






REPORT TO SHEFFIELD BUS PARTNERSHIP OPERATIONS GROUP**FROM: WORK PACKAGE 5****SUBJECT: PERFORMANCE FRAMEWORK & UPDATE****DATE OF MEETING: 19 OCTOBER 2012****1. EXECUTIVE SUMMARY**




- Overall passenger journeys growth target is 3% in Year 1 (1.25% in the current 2012/13 financial year)
- The baseline for growth is October 2012
- Other baseline measures are at October or at nearest timepoint to October
- The Performance Framework Report will contain an Executive Summary and Recommendations
- Values scheduled as weekly are required for the first 12 weeks after launch (28th October)

2. BACKGROUND INFORMATION**2.1 SBP 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 SBP HEADLINE KEY PERFORMANCE INDICATORS

Overall performance 2012/13						
Commentary to be included here:						
Measure	Target	Commentary	Baseline	Current value	Outlook	Change since last time
9. Total number of passenger journeys (Sheffield)	31,800 (weekly uplift)	Performance on Week (baselines estimated)	1.1m (Oct12)	-		
	138,000 (monthly uplift)	Performance on Month Oct-12	4.91m (Oct12)	-		↓
	+1.65m (12 months) +0.695m (Oct-Mar)	Performance YTD – MAA and comparison to baseline (Nov11-Oct12)	55.18m (Nov11-Oct12)	-		↓
15. Performance of network - Reliability	98.5%	Performance on /Month by Service Mar-12				↔








(Percentage operated) (Sheffield)		Performance Moving Annual Average (MAA) Apr11-Mar12	99.1%	-0.1% (YE July)		↔
16. Performance of network - Punctuality (Percentage on time)	90%	Performance on Month by Service Mar-12	92.5%			↔
		Performance MAA Apr11-Mar12	90.0%			↔
61. Number of customer complaints on service numbers in Sheffield	tbc	Performance on Month by Service	tbc			↔
		Performance YTD	4,054 (proxy: location Sheffield), 2011/12	+11.9% (YE July)		↑
8. Mode share: bus/tram	31-48% in 2020	Excludes rail: 28.5% (2010)		-7.7% (2011)		↓
20. Average Bus vehicle journey speed (MPH)	tbc	Stagecoach				
		First				


Context indicators						
Commentary to be included here:						
Measure	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 comparison to baseline (Nov11-Oct12)	52.19 (Nov11-Oct12)	-		↓
2. GVA in Sheffield	Upward trend desirable	Comparison with baseline/previous period	£10.704bn (2011)	+0.2%		↓
3. GDP in UK	Upward trend desirable	Comparison with baseline/previous period	-0.3% (Prev Qtr)	-0.5%		↓
4. Total travel in Sheffield	Up	Comparison with baseline/previous period	574,226 (2011) -8% fall 2001-2011	Survey scheduled; expected to fall		↓
5. Footfall counts in key Sheffield locations	No target	Performance by Quarter/Year	-	23,095,382 (year ending June 12)		↔
6. Seasonal variation of average journey times (minutes per mile)	No target	All traffic – Performance YTD – MAA and comparison to baseline (2010/11)	Minimum 2.78 (Jun11-Aug11) Maximum 3.31 (Dec10-Feb11)	Update		
		Bus only – Performance YTD – MAA and comparison to baseline	n/a			



Context indicators						
Commentary to be included here:						
Measure	Target	Commentary	Baseline	Current value	Outlook	Change since last time
7. Mode share by type: 1: HGV/MGV 2: Car/LGV/MC 3: Walk/Cycle 4: Bus/Tram/Train	No target	Bus/tram covered in performance section	(2011) 1: 1.7% 2: 57.6% 3: 10.1% 4: 30.6	Expected to 1: fall 2: rise 3: rise 4: fall <i>trend: last five years</i>		
8. Mode share bus/tram (Sheffield)	31-48% in 2020	Excludes rail:	26.7% (2011)	falling		↓





