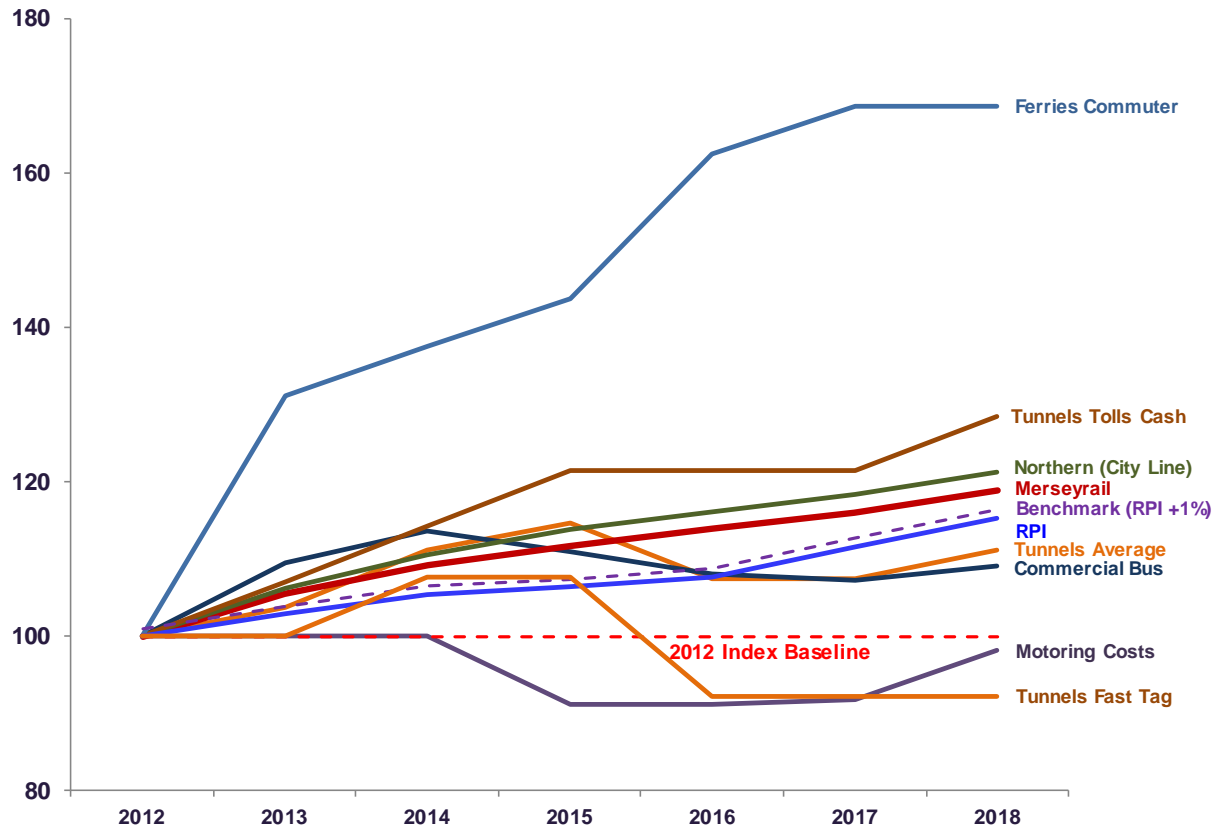


£ KPI 1: Affordability

Annual 2017/18
(November 2018)

Mode	2017	2018	Variance	RAG
Commercial Bus	107	109	▲ 1.8 %	Amber / Green
Merseyrail	116	119	▲ 2.4 %	
Northern (City Line)	118	121	▲ 2.6 %	
Tunnels Tolls Cash	121	129	▲ 5.9 %	
Tunnels Fast Tag	92	92	➡ No Change	
Tunnels Average	107	111	▲ 3.4 %	
Ferries Commuter	169	169	➡ No Change	
Motoring Costs	92	98	▲ 7.0 %	
RPI	112	115	▲ 3.4 %	



For monitoring purposes. The data is reported annually and compares the rising costs of use of travel services. This data has been based to 2012 for the 2017/18 performance cycle.

