

GREATER MANCHESTER INTEGRATED TRANSPORT AUTHORITY
REPORT FOR RESOLUTION/INFORMATION

COMMITTEE: Policy and Resources
DATE: 22nd January 2010
SUBJECT: Quarterly Progress Against Performance Indicators
Q2 2009/10 and Development of New Indicators
REPORT OF: Finance and Corporate Services Director, GMPTE

PURPOSE OF REPORT

To consider 2009/10 progress against performance indicators and to note actions underway to improve performance where appropriate.

To note work being undertaken to develop a new suite of Performance Indicators for the Authority and to set targets against them for 2009/10.

RECOMMENDATIONS

1. That Members note current performance.
2. That Members note actions underway to improve performance where necessary.
3. That Members note the work being carried out to develop a new suite of Performance Indicators, and the realignment of PI reporting to all committees, for 2009/10 and comment as appropriate on the proposed suite.

BACKGROUND DOCUMENTS

Report to Policy Committee on 5th June 2009 on Performance Targets 2009 – 2012.
Report to Committee on 24th July 2009 on Performance Targets 2009 – 2012.
Report to Policy and Resources Committee on 11th September 2009 on Quarterly Progress Against Performance Indicators Q1 2009/10.
Report to Policy and Resources Committee on 20th November 2009 on Quarterly Progress Against Performance Indicators Q2 2009/10.

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1. Introduction

1.1. This is the third update for financial year 2009/10, on GMITA/PTE's quarterly progress against KPI targets.

1.2. This report summarises:

- An update on progress against GMITA/PTE's targets, for the second quarter 2009/10 (Q2) – 1st July to 30th September 2009, for data received since the previous report to Policy and Resources Committee on 20th November 2009;
- Actions underway, where appropriate, to improve performance; and
- Performance indicator development and the target setting progress for 2010/11, including the reduction of numbers of KPI's reported to this committee and the subsequent impact on other authority committee reporting.

2. 2009/10 KPI Targets

2.1. Year-end targets for 2009/10 were developed for 23 of the 31 KPIs. These targets were aligned with LTP2 and national targets or guidance where appropriate. The remaining KPIs required the collection of baseline data before robust targets can be set. Using comparisons to challenge GMITA/PTE to achieve top quartile or best-in-class performance, targets have been set to achieve stretched performance in priority areas.

3. 2009/10 Quarter 2 Performance Update

3.1. Since the previous report to Policy and Resources Committee on 20th November 2009, Quarter 2 data has been received for an additional 10 KPIs; 4 sourced from bus patronage Continuous Passenger Sampling, 5 sourced from the new Punctuality and Reliability Monitoring Service (PRMS), and 1 LTP KPI from external sources. The KPIs are:-

- From bus patronage Continuous Passenger Sampling:
 - Annual bus patronage;
 - Annual average cost per concessionary bus journey;
 - Annual average cost per subsidised bus journey; and
 - Antisocial behaviour incidents on buses per million trips.
- From Punctuality and Reliability Monitoring Service:
 - Bus Punctuality;
 - Bus reliability;
 - % wheelchair accessible (low floor) buses observed;
 - % accessible bus stops on QBC routes; and
 - % buses observed with Euro IV or better engines.

- LTP KPI from external sources:
 - 2008/9 result for LTP2 Level of air quality – reduction in NOx and PM10 emissions.
- 3.2. Data has now been reported for the end of the second quarter 2009/10 for 23 KPIs. Information in respect of the other KPIs is not due until later in the year; as not all KPIs are measured quarterly. Full results are shown in the table at Appendix A.
- 3.3. Targets were achieved or bettered in the following areas:
- Annual bus patronage;
 - Annual average cost per concessionary bus journey;
 - Annual average cost per subsidised bus journey;
 - Antisocial behaviour incidents on buses per million trips; and
 - LTP2 Level of air quality – reduction in NOx and PM10 emissions.
- 3.4. In the following areas, results were within 5% of the targets set:
- Regular user satisfaction with bus;
 - Regular satisfaction with Metrolink; and
 - Regular user satisfaction with rail.
- 3.5. In the following areas, performance was below 5% of the target set. Action taken to improve performance is outlined below:
- Annual average patronage – Metrolink;
 - % complaints responded to within 15 working days; and
 - Annual average bus station RIDDOR H&S incidents.