2.3 NETWORK & SERVICES

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

Passenger Numbers						
Commentary to be included here:						
Measure	Target	Commentary	Baseline	Current value	Outlook	Change since last time
9. Total number of passenger journeys (Sheffield)	31,800 (weekly uplift)	Performance on Week	1.1m (Oct12)	-		
	138,000 (monthly uplift)	Performance on Month Oct-12	4.91m (Oct12)	-		↓
	1.65m (12 months) +0.695m (Oct-Mar)	Performance YTD – MAA and comparison to baseline Nov11-Oct12	55.18m (Nov11-Oct12)	-		↓
10. Number of child concessionary passenger journeys (estimated Sheffield)	tbc	Performance on Month Mar-12	0.89m (2011/12)	-10.8% (July Est)		↓
		Performance YTD – MAA and comparison to baseline Apr11-Mar12	9.1m (2011/12)	-5% (July Est)		↓
11. Number of non-child concessionary passenger journeys (estimated Sheffield)	tbc	Performance on Month Mar-12	1.62m (2011/12)	-8.4% (July Est)		↓
		Performance YTD – MAA and comparison to baseline Apr11-Mar12	18.56m (2011/12)	2.1% (July Est)		↑
12. Number of adult fare-paying	tbc	Performance on Month	2.61m (2011/12)	-5.4% (July Est)		↓



Passenger Numbers						
Commentary to be included here:						
Measure	Target	Commentary	Baseline	Current value	Outlook	Change since last time
passenger journeys (estimated Sheffield)		Performance YTD – MAA and comparison to baseline Apr11-Mar12	29.21m (2011/12)	-2.9% (July Est)		↓




Journey Performance						
Commentary to be included here:						
Measure	Target	Commentary	Baseline	Current value	Outlook	Change since last time
13. Bus mileage scheduled (Sheffield)	No target	Sheffield per week (as at 30 April).	366,782	n/a		
14. Bus mileage operated (Sheffield)	99%	Maintain/improve	n/a	n/a		
15. Performance of network – punctuality (Sheffield)	90%	Performance on Month by Service Mar-12	92.5%	n/a		
		Performance MAA Apr11-Mar12	89.4% (2011/12)	89.7% (YE July)		↔
16. Performance of network – reliability (Sheffield)	98.5%	Performance on Month by Service Mar-12	98.0%			
		Performance YTD Apr11-Mar12	99.1% (2011/12)	99.0% (YE July)		↔
17. Bottom 10% punctuality by service number including performance (Sheffield).	No target – improve listed services	April 2012	First 97: 68.7% First 272: 69.4% First 6: 70.9% Stagecoach 50A: 71.7% First 58: 74.4%	n/a		
18. Bottom 10% reliability by service number including performance (Sheffield)	No target – improve listed services	tbc	tbc	n/a		
19. Average vehicle journey times (minutes, Sheffield)	maintain	All traffic – Performance YTD – MAA and comparison to baseline (2010/11)	3.04 minutes per mile (AM peak, A-roads) 2010/11 academic year	Published by DfT: due in November		
20. Average Bus vehicle journey speed (MPH)	tbc	Stagecoach				
		First				






Customer accessibility, satisfaction and complaint handling						
Commentary to be included here:						
Measure	Target	Commentary	Baseline	Current value	Outlook	Change since last time
21. Net Promoter Score (Sheffield)	Improve	Bus User: Compared to baseline	-30.6 (May 2012)	-30.6 (May 2012)		↓
		Non-user: Compared to baseline	-78.6 (May 2012)	-78.6 (May 2012)		↓
22. Satisfaction with the bus journey	Maintain	Currently (South Yorkshire)	86%			
23. Satisfaction with the service overall (Sheffield)	Improve	Bus User: Compared to baseline	64.0% (May 2012)	64.0% (May 2012)		↑
		Non-user: Compared to baseline	44.0% (May 2012)	44.0% (May 2012)		↑
24. Satisfaction with local bus services	1%	Compared to baseline	59.5% (2012)	59.5% (2012)		↓
25. Satisfaction re ease of access (to facilities and amenities) for those without a car	1%	Compared to baseline	74.9% (2012)	74.9% (2012)		↓