Benchmark of RPI +1%, this would give target figure of 116 for 2018.

Motoring costs have been taken from the RAC website and are based on a petrol engine size of 2000 cc with an annual mileage of 10,000 miles.

RAGs

G Green	AG Amber / Green
AR Amber / Red	R Red

- ⬆ RAG improvement on last reporting period
- ➡ No change in RAG from last reporting period
- ⬇ RAG declined since last reporting period



KPI 2: Patronage

Quarter 3 2018/19

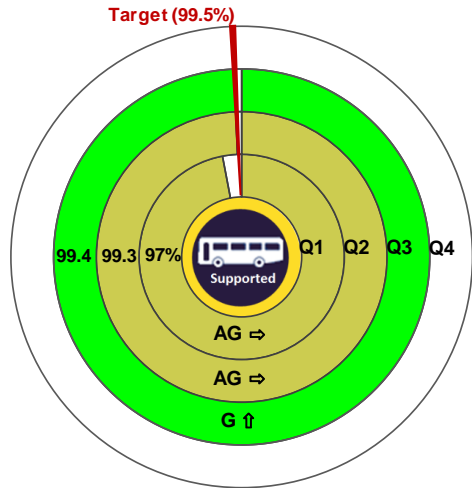
Modes		17/18		18/19			RAG	Comments
		Q4	Q1	Q2	Q3	Q4		
	Supported Bus						Green ⇌	Q3 Value is estimated figure - actual available end of Jan
		1.3 m	1.3 m	1.0 m	1.2 m			
	Commercial Bus						Amber / Green ↑	There is a slight dip in patronage which Bus will observe closely.
		28.8 m	31.8 m	29.8 m	29.0 m			
	Merseyrail							At the present time, data remains unavailable, due to a failed IT legacy system. Once a solution to extract data is achieved, following the introduction of a new system, on-going data will be available.
	Northern (City Line)							
	Mersey Ferries Leisure Cruises						Green	
		63 k	150 k	190 k	70 k			
	Mersey Ferries Commuter Services						Green	
		33 k	40 k	45 k	48 k			
	Queensway Tunnel Vehicle Throughput						Amber / Green	
		2.6 m	2.6 m	2.6 m	2.7 m			
	Kingsway Tunnel Vehicle Throughput						Green	
		4.1 m	4.3 m	4.3 m	4.3 m			
	Walking							The data for this KPI will be reported in Q4.
	Cycling							The data for this KPI will be reported in Q4.



