

**PERFORMANCE MANAGEMENT FRAMEWORK
2019/20 LCR Bus Alliance Joint Business and Investment Plan**

This schedule sets out the improvement interventions agreed between the Parties as part of the Performance Management Framework for the successful running of the LCR Bus Alliance. All improvement interventions are deemed to form part of each Party's commitments in accordance with clause 9 the agreement. The schedule is split into several sections, covering different aspects of the Partnership investment obligations. Where this schedule refers to "Operators" or "All", the intervention relates to each Party separately. Each Party shall be responsible for their own compliance with the Delivery Obligations by the relevant Milestone date. All Milestones and Delivery Obligations are intended to be contractually binding, unless stated as 'aspirational'.

Intervention Ref.	Workstream / Board	Outcome / Goal	Improvement Intervention	Delivery obligations, activity and outcome	Performance Target	Completion date	Performance Measure	Intervention Champion	Responsibility
0401	Bus Alliance Programme Board	Ensure a strong Bus Alliance across LCR	Six month delivery review of 2019/20 joint Business and Investment plan	Each party to attend a session to review performance against delivering the 2019/20 Performance Management Framework	100% of milestones to be completed within agreed budget and timescale	30-Sep-19	Percentage of milestones completed within agreed timescale and budget	Mick Noone	ALL
0402	Bus Alliance Programme Board	Ensure a strong Bus Alliance across LCR	Delivery of 2019/20 joint Business and Investment plan	Each party to deliver its allocated interventions and agreed minimum level of investment as set out in the 2019/20 Joint Business and investment plan	100% of milestones to be completed within agreed budget and timescale and 100% of investment to be realised.	31-Mar-20	No. of milestones completed within agreed timescale and budget	Mick Noone	ALL
0403	Bus Alliance Programme Board	Ensure a strong Bus Alliance across LCR	Development of 2020/21 Business and Investment Plan	Each Party to attend a Business Planning Session to identify the priorities to be taken forward in the 2020/21 business planning process. JAB, Stakeholder Board and workstreams to be involved in suggesting interventions.	N/A	30-Sep-19		Mick Noone	ALL
0404	Joint Alliance Board	Ensuring a strong Bus Alliance across LCR	Approval of 2020/21 joint Business and Investment plan	Approval of the 2020/21 Bus Alliance Joint Business and Investment Plan	N/A	31-Mar-20		Mick Noone	ALL
0405	All Bus Alliance	Ensuring a strong Bus Alliance across LCR	Bus Alliance governance	All parties to attend the relevant Bus Alliance programme boards, Joint Alliance Boards, Stakeholder Boards and workstream meetings as per the Bus Alliance Governance Calendar	100% attendance by all parties at all relevant meetings	31-Mar-20		Mick Noone	ALL
0406	Bus Alliance Programme Board	Ensuring a strong Bus Alliance across LCR	Expand and develop the LCR Bus Alliance	Continue to support smaller operators in becoming Associate Bus Alliance members though adopting the Associate Bus Alliance Criteria	3 new operators to join the LCR bus Alliance	31-Mar-20	Number of new operators joining the LCR Bus Alliance	Matt Goggins	Merseytravel
0407	Bus Alliance Programme Board	Changing the image of bus	Develop a five year plan for transforming the bus offer along 5 key corridors in LCR	Work in partnership with relevant bodies from across the CA to appraise options and submit a costed Full Business Case to the CA for TCF funding	Secure a minimum of £50M of investment from TCF / SIF	30-Sep-19	£'s of TCF funding allocated to improving the bus offer	Laura Needham	Merseytravel
0409	Bus Alliance Programme Board	Changing the image of bus	Transforming bus priority along key commuter corridors of the LCR	Scrutinise the delivery of the Transforming Cities phased implementation plan to deliver transformational improvements to the five priority bus corridors in the region (subject to funding).		31-Mar-20		Mick Noone	
0409	Bus Alliance Programme Board	Reducing the environmental impact of Bus Travel across the LCR	Development of an LCR Bus Alliance air quality and climate commitment	Coordinate and sign off an agreed approach to improving airquality and reducing emissions across the Liverpool City Region and how to adapt to its impacts.	Reduce carbon emissions from journeys operated by alliance vehicles by XX tonnes / %	30-Sep-19	Tonnes of carbon reduced from journeys operated by alliance vehicles	Matt Goggins	Merseytravel
0410	Improving Network Punctuality and Resilience	Improve bus punctuality and journey times	Transforming bus priority along key commuter corridors of the LCR	Coordinate the delivery of the punctuality and reliability elements of the Transforming Cities phased implementation plan to deliver transformation improvements to the five priority bus corridors in the region (subject to funding).	10% decrease in journey times along prioritised routes	31-Mar-20	Journey time along each of the five key corridors	Jeanette Townson	ALL
0411	Improving Network Punctuality and Resilience	Improve bus punctuality and journey times	Tackling illegal kerbside parking	Build on the results of the joint parking enforcement pilot and explore further use of PSCO powers and feasibility to bring parking enforcement in-house.	Reduction in illegally parked cars in 4 parking hotspots	30-Sep-19	Number of illegally parked cars recorded	Tony McDonough	ALL