2.4 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)						
Commentary to be included here:						
Measure	Target	Commentary	Baseline	Current value	Outlook	Change since last time
26. Satisfaction with ease of getting on and off the bus (Sheffield)	Improve (all low floor, smart)	Bus User: Compared to baseline	86.6% (May 2012)	86.6% (May 2012)		↔
		Non-user: Compared to baseline	76.3% (May 2012)	76.3% (May 2012)		↔
27. Satisfaction with the cleanliness and condition of the outside of the bus (Sheffield)	Maintain	Bus User: Compared to baseline	61.5% (May 2012)	61.5% (May 2012)		↔
		Non-user: Compared to baseline	69.4% (May 2012)	69.4% (May 2012)		↑




Service quality – on bus experience (User/Non-User)						
Commentary to be included here:						
Measure	Target	Commentary	Baseline	Current value	Outlook	Change since last time
28. Satisfaction with the cleanliness and condition of the inside of the bus (Sheffield)	Maintain	Bus User: Compared to baseline	61.5% (May 2012)	61.5% (May 2012)		↔
		Non-user: Compared to baseline	68.6% (May 2012)	68.6% (May 2012)		↑
29. Satisfaction with politeness, attitude of the driver (Sheffield)	Improve	Bus User: Compared to baseline	65.5% (May 2012)	65.5% (May 2012)		↑ (SS)
		Non-user: Compared to baseline	50.0% (May 2012)	50.0% (May 2012)		↔
30. Satisfaction with the driving style (Sheffield)	Maintain	Bus User: Compared to baseline	61.4% (May 2012)	61.4% (May 2012)		↔
		Non-user: Compared to baseline	52.8% (May 2012)	52.8% (May 2012)		↑

Journey Performance (Satisfaction)						
Commentary to be included here:						
Measure	Target	Commentary	Baseline	Current value	Outlook	Change since last time
31. Satisfaction with how long you have to wait for a bus (Sheffield)	Improve	Bus User: Compared to baseline	53.3% (May 2012)	53.3% (May 2012)		↔
		Non-user: Compared to baseline	55.9% (May 2012)	55.9% (May 2012)		↑ (SS)
32. Satisfaction with how long the journey took (Sheffield)	Improve	Bus User: Compared to baseline	71.3% (May 2012)	71.3% (May 2012)		↔
		Non-user: Compared to baseline	66.7% (May 2012)	66.7% (May 2012)		↑ (SS)
33. Overall satisfaction with Transport and Highways	tbc	Compared to baseline.	52.3% (2012)	52.3% (2012)		↔
34. Satisfaction with traffic levels and congestion	tbc	Compared to baseline.	46.3% (2012)	46.3% (2012)		↔
35. Satisfaction with management of roadworks	tbc	Compared to baseline.	53.6% (2012)	53.6% (2012)		↔

Measure	Target	Commentary	Baseline	Current value	Outlook	Change since last time
36. Satisfaction with Traffic Management	tbc	Compared to baseline.	57.7% (2012)	57.7% (2012)		↔
37. Satisfaction with highway enforcement / obstructions	tbc	Compared to baseline.	48.9% (2012)	48.9% (2012)		↔
38. Satisfaction with condition of highways	tbc	Compared to baseline	20.2% (2012)	20.2% (2012)		↔

Vehicle and facilities investment: fleet specification



Commentary to be included here:

Measure	Target	Commentary	Baseline	Current value	Outlook	Change since last time
39. Age of overall Fleet	8.0 (2017)	First and Stagecoach	- (October 2012)	9.6 (July 2012)		
40. Overall fleet profile by Euro engine type – Euro III or better	90% by 2015 100% by 2016	Interim milestones to be agreed.	- (October 2012)	61.0% (estimate July 2012)		↑
41. Overall fleet profile by Euro engine type – Euro V or better	50% by Oct 2017	Interim milestones to be agreed.	- (October 2012)	9.9% (estimate July 2012)		↑
42. Percentage of vehicle fleet that is low floor (Sheffield)	100% at launch First, Stagecoach	Other operators to be brought in at a later date tba	- (October 2012)	95.7% (est July 2012)		↑

Vehicle and facilities investment: in-vehicle equipment


Commentary to be included here:

Measure	Target	Commentary	Baseline	Current value	Outlook	Change since last time
43. Percentage of vehicle fleet with GPS real time equipment fitted and scheduled for operation (ACIS, etc.)	100%	Other operators to be brought in at a later date tba		94.4% (estimate July 2012)		
44. Percentage of vehicle fleet with Drive Green or similar)	100% at launch First, Stagecoach	Other operators to be brought in at a later date tba		96.6% (estimate July 2012)		