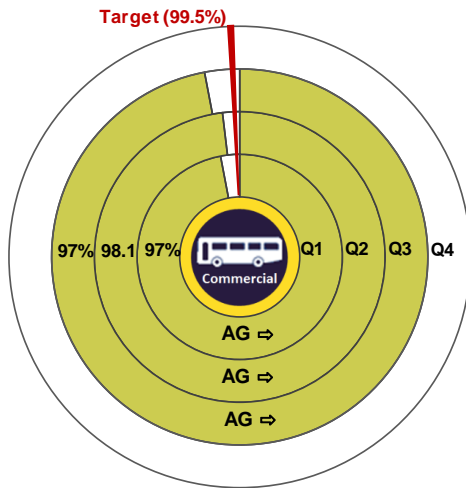
KPI 3: Reliability

Quarter 3 2018/19

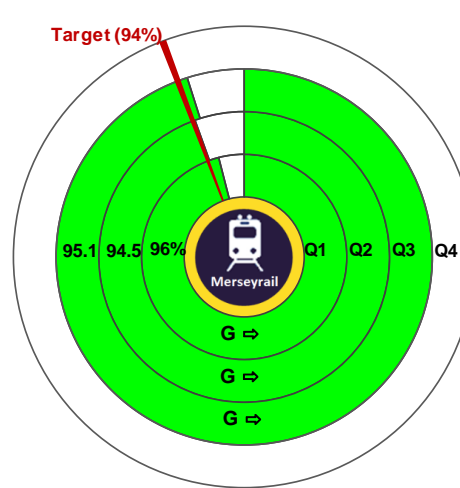
Bus Supported



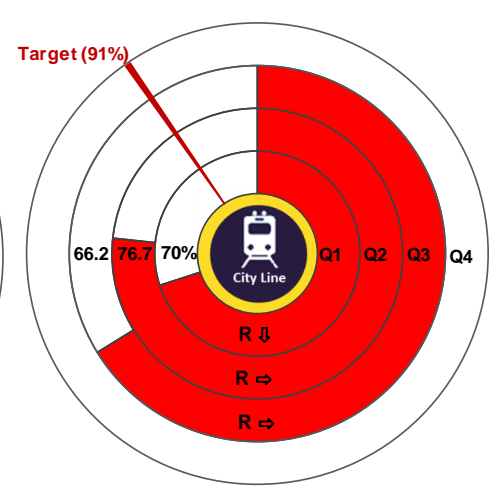
Bus Commercial



Rail - Merseyrail



Rail - Northern (City Line)

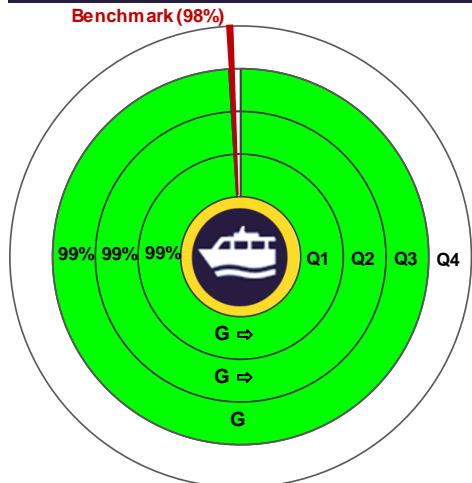


Q3 is an estimated figure - the actual figure will be available at the end of January.

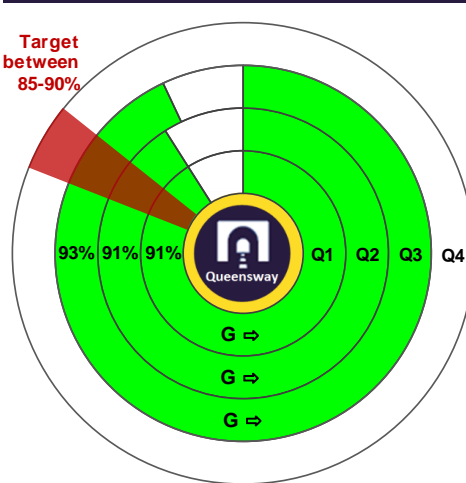
Average of Periods 7 to 9 2018/2019. The key issues to affect Merseyrail performance in Q3, included infrastructure problems; various track circuit, points & signal failures, as well as the effects of severe weather. Trespass incidents, passenger illness and unit failures also impacted on performance.

Average of Periods 7 to 9 2018/2019. The on-going RMT industrial dispute continued to impact on Northern significantly in Q3. This resulted in a greatly reduced service level, in particular hindering the provision of train services after 1700 hours, on strike days.