4. Actions taken to improve 2009/10 performance

- 4.1. **Annual average patronage – Metrolink** – Patronage on the Metrolink system has been impacted by the blockades and engineering works that have been undertaken during the 12 months covered by this report. The target for annual average patronage was set before the full scope and timing of the works on the Altrincham line was known. The annual average is anticipated to recover by the year end.
- 4.2. **% complaints responded to within 15 working days** – This period covered the introduction of the new Customer Relationship Management system, which will allow for a greatly enhanced mechanism for customer and stakeholder responses. During the implementation and training phase a short term reduction in performance was experienced, however the majority of complaints were responded to within 20 calendar days. Latest data within GMPTE indicates that performance has now risen to 87% and this will be reflected in the 3rd Quarter report to committee in March.

- 4.3. **Annual average bus station RIDDOR H & S incidents** - The majority of RIDDOR reportable accidents occurring on bus stations are slips, trips and falls, mainly involving the elderly. If an ambulance is called and the injured person is taken to hospital for a check up, the accident becomes RIDDOR reportable. In order to eliminate or reduce potential slips, trips and falls, anti slip surfacing has been put down on pedestrian routes, and high use areas are sanded during icy conditions. In addition, inspections are undertaken on a regular basis to ensure any potential trip or slip hazards are removed.

**5. Performance Indicator Development and Target Setting Process
2010/11 - 2013**

- 5.1 Following the requests of the Performance Management Committee, GMPTE's Planning and Performance Team have worked with GMITA officers to develop a suite of Performance Indicators for the period 2010/11 to 2012/13.
- 5.2 In response to the request by Members for additional information to be reported on high-level and more customer focussed KPIs, it is proposed that a number of the more operationally focussed performance measures currently reported be reassigned to either Bus Network and PTE Services Committee or to the Rail and Metrolink Services Committee, as appropriate, resulting in 17 KPI's being reported in the quarterly report to Policy and Resources Committee.
- 5.3 This will bring greater emphasis to the KPIs measuring GMITA's performance against its Policy Priorities, whilst improving the level of operational intelligence provided to the modal Committees.
- 5.4 The proposed suite of KPIs is shown at Appendix B, including details of those measures to be reassigned to the modal Committees. In addition to regular reports to the Policy and Resources Committee it is proposed that Members will be presented with an informal composite report on annual performance against all KPI's
- 5.5 Member's aspirations will be included in draft targets developed by ITA and PTE Officers and Directors. Targets will be considered & approved by Members. This process will be corporately co-ordinated to ensure that targets reflect GMITA / PTE's work programme and priorities.
- 5.6 The following timetable is proposed for setting performance targets for 2010-13:
- | | |
|----------------|---|
| January 2010: | Targets being developed and refined |
| February 2010: | GMPTE Directors and ITA officers consider and approve proposed targets for consideration by Members |
| March 2010: | Policy and Resources Committee consider and approve proposed targets |

6. Conclusions

- 6.1. An update of performance will be provided at the next Policy and Resources Committee meeting on 19th March 2010. Appropriate actions to progress performance issues are included in Delivery Plans for 2009/10 and progress against KPIs is reported to the GMPTE Executive Board on a monthly basis, via the Business Performance Report.
- 6.2. Members will be asked to consider and approve targets against all KPI's at their meeting in March.

7. Recommendations

- 7.1 See front sheet of report for recommendations.