0412	Improving Network Punctuality and Resilience	Improve bus punctuality and journey times	Tackling illegal kerbside parking	Work across the CA to explore opportunities to digitalise the kerbside to encourage a more dynamic approach to parking linked with parking enforcement		30-Sep-19		Tony McDonough	Merseytravel
0413	Improving Network Punctuality and Resilience	Improve bus punctuality and journey times	Install ITS Bus Priority on route 10A	Commence implementation of ITS Bus Priority on route 10A		31-Mar-20	Number of Smart Signals Installed along route	Richard Oglethorpe	Merseytravel
0414	Improving Network Punctuality and Resilience	Improve bus punctuality and journey times	Development of route improvement plans for key corridors	Develop route improvement plans for two further routes on key bus corridors		31-Mar-20		Jeanette Townson	Merseytravel
0415	Improving Network Punctuality and Resilience	Improve bus punctuality and journey times	Urban transport coordination	Support the KRN in assessing the feasibility of developing a LCR wide UTC with Bus Priority at its heart.		30-Sep-19		Tony McDonough	Merseytravel
0416	Improving Network Punctuality and Resilience	Improve bus punctuality and journey times	Rice Lane / Orrell Lane	Implement reliability and punctuality infrastructure schemes for Rice Lane/Orrell Lane		15-Jun-19		Paul Desmet	Merseytravel
0417	Improving Network Punctuality and Resilience	Improve bus punctuality and journey times	Spellow Lane/County Road	Implement reliability and punctuality infrastructure schemes for Spellow Lane/County Road		31-Jul-19		Paul Desmet	Merseytravel
0418	Improving Network Punctuality and Resilience	Improve bus punctuality and journey times	Black Bull	Implement reliability and punctuality infrastructure schemes for Black Bull		31-Oct-19		Paul Desmet	Merseytravel
0419	Improving Network Punctuality and Resilience	Improve bus punctuality and journey times	City centre Re-routing - City Centre Duke Street City centre	Removal of traffic calming measures and some loading and parking to provide an alternative bus route through the city centre		31-Oct-18		Paul Desmet	
0420	Improving Network Punctuality and Resilience	Improving data and performance systems for reporting on bus reliability	Implement EPM ETM DAS System	Phase one of the ETM DAS System to be implemented		31-Mar-20		Tony Mcdonough	Merseytravel
0421	Improving Network Punctuality and Resilience	A simple, easy to understand bus network that relies on less public subsidy	Implement Sefton Network Review	Complete implementation of outcomes of Sefton Review		30-Sep-19		Jeanette Townson	Merseytravel
0422	Improving Network Punctuality and Resilience	A simple, easy to understand bus network that relies on less public subsidy	Implement Liverpool Network Review	Complete implementation of outcomes of Liverpool Review		30-Jan-20		Jeanette Townson	Merseytravel
0423	Improving Network Punctuality and Resilience	Connecting Journeys	Facilitating LCCC Re-routing strategy City Centre Re-routing	Support on the development of the new Bus Hub and in implementing the Liverpool City Centre Bus Rerouting Strategy as part of Connectivity Programme as per the LCCC Programme		Tbc		Jeanette Townson	
0424	Improving Network Punctuality and Resilience	Connecting Journeys	City centre Re-routing - Shuttle	Work with LCCC to implement cross city travel as part of the connectivity Programme		Tbc		Jeanette Townson	Operators
0425	Improving Network Punctuality and Resilience		Creating a joint approach to dealing with major events and disasters	All parties to develop and agree a common approach for the role of bus in supporting major event and disaster management		31-Mar-20		Tony McDonough	ALL
0426	Improving Network Punctuality and Resilience	Ensuring a resilient network	Planning for Bus	Work in partnership with the CA to develop planning guidance to make space for bus in new developments		31-Mar-20		Steve Cook	
0427	Improving the Customer Journey	Improving the modern image of bus, making bus the option of choice	Transforming bus priority along key commuter corridors of the LCR	Coordinate the delivery of the relevant elements of the Transforming Cities phased implementation plan to deliver transformation improvements to the five priority bus corridors in the region (subject to funding).		31-Mar-20		Rob Jones	ALL
0428	Improved Customer Journey	Improving the modern image of bus, making bus the option of choice	Provision of new buses	Provision of new buses in accordance with agreed investment Plan		31-Mar-20		Howard Farrell	Operators
0429	Improved Customer Journey	Improving the modern image of bus, making bus the option of choice	Refurbishment of current fleet	Refurbishment of current fleet in accordance with agreed investment Plan		31-Mar-20		Rob Jones/Howard Farrell	Operators
0430	Improved Customer Journey	Improving the modern image of bus, making bus the option of choice	100% contactless payment	Installation of ticket machines on arriva buses to enable 100% contactless payments on All Bus Alliance services		31-May-19		Howard Farrell	
0431	Improved Customer Journey	Improving the modern image of bus, making bus the option of choice	100% contactless payment	Electronic Ticket Machines (ETM) Procurement to enable 100% Contactless payment on LCR Bus network		31-Jul-19		Paul Hart	Merseytravel
0431	Improved Customer Journey	A good onboard experience	CPC 2 driver training	Commence delivery of module two of joint CPC which incorporates hidden disabilities training		30-Sep-19		Alastair Ramsay	Merseytravel
0432	Improved Customer Journey	Connecting Journeys	Route branding and identification	Assess the feasibility of branding services on the five core bus corridors identified as part		31-Mar-20			ALL
0433	Improved Customer Journey	Ensuring accessible, simple and contemporary information about bus travel	Simplified Route maps	Develop simplified route maps for core services on the five core bus corridors identified as part part of TCF		31-Mar-20			Operators
0434	Improved Customer Journey	A good onboard experience	Cleaner buses	Review of bus cleaning arrangements and creation of second cleaning team at new bus hub		31-Mar-20		Gary Evans	Merseytravel