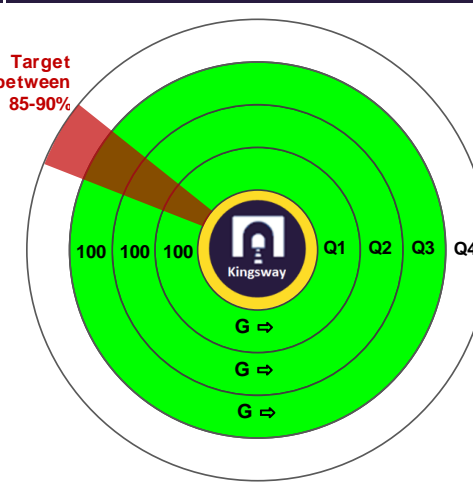
Mersey Ferries: Commuter & Leisure



Mersey Tunnels: Queensway



Mersey Tunnels: Kingsway



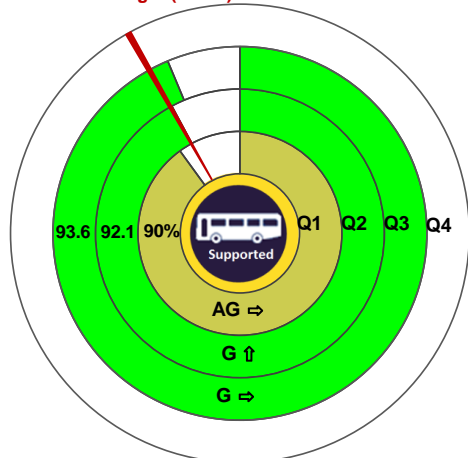


KPI 4: Punctuality

Quarter 3 2018/19

Bus Supported

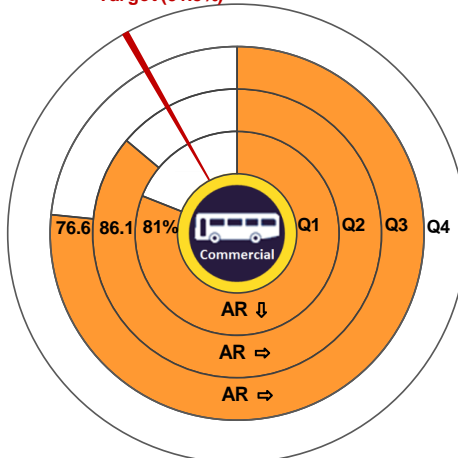
Target (91.5%)



This figure is based on October's data only.

Bus Commercial

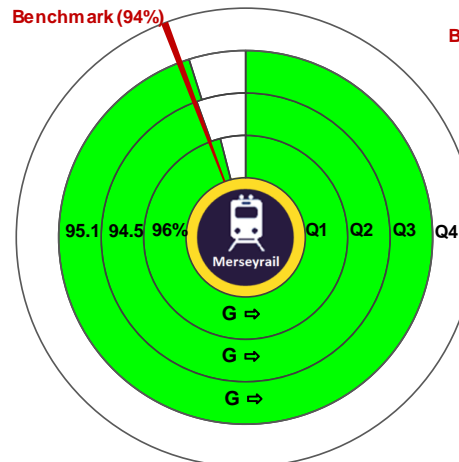
Target (91.5%)



Merseytravel is working closely with bus operators to improve performance on punctuality. The 2018/19 Bus alliance joint Business and investment plan oversees the delivery of a number of infrastructure schemes and studies and in partnership with the other local authorities the Bus Alliance intends to bid for Transforming Cities Funds to implement a package of improvements designed to transform busy commuter bus corridors

Rail - Merseyrail

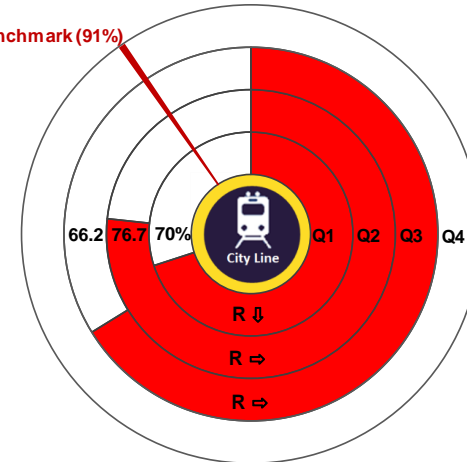
Benchmark (94%)



Average of Periods 7 to 9 2018/2019. The key issues to affect Merseyrail performance in Q3, included infrastructure problems; various track circuit, points & signal failures, as well as the effects of severe weather. Trespass incidents, passenger illness and unit failures also impacted on performance.

