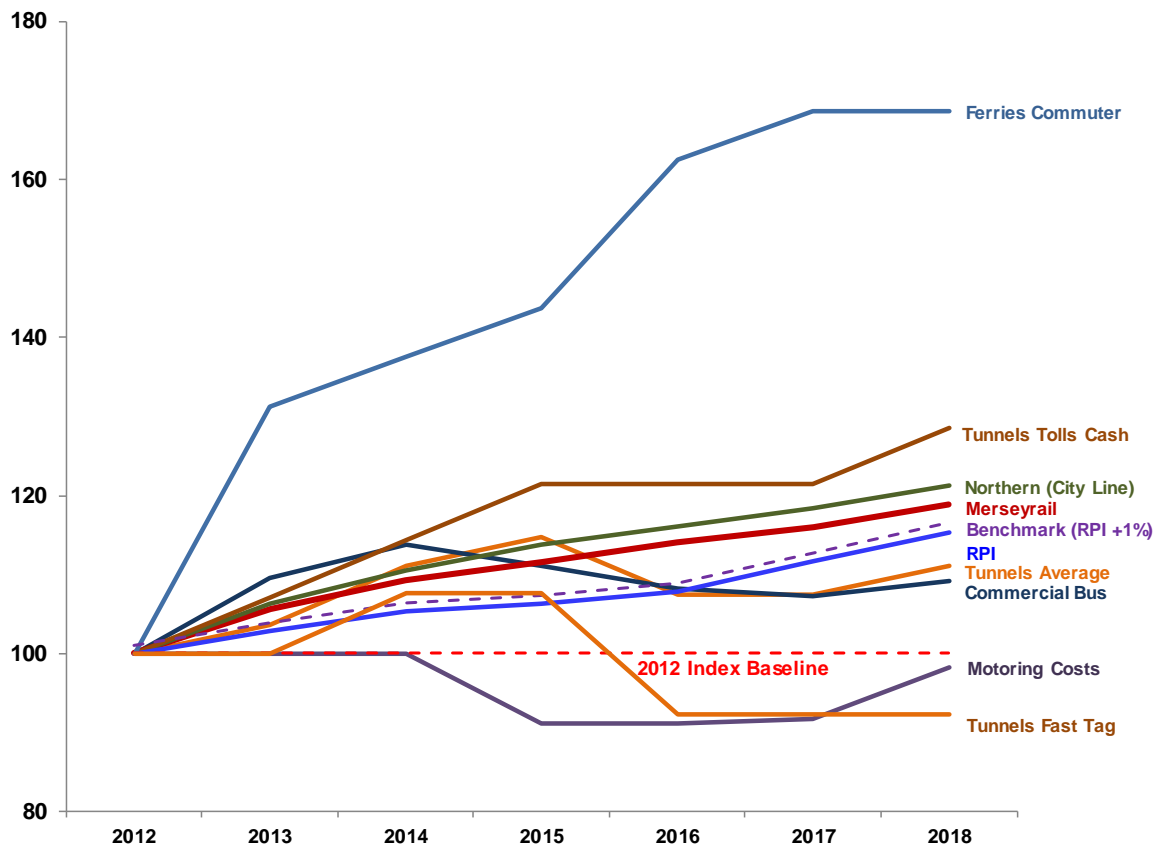




# KPI 1: Affordability

Annual 2017/18  
(last updated 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 4 2018/19

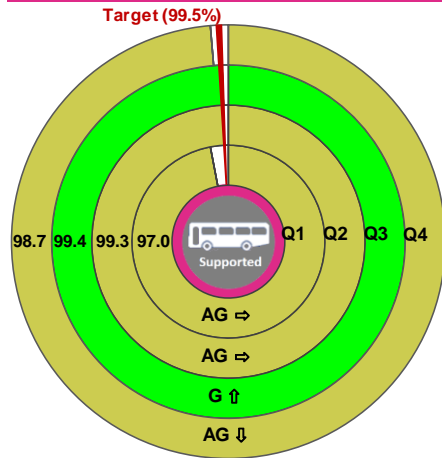
Modes		17/18 Q4	18/19			RAG	Comments
		Q1	Q2	Q3	Q4		
	Supported Bus					Green ⇌	
		1.3 m	1.3 m	1.0 m	1.2 m		
	Commercial Bus					Amber / Red ↓	There is a slight dip in patronage which we will observe closely.
		28.8 m	31.8 m	29.8 m	29.0 m		
	Merseyrail						At the present time, data remains unavailable, 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 ⇌	The closure of the Churchill Way floyover is having an impact of traffic using Queensway, and evidence indicates vehicles are transferring to Kingsway in the morning peak.
		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		
Indexed Biannual Modal share Baseline 11/12=100		11/12	13/14	15/16	17/18	RAG	The pedestrian and cycle cordon counts are carried out for key centres in the Liverpool City Region. In the 2017/18 reporting period, counts of pedestrians and cyclists entering the centres of Birkenhead, Huyton, Southport, Liverpool and Runcorn were identified. The 2017/18 modal share for pedestrians is: 9.8% and for cyclists is: 0.7% As published in the 'Cycle Monitoring Report 2017/18' in October 2018, the overall measure of cycle usage in Merseyside (utilising automatic and manual cycle counts and cordon counts) shows the results increased by 2.97 % from April 2017 to March 2018.
	Walking					Amber / Green ⇌	
		100	88	96	95		
	Cycling					Green ⇌	
		100	95	96	89		