0435	Improved Customer Journey	Ensuring a good waiting experience	Improve lighting at bus stations, stops and shelters	Lighting upgrades at designated bus stations - Huyton and St Helens		31-Mar-20		Gary Evans	Merseytravel
0436	Improved Customer Journey	Ensuring a good waiting experience	Stops and Shelters Inspections	Mainstreaming the stops and shelter inspection trial into business as usual		30-Jun-19		Tony McDonough	
0437	Improved Customer Journey	Ensuring accessible, simple and contemporary information about bus travel	Improving Real Time Information (RTI)	Installation of new RTI screens at Queens square		30-Sep-19		Jeanette Townson	Merseytravel
0438	Improved Customer Journey	Ensuring accessible, simple and contemporary information about bus travel	Improving Real Time Information (RTI)	Installation of new RTI screens at Liverpool One		30-Sep-19		Jeanette Townson	Merseytravel
0439	Improved Customer Journey	Connecting Journeys	accessibility upgrades	Accessibility upgrades at designated bus stops (Windle Island)		31-Mar-20		Jeanette Townson	Merseytravel
0440	Improved Customer Journey	Connecting Journeys	accessibility improvements	Accessibility improvements between bus and rail connected with rolling stock		31-Mar-20		Jeanette Townson	Merseytravel
0441	Improved Customer Journey	Ensuring a good waiting experience	Life expired bus shelter replacement	Replacement of Bus shelters in accordance with H&S priority categorisation		31-Mar-20		Jeanette Townson	Merseytravel
0442	Improved Customer Journey	Ensuring accessible, simple and contemporary information about bus travel	Journey Planner Upgrade	Development of improved online journey planner to support customers in making easier journeys		31-Mar-20		Jeanette Townson	Merseytravel
0443	Improved Customer Journey	Affordable straight forward tickets	Implement agreed ticketing strategy	Once agreed all parties to sign up to and implement the agreed ticketing strategy		31-Mar-20		Gary Evans	ALL
0444	Improved Customer Journey	Ensuring accessible, simple and contemporary information about bus travel	Joint Inspectorate	All partners to commit resource to deliver Joint Inspectorate team in City Centre		31-Mar-20		Gary Evans	ALL
0445	Improved Customer Journey	Affordable straight forward tickets	Online Portal	Deliver the online portal as a method of ticket procurement		31-Jul-19		Paul Hart	
0446	Customer Development and Growth	Marketing of the Bus offer	Marketing the bus offer	Deliver Joint marketing campaign on benefits of bus		31-Mar-20	Patronage increase	Lisa Pearson	ALL
0447	Customer Development and Growth	Promotion of Bus Alliance successes and the improvements delivered	Bus Alliance PR	Support Bus Alliance in promoting milestones achieved across all workstreams		31-Mar-20		Liz Storey	ALL
0448	Customer Development and Growth	Gathering Insights and intelligence to inform activity	Customer engagement	Implementation of a digital consultation platform to engage customers		30-Sep-19		Paula Ellis	Merseytravel
0449	Customer Development and Growth	Gathering Insights and intelligence to inform activity	Research / behaviour change study/ Focus groups	Commission focus group studies and surveys to gather insights on expectations and behavioural change of bus users and non users - as per Bus Alliance Customer Engagement Plan		31-Mar-20		Paula Ellis	Merseytravel
0450	Customer Development and Growth	Marketing the Bus offer	Simplified route maps	Development of simplified route maps for routes along key corridors		31-Dec-19		Laura Needham	ALL