Rail - Northern (City Line)

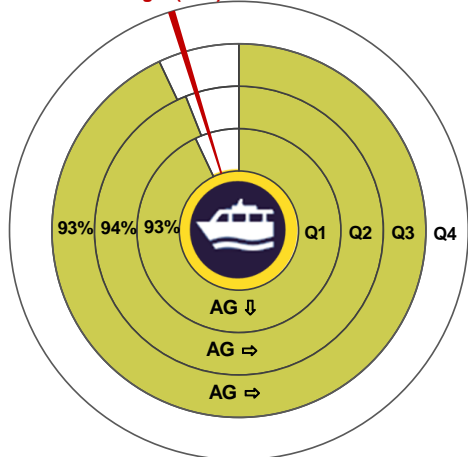
Benchmark (91%)



Average of Periods 7 to 9 2018/2019. The on-going RMT industrial dispute continued to impact on Northern significantly in Q3. This resulted in a greatly reduced service level, in particular hindering the provision of train services after 1700 hours, on strike days.

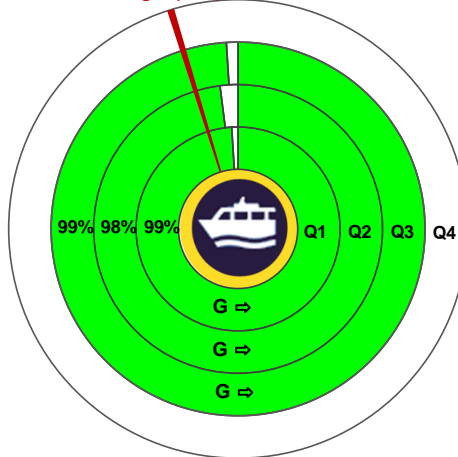
Mersey Ferries: Commuter

Target (95%)

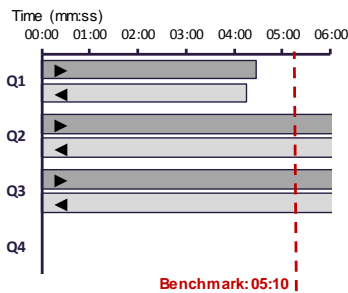


Mersey Ferries: Leisure

Target (95%)

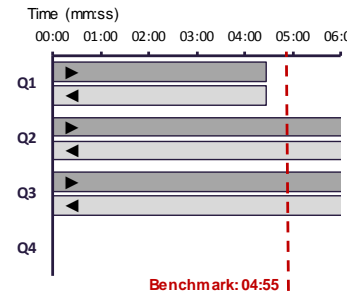


Mersey Tunnels: Queensway



Direction	Q1	Q2	Q3	Q4
Birkenhead to Liverpool	04:28	22:00	32:00	
Liverpool to Birkenhead	04:15	13:00	10:00	
RAG	G =\Rightarrow	G =\Rightarrow	G =\Rightarrow	

Mersey Tunnels: Kingsway



Direction	Q1	Q2	Q3	Q4
Wallasey to Liverpool	04:26	25:00	24:00	
Liverpool to Wallasey	04:26	29:00	20:00	
RAG	G =\Rightarrow	G =\Rightarrow	G =\Rightarrow	



KPI 5: Safety

Quarter 3 2018/19

Public Transport Customer Satisfaction (Quantitative Survey)

Benchmark (80%)	Autumn 2017	Spring 2018	Autumn 2018	RAG / Direction	Comments
Bus Stops					<p>The National Rail Passenger and the National Bus Passenger surveys were in the field during Q3 with the results expected to be released Q4.</p> <p>The passengers are surveyed: * Bus - once a year in Autumn; * Merseyrail - twice a year in Spring and Autumn; and * Northern (City Line) - once a year in Autumn. This is a booster survey to collect a larger sample of passengers at stations in the Merseyside area.</p>
	78%	Next survey Autumn 2018	Available in Q4		
On the Bus					
	87%	Next survey Autumn 2018	Available in Q4		
Rail Stations: Merseyrail					
	81%	81%	Available in Q4		
Rail Stations: Northern					
	67%	Next survey Autumn 2018	Available in Q4		
On the Train: Merseyrail					
	73%	76%	Available in Q4		
On the Train: Northern					
	72%	Next survey Autumn 2018	Available in Q4		