Steve Warrener
Finance and Corporate Services Director

GMITA/GMPTE Q2 2009/10 KPI PERFORMANCE - QUARTERLY PROGRESS

Appendix A

	Measure	Frequency	Latest result	Target	Situation against target	Target indicator	Previous result	Progress	Trend	Note
1	Annual bus patronage (million journeys)	Quarterly	232.1m	228.9m	3.2m above target	↑	236.8m	4.7m reduction	↔	1
2	Annual train patronage (million journeys)	Annually	22.8m	21.0m	1.8m above target	↑	22.2m	0.6m improvement	↔	1
3	Annual Metrolink patronage (million journeys)	4-weekly	18.27m	19.90m	1.63m under target	↓	19.27m	1.0m reduction	↓	2
4	Bus punctuality	Quarterly	81.5%	To be set March 2010	n/a	n/a	75.95%	No previous comparable data	No previous comparable data	3 / 5
5	Bus reliability	Quarterly	96.9%	To be set March 2010	n/a	n/a	95.55%	No previous comparable data	No previous comparable data	4 / 5
6	Annual average Public Performance Measure - train	4-weekly	90.83%	90.00%	0.83% pts above target	↑	90.33%	0.5% pts improvement	↔	6
7	Annual average reliability - Metrolink	4-weekly	98.40%	98.00%	0.4% pts above target	↑	98.84%	0.44% pts reduction	↔	7
8	Regular user satisfaction with bus	6-monthly	82%	85%	3% pts under target	↔	85%	3% pts reduction	↔	
9	Regular user satisfaction with rail	6-monthly	89%	90%	1% pt under target	↔	88%	1% pt improvement	↔	
10	Regular user satisfaction with Metrolink	6-monthly	87%	92%	5 % pts under target	↓	88%	1% pt reduction	↔	
11	User satisfaction with public transport information	6-monthly	77%	72%	5% pts above target	↑	73%	4% pts improvement	↑	
12	Annual average total absenteeism per person	Monthly	8.84 days per person	10.50 days per person	1.66 days better than target	↑	9.78 days per person	0.94 days improvement	↔	
	Annual average short term absenteeism per person	Monthly	5.29 days per person	n/a	n/a	n/a	5.32 days per person	0.3 days improvement	↔	

	Measure	Frequency	Latest result	Target	Situation against target	Target indicator	Previous result	Progress	Trend	Note
	Annual average long term absenteeism per person	Monthly	3.54 days per person	n/a	n/a	n/a	4.46 days per person	0.92 days improvement	↔	
13	Period end % complaints responded to within 15 working days	Monthly	74.3%	90%	15.7% pts under target	↓	85%	10.7% pts reduction	↓	
14	Annual average cost per concessionary bus journey	Quarterly	£0.74	£0.75	£0.01 better than target	↑	£0.75	£0.01 reduction	↔	
15	Annual average cost per subsidised bus journey	Quarterly	£0.95	£0.95	On target	↔	£0.99	£0.04 improvement	↔	
16	Metrolink Yield	Monthly	£1.45	n/a	n/a	n/a	£1.43	Change of £0.02	↔	8
17	% wheelchair accessible (low floor) buses observed	Quarterly	87.8%	Due to be set March 2010	n/a	n/a	85.04%	No previous comparable data	No previous comparable data	
18	% accessible bus stops on QBC routes	Quarterly	92.67%	Due to be set March 2010	n/a	n/a	92.66%	0.01% improvement	↔	
19	% heavy rail stations with step free access	Quarterly	54.2%	n/a	n/a	n/a	54.2%	No change	↔	
20	Antisocial behaviour incidents on buses per million trips	Quarterly	9.93 incidents per million trips	10 incidents per million trips	0.07 incidents better than target	↑	9.74 incidents per million trips	0.19 increase in incidents per million trips	↔	
21	Residents safety perception index –whilst waiting for /travelling on public transport	6-monthly	72.9%	68%	4.9% pts above target	↑	69.7%	3.2% pts improvement	↔	
22	Annual total bus station RIDDOR H&S incidents	Monthly	42	35	7 incidents above target	↓	38	+4 incidents	↓	
	Annual total bus station RIDDOR H&S incidents – slips/trips/falls	Monthly	33	n/a	n/a	n/a	32	+1 incident	↔	
	Annual total bus station RIDDOR H&S incidents – RTAs	Monthly	2	n/a	n/a	n/a	1	+1 incident	↔	
	Annual total bus station RIDDOR H&S incidents – pedestrian vehicle impacts	Monthly	4	n/a	n/a	n/a	3	+1 incident	↔	