Measure	Target	Commentary	Baseline	Current value	Outlook	Change since last time
45. Percentage of vehicle fleet with operational ETM	100% at launch First, Stagecoach	Other operators to be brought in at a later date tba				
46. Percentage of vehicle fleet that has Smartcard ticketing technology with RID interface	100% Jan 2013	Able to read ENCTS at launch date, others to follow				
47. Percentage of vehicle fleet with digital CCTV	100% Oct 2015	Performance over period (main operators?) Milestones to be agreed for 2013, 2014		72.0% (estimate July 2012)		
48. Percentage of vehicle fleet with 2-way supervisor/driver communication system	100% at launch First, Stagecoach	Performance over period (main operators)		94.4% (estimate July 2012)		
49. Satisfaction with facilities at bus stops (Sheffield)	Improve	Bus User: Compared to baseline	63.2% (May 2012)	63.2% (May 2012)		↑
		Non-user: Compared to baseline	55.6% (May 2012)	55.6% (May 2012)		↑
50. Satisfaction with facilities at interchanges (Sheffield)	Maintain	Bus User: Compared to baseline	79.8% (May 2012)	79.8% (May 2012)		↑
		Non-user: Compared to baseline	63.6% (May 2012)	63.6% (May 2012)		↑

2.5 TICKETING

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

Affordability						
Commentary to be included here:						
Measure	Target	Commentary	Baseline	Current value	Outlook	Change since last time
51. Satisfaction with value for money	Improve (Smart)		65%			
52. Satisfaction with value for money (Sheffield)	Improve (Smart)	Bus User: Compared to baseline	44.1% (May 2012)	44.1% (May 2012)		↓
		Non-user: Compared to baseline	20.6% (May 2012)	20.6% (May 2012)		↓



Affordability						
Commentary to be included here:						
Measure	Target	Commentary	Baseline	Current value	Outlook	Change since last time
53. Affordability indicator	Improve (Smart)	Average fares as a proportion of household income				
54. Customers agree that they know what sort of ticket gives them best value for money (Sheffield)	tbc	Bus User: Compared to baseline	59.2% (May 2012)	59.2% (May 2012)		↔
	tbc	Non-user: Compared to baseline	34.5% (May 2012)	34.5% (May 2012)		↓

2.6 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						
Commentary to be included here:						
Measure	Target	Commentary	Baseline	Current value	Outlook	Change since last time
55. Share of voice	tbc	How many people press releases have reached	n/a	Month		
56. Positive communication	tbc	Number of positive network messages greater than negative	n/a	Month		

Information						
Commentary to be included here:)						
Measure	Target	Commentary	Baseline	Current value	Outlook	Change since last time
57. Satisfaction with information at the bus stop (Sheffield)	tbc	Bus User: Compared to baseline	69.4% (May 2012)	69.4% (May 2012)		↑ (SS)
		Non-user: Compared to baseline	52.9% (May 2012)	52.9% (May 2012)		↓
58. Satisfaction with information at interchanges (Sheffield)	tbc	Bus User: Compared to baseline	79.1% (May 2012)	79.1% (May 2012)		↔
		Non-user: Compared to baseline	51.6% (May 2012)	51.6% (May 2012)		↓
59. Satisfaction with timetables (Sheffield)	tbc	Bus User: Compared to baseline	74.0% (May 2012)	74.0% (May 2012)		↑
		Non-user: Compared to baseline	40.7% (May 2012)	40.7% (May 2012)		↓

60. Satisfaction with public transport information	5% by October 2013; 1% annually thereafter	Compared to baseline	56.2% (2012)	56.2% (2012)		
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Customer						
Commentary to be included here:						
Measure	Target	Commentary	Baseline	Current value	Outlook	Change since last time
61. Number of customer comments on service numbers in Sheffield	tbc	Performance on Month	n/a	n/a		
		Performance YTD; MAA and comparison to number of journeys	n/a	n/a		
62. Customer charter requests for compensation	tbc	Number of compensation requests	n/a	n/a		
63. Compensation paid	tbc	Amount of compensation paid	n/a	n/a		
64. Change notification	100%	Customers notified of changes four weeks in advance	n/a	n/a		