On Bus Incidents

	Criminal Damage	Anti-social Behaviour	Violence Against staff	Comments
Value RAG / Direction				Note: The data is indexed to previous year's quarter, 2017/18 Q1 = 100.
	39.1	89.7	74.5	
	Green ⇨	Green ⇨	Green ⇨	

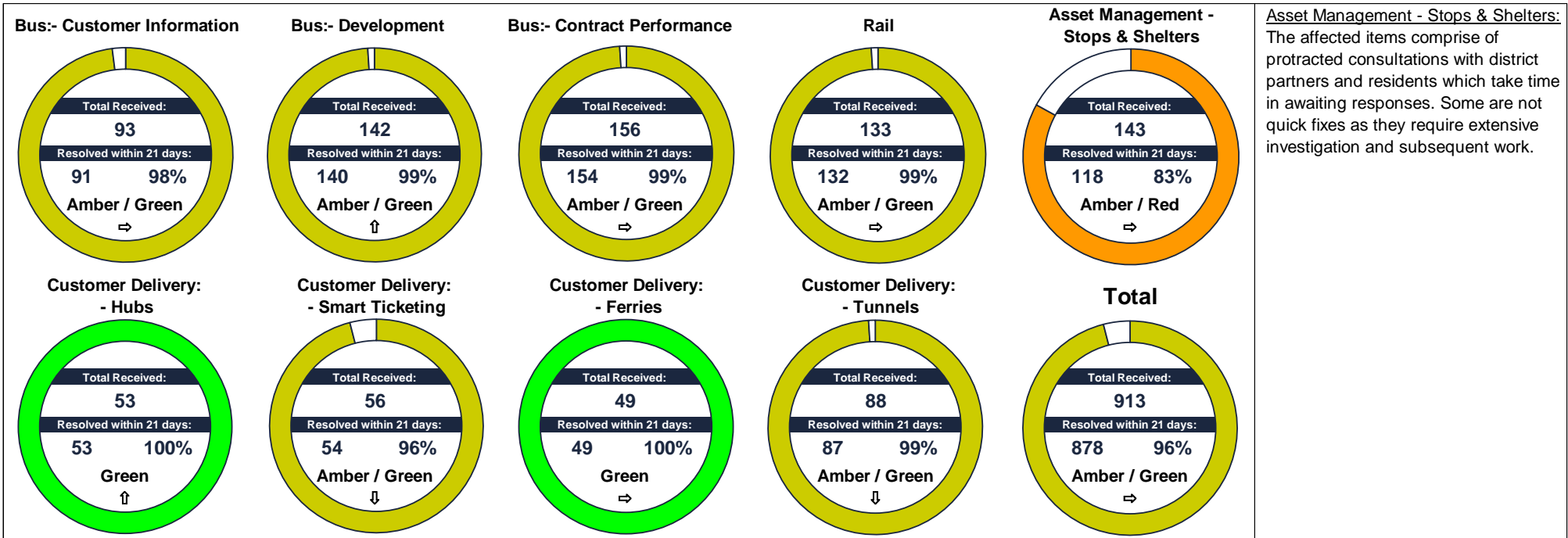


KPI 6: Customer Comments

Quarter 3 2018/19

Response Times to customers

Comments Resolved within 21 Days



Mystery Shopper (Qualitative Survey)

	No. of Reports	RAG	Comments
Visits completed/ Visits programmed	100	Green ⇔	The summer wave was completed during July and August 2018 across the bus and rail network. Other areas tested included information to help wayfinding at bus/rail interchanges; and the Merseytravel Journey Planning App.


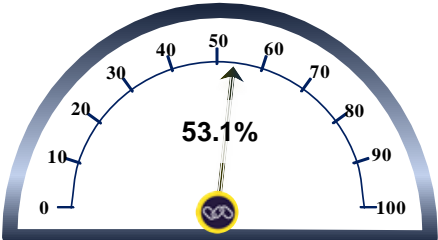
Public Transport Customer Satisfaction (Quantitative Survey)

Mode	Value (%)	RAG	Comments
Bus Services	Available in Q4	N/A	The National Rail Passenger and the National Bus Passenger surveys were in the field during Q3 with the results expected to be released Q4.
Merseyrail	Available in Q4	N/A	
Northern City Line	Available in Q4	N/A	
See KPI 5: Safety: Customer Transport Customer Satisfaction for the frequency of surveys.			