	Measure	Frequency	Latest result	Target	Situation against target	Target indicator	Previous result	Progress	Trend	Note
	Annual total bus station RIDDOR H&S incidents – other	Monthly	3	n/a	n/a	n/a	2	+1 incident	↔	
23	Annual total Metrolink RIDDOR H&S incidents	Monthly	91	111	20 incidents better than target	↑	113	-22 incidents	↑	
	Annual total Metrolink RIDDOR H&S incidents - SPADS	Monthly	14	n/a	n/a	n/a	30	-16 incidents	↑	
	Annual total Metrolink RIDDOR H&S incidents - Collisions/RTAs	Monthly	18	n/a	n/a	n/a	24	-6 incidents	↑	
	Annual total Metrolink RIDDOR H&S incidents - slips/trips/falls	Monthly	23	n/a	n/a	n/a	21	+2 incidents	↔	
	Annual total Metrolink RIDDOR H&S incidents - employees Metrolink	Monthly	12	n/a	n/a	n/a	10	+2 incidents	↔	
	Annual total Metrolink RIDDOR H&S incidents - other	Monthly	24	n/a	n/a	n/a	28	-4 incidents	↔	
24	Level of air quality - Reduction in NOx and PM10 emissions	Annually	70.3%	77.7%	7.4% pts better than target	↑	81.8%	11.5% pts improvement	↑	9 / 10
25	% buses observed with Euro IV engines or better engines	Quarterly	43.7%	Due to be set March 2010	n/a	n/a	41.52%	No previous comparable data	No previous comparable data	
26	Modal share – am peak traffic entering the regional centre	Annually	69.7%	66.3%	3.4% pts better than target	↑	n/a	n/a	n/a	10
27	Modal share – am peak traffic entering 9 other key centres	Annually	47.3%	42.4%	4.9% pts better than target	↑	44.8%	2.5% pts improvement	↑	10
28	Congestion – average journey time per mile during the morning peak	3-yearly	5.00 min/mile	5.07 min/mile	7 seconds per mile better than target	↑	5.06 min/mile	6 second improvement	↑	10 / 11
29	Travel to school modal share	Annually	71.3%	No target set	n/a	n/a	70.9%	0.4% pts improvement	↑	10 / 12

	Measure	Frequency	Latest result	Target	Situation against target	Target indicator	Previous result	Progress	Trend	Note
30	% of households within 30 minutes by public transport of a category A interchange	Annually	79.6%	83.6%	4% pts below target	↔	82.6%	3% pts reduction	↔	10
31	Working age people with access to employment by public transport	Annually	83.47%	n/a	n/a	n/a	n/a	No previous comparable data	No previous comparable data	10 / 13

Key to symbols used in KPI performance tables:

Target	
↑	Performance has met or exceeded target
↔	Performance within 5% of target set
↓	Performance has not met target
No target	No target set

Trend - compared to previous result	
↑	Performance has improved or maximised (i.e. is at 100%)
↔	No change in performance (within 5%)
↓	Performance has declined
New	New measure - baseline being established during the year

Not applicable (n/a) indicates that no data is due at this time.

Progress is measured against the most recent quarterly result, the date of which may vary from measure to measure

Measure definitions - annual figures are reported where applicable to eliminate seasonality

Note 1: Patronage data describes the level of public transport use. For each mode, the total number of passenger journeys (originating in GM) made within the last 12 months is measured. School bus trips and trips made by children under 5 years old are excluded.

Note 2: Metrolink patronage numbers include the impact of the works on the Altrincham line and in the City Centre during the year to date.

Note 3: Punctuality defined as the percentage that depart (schedule services) from a specified timing point on time (within a window of tolerance of up to 1 minute early and 5 minutes late).

