3.00%	+2.00%	+2.00%	-	-
Comprised of:					
1. Network design	+1.00%	+0.50%	+0.50%		
2. Investment – new buses	+0.25%	+0.50%	+0.50%		
3. Bus management/timetabling	+0.25%	+0.25%	+0.25%		
4. Smartcards	+0.25%	+0.25%	+0.25%		
5. Hotspots		+0.25%	+0.25%		
6. Ticketing	+0.50%	+0.25%	+0.25%		
7. Marketing, information and quality upgrade promotion	+0.75%				

### 5.3 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 the Report and Plan to address at the monthly (or next) Operations Group meeting. The Report will include current position of the KPI against 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.

### 5.4 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.

### 5.5 Review

The performance framework will be reviewed on annual basis as from the date that the Agreement is signed. An interim review of any KPI can be called for by any Party at any time, subject to agreement of the other Parties to proceed with a review. The review process will be led by the Leader of Work Package 5 and the result of the review will be reported to the forum meeting for agreement.