KPI 7: Connectivity

Quarter 3 2018/19

Number of direct rail linkages between key Great Britain nodes:		RAG	Internal connectivity of the Merseyside rail network	RAG	
Liverpool	8	Green ⇒		Amber / Green ⇒	
Glasgow	13		Connectivity of Merseyside (combined rail and bus figure)		Green ⇒
Bristol	19				
Newcastle	15				
Leeds	17				
Manchester	19				
London	29				

Note: All figures & comments as Q2

Rail engineering work at Lime Street from 2nd June to 29th July saw less routes serving the city; during the full blocade at Lime Street this decreased further, to 30.1%. Elsewhere in Q2 overall connectivity was very slightly down on Q2 last year at 35.3% - this is down to the timetable change meaning that the service from Preston to South Parkway no longer runs.

Combined connectivity is up very slightly, owing to marginally better interchange options via other routes.

External connectivity was expected to change with the December 2018 timetable, however confirmation of this is now subject to change.



KPI 8: Key Strategic Projects

Quarter 3 2018/19

LGF 1 Rail Projects: Halton Curve	RAG	Green ⇔	Walrus Delivery Programme / Smart Ticketing	RAG	Amber / Green ⇔
Project is practically complete on site. Awaiting commencement of services across the Curve which are expected in May 2019.	SPI	1	Programme continues to progress. The Apprentice Card was successfully launched on Monday 26th November.	SPI	1
	CPI	1		CPI	1
LGF 1 Rail Projects: Newton-le-Willows	RAG	Amber / Red ⇔	Bus Alternative Delivery Model	RAG	Amber / Green ⇔
Project continues to be constructed. Practical completion expected in January 2019.	SPI	0.6	Development of the outline business case continues. Engagement with bus contractors on Enhanced Partnerships continues.	SPI	0.6
	CPI	0.9		CPI	1
LGF 1 Rail Projects: Maghull North	RAG	Green ⇔	Mersey Ferries Programme	RAG	Amber / Green ⇔
Project is complete and open to the public.	SPI	1	During this period the focus has been on finalising the documents required for the procurement process. The OJEU notice was issued on 14th December. Awaiting baseline of programme so SPI/CPI can be reported.	SPI	
	CPI	1		CPI	
Rail Station Devolution	RAG		Tolls System Refresh	RAG	Green ↑
Programme has not been baselined at present and hence no SPI/CPI reported. Officers are working on a range of issues to establish asset condition and planned expenditure for the CP6 (Network Rail Budget for period 2019-2024).	SPI		Project is complete.	SPI	1
	CPI			CPI	1
Rolling Stock	RAG	Amber / Green ⇔	Kingsway Rewire	RAG	Green ⇔
The second stage mock up was assembled at Lime St station and put on public display. It has attracted much public interest and generally positive feedback. PTI delivery remains on course for June 2019 completion. Two Tranches have been completed and handed back on time.	SPI		Project is complete.	SPI	1
	CPI			CPI	1

SPI (Schedule Performance Index)

Indicates how efficiently the project is actually progressing compared to the planned project schedule.

- If the SPI is greater than one, this means more work has been completed than originally planned. In other words, ahead of schedule.
- If the SPI is equal to one, this means work is being completed at about the same rate as planned or on time.
- If the SPI is less than one, this means less work has been completed than had been planned. In other words, behind schedule.

CPI (Cost Performance Index)

Provides an indication of how well the project is remaining on budget.

- If the CPI is greater than one it indicates that the project is under budget.
- If the CPI is equal to one, this means the project is proceeding exactly as per the planned budget spend.
- If the CPI is less than one it indicates that a project is over budget.