

# METRO'S PERFORMANCE INDICATORS

The table below lists Metro's performance against the government's Best Value Performance Indicators (BVPIs). This includes past and current performance as well as future targets. In addition, the PTAs

have developed a number of transport performance indicators. Together these cover corporate health, satisfaction, cost, volume and reliability.

## Metro's Performance Indicators

INDICATOR	D/I	2002/03 Actual Result	2003/04 Actual Result	2004/05 Actual Result	2005/06 Actual Result	2006/07 Actual Result	2007/08 Actual Result	2007/08 Target
<b>BVPI 2</b> The level (if any) of the Equality Standard for local government to which the authority conforms								
	D	Level 2	Level 2	Level 2	Level 2	Level 3	Level 3	Level 4
<b>BVPI 2b</b> The duty to promote race equality								
	D	53.00%	53.00%	63.00%	63.00%	63.00%	79.00%	73.00% (revised)
<b>BVPI 8</b> The percentage of undisputed invoices which were paid in 30 days								
	D	84.00%	90.00%	96.40%	96.10%	94.60%	95.23%	97.00%
<b>BVPI 11a</b> The percentage of top 5% of earners that are women								
	D	12.50%	10.53%	15.00%	16.60%	18.20%	22.72%	25.00%
<b>BVPI 11b</b> The percentage of top 5% of earners from black and minority ethnic communities								
	D	4.20%	5.30%	5.00%	5.60%	4.50%	4.54%	12.50%
<b>BVPI 11c</b> The percentage of top 5% of earners with a disability								
	D	N/A	N/A	N/A	5.50%	9.10%	9.09%	10.00%

INDICATOR	D/I	2002/03 Actual Result	2003/04 Actual Result	2004/05 Actual Result	2005/06 Actual Result	2006/07 Actual Result	2007/08 Actual Result	2007/08 Target
<b>BVPI 12</b> The number of working days/shifts lost per employee due to sickness absence	D	8.60	9.50	8.90	8.73	8.50	7.90	7.50
			Uncertified 3.55 Certified 5.95	Uncertified 3.00 Certified 5.90	Long Term 4.00 Uncertified 2.53 Certified 2.20	Long Term 4.40 Uncertified 2.60 Certified 1.50	Long Term 5.11 Uncertified 2.77 Certified 5.13	
<b>BVPI 14</b> Early retirements (excluding ill-health retirements) as a percentage of the total workforce	D	2.98%	0.64%	0.00%	0.00%	0.25%	0.81%	0.45%
<b>BVPI 15</b> Ill-health retirements as a percentage of the total workforce	D	0.99%	0.00%	0.25%	0.30%	0.00%	0.27%	0.35%
<b>BVPI 16</b> a) The percentage of authority employees with a disability compared with b) the percentage of economically active disabled people in the authority area	D	1.88%	a)3.80% b)4.40%	a)4.60% b)4.40%	a)3.30% b)4.60%	a)4.75% b)3.80%	a)7.05% b)4.90%	4.50%
<b>BVPI 17</b> a) The percentage of authority employees from ethnic minority communities compared with b) the percentage of economically active ethnic minority community population in the authority area	D	6.72%	8.54%	a)7.20% b)10.54%	a)7.70% b)13.80%	a)7.50% b)13.30%	a)8.13% b)18.00%	9.50%
<b>BVPI 102</b> Local bus services (passenger journeys per year)	D	203.5m	199.1m	195.7m	195.0m	196.9m	192.6m	201.0m
<b>BVPI 156</b> The percentage of authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people	D	89.00%	91.50%	93.00%	94.00%	94.00%	95.70%	100.00%

INDICATOR	D/I	2002/03 Actual Result	2003/04 Actual Result	2004/05 Actual Result	2005/06 Actual Result	2006/07 Actual Result	2007/08 Actual Result	2007/08 Target
<b>PTEG 1</b> Local bus services – annual passenger journeys/100,000 people								
	D	9.8m	9.5m	9.3m	9.3m	9.3m	8.9m	9.5m
<b>PTEG 2</b> Supported rail services – annual passenger journeys								
	I	17.4m	20.5m	22.0m (estimate)	24.75m (estimate)	25.65m (estimate)	28.142m (Northern Rail only)	No target can be set at present
<b>PTEG 3</b> Supported heavy rail services – annual passenger journeys/100,000 people								
	I	0.820m	0.981m	1.074m (estimate)	1.185m (estimate)	1.211m (estimate)	1.302m (Northern Rail only)	No target can be set at present
<b>PTEG 6</b> Proportion of scheduled bus services operated (reliability)								
	I	C=98.6% S=98.9%	C=97.9% S=98.3%	C=98.3% S=98.6%	C=98.4% S=98.2%	C=98.9% S=97.5%	C=98.6% S=98.6%	C=99.5% S=99.5%
<b>PTEG 7</b> Proportion of scheduled bus journeys operating to time (punctuality)								
	I	C=89.2% S=94.5%	C=88.0% S=92.6%	C=88.3% S=92.8%	C=87.3% S=90.4%	C=87.0% S=89.5%	C=86.6% S=88.9%	C=95.0% S=95.0%
<b>PTEG 8</b> Cost per passenger journey of subsidised bus services								
	D/I	£0.69	£0.95 (estimate)	£0.91	£0.99	£1.02	£1.13 (forecast)	£1.17 (budget)
<b>PTEG 9</b> Supported rail services – annual net cost per passenger journey								
	I	£3.15	£2.90 (estimate)	£2.94	£2.33	£2.74	£2.50 (forecast)	£2.84 (budget)
<b>PTEG 10</b> Concessionary travel – total cost per trip								
	D	£0.28	£0.27 (estimate)	£0.31	£0.30	£0.51	£0.51 (forecast)	£0.52 (budget)

INDICATOR	D/I	2002/03 Actual Result	2003/04 Actual Result	2004/05 Actual Result	2005/06 Actual Result	2006/07 Actual Result	2007/08 Actual Result	2007/08 Target
<b>PTEG 11</b> Concessionary travel – trips per passholder								
	D	134.7	118.1	113.1	112.7	125.0	126.6 (estimate)	125.0
<b>PTEG 12/13</b> Rail Public Performance Measure (PPM)								
	I	84.8%	86.6%	87.5%	87.2%	88.4%	89.0%	92.0%
<b>PTEG 14</b> Satisfaction of heavy rail services								
	I	75.0%	74.0%	76.0%	79.0%	82.0%	74.1%	80.0%
<b>PTEG 15</b> Bus services (vehicle kilometres per year)								
	D	107m	107m	107m	107m	107m (estimate)	102.1m	107m
<b>PTEG 16</b> Local bus services – annual vehicle kilometres/100,000 people								
	D	5.1m	5.1m	5.1m	5.1m	5.1m (estimate)	4.7m	5.1m

## KEY

**m** = Million  
**C** = Commercial  
**S** = Scheduled

**%** = Percentage  
**N/A** = Not Applicable

**National Target** = Government Target  
Top Quartile represents the top 25% Best Value Authorities