Note 4: Reliability defined as the percentage of journeys operated against the number scheduled.

Note 5: This is a new measure from April 2009 and will be reported as an annual average once 4 quarters of data have been received.

Note 6: The Public Performance Measure (PPM) is defined as the percentage of scheduled trains not cancelled or late.

Note 7: Metrolink reliability is measured as the actual miles operated as a percentage of the scheduled mileage.

Note 8: Metrolink Yield – being baselined during 2009/10.

Note 9: Next data available later in 2010.

Note 10: LTP measures / targets.

Note 11: LTP measure last calculated 2007/8. Next data available February 2010 from DfT.

Note 12: Latest data reported is for year 2007/08, no target was set for that year. Next data available April 2010 from DfT.

Note 13: Next data available from DfT June 2010.

Proposed Suite of ITA KPI's 2010/11		Appendix B		
	Measures for P&R Committee	Measures for Bus Network Committee	Measures for R&M Committee	Measure to be reported within GMPTE and lin Annual Report to ITA
Society	3 measures retained/developed	5 measures reassigned/developed	1 measure reassigned/developed	1 measure reassigned/developed
	% of deprived households with access to defined destinations by public transport	Quality of service: % of low floor buses observed (general network)	Number of RIDDOR reportable 'slips, trips and falls' on the Metrolink system per million passenger journeys	Measure of the quantity of people/% of households within the catchment area/distance/time of travel of a DDA-compliant level-access rail station (under development)
	% of deprived households with access to the public transport network	Number of reported antisocial behaviour incidents whilst travelling on bus per million trips		Annual Average Sickness Absence per GMPTE employee
	Residents' safety perception whilst waiting for/travelling on public transport (frequent user perception also to be reported as contextual information)	Total number of accidents in bus stations per million passenger journeys (moving annual average)		
		Number of accident victims aged over 60 years per million over-60s concessionary passenger journeys (moving annual average)		
		% of Bus Stops with raised kerb height		
Economy	3 measures retained/developed			
	Working age people with access to employment by public transport (and other specified modes)			
	% of train passengers during peak hours on overcrowded GM trains			
	Congestion - average journey time per mile during the morning peak			
Environment	4 measures retained/developed	1 measure reassigned/developed		
	Travel to school modal share (non-car modes)	Quality of service: Observed average age of bus fleet (general network)		
	Level of air quality - Reduction in local traffic emissions (tonnes NOx) from traffic on major roads in each district			
	Modal share - % Non-car use to regional centre in AM peak traffic			
	Modal share - % Non-car use to 9 other key centres in AM peak traffic			
Value for money	12 measures retained/developed	3 measures reassigned/developed	8 measures reassigned/developed	2 measure reassigned/developed
	Patronage - bus (million journeys) (subsets of patronage to be reported as contextual information: split by concessionary type, QBC/non-QBC and subsidised network)	Reliability - bus (total and subsidised network)	Public performance measure (PPM) - train	% Complaints responded to within 15 days

	Regular user satisfaction - bus (frequent user satisfaction also to be reported as contextual information)	Punctuality - bus (total and subsidised network)	Service quality of trains	Employee RIDDOR reports per hundred employees (year to date)
	Patronage -train (million journeys)	Excess waiting time on frequent bus services in relation to services provided (experimental and under development)	Service quality of stations	
	Regular user satisfaction - train (frequent user satisfaction also to be reported as contextual information)	Costs per concessionary bus journey	Reliability - Metrolink (Qualified Mileage)	
	Patronage - Metrolink (million journeys)	Costs per subsidised bus journey	Service quality - cleanliness of infrastructure	
	Regular user satisfaction - Metrolink (frequent user satisfaction also to be reported as contextual information)		Number of RIDDOR reportable operational incidents per operated mile	
	Regular user satisfaction with public transport information		Service quality: operation of facilities	
			Service quality of trams	
			Metrolink yield	
Total numbers	17	11	10	3