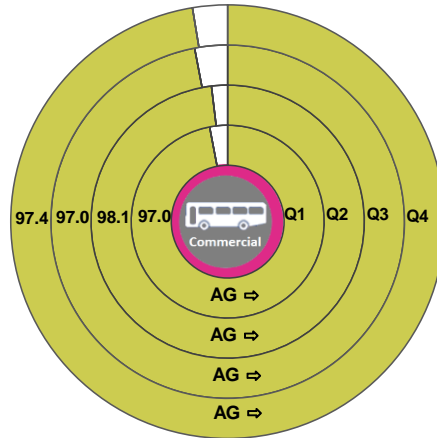
# KPI 3: Reliability

## Quarter 4 2018/19

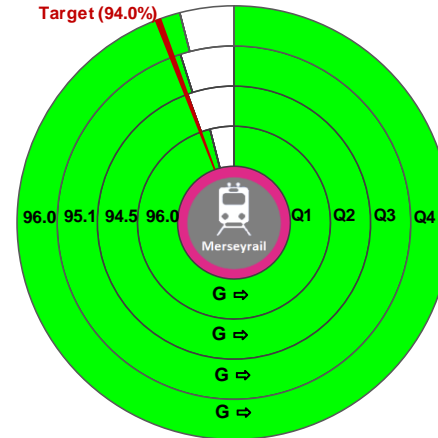
### Bus Supported



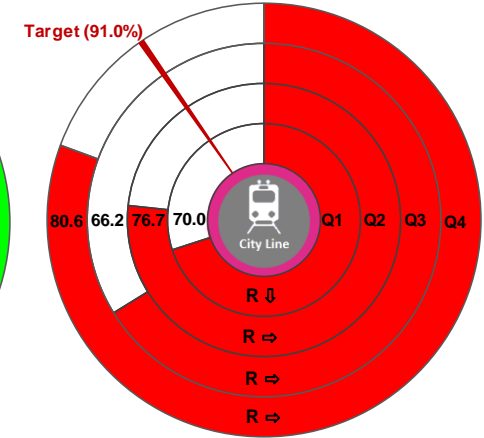
### Bus Commercial



### Rail Merseyrail



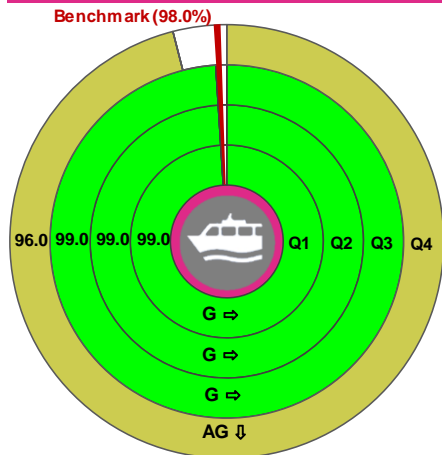
### Rail Northern (City Line)



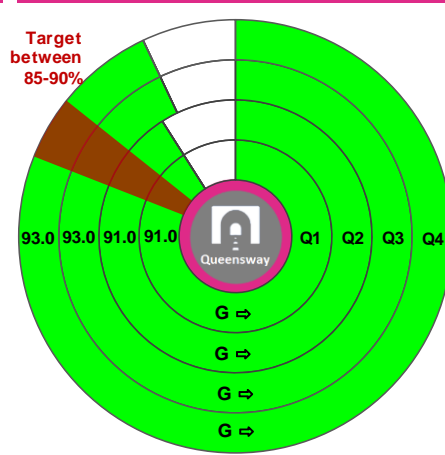
Average of Periods 10 to 13 2018/2019. Key issues which affected the performance of Merseyrail in Q4, included infrastructure problems; various track circuit, points & signal failures, as well as the impact of severe weather conditions. Further incidents of passenger illness, trespass and unit failures also impacted on performance.

Average of Periods 10 to 13 2018/2019. RMT industrial dispute continued to impact on Northern significantly in Q4, resulting in a greatly reduced service level, in particular hindering provision of train services after 1700 hours, on strike days. Ongoing IR issues with Northern drivers has restricted the amount of services resourced on Sundays. Northern is attempting to resolve the issue, but little improvement is expected in the next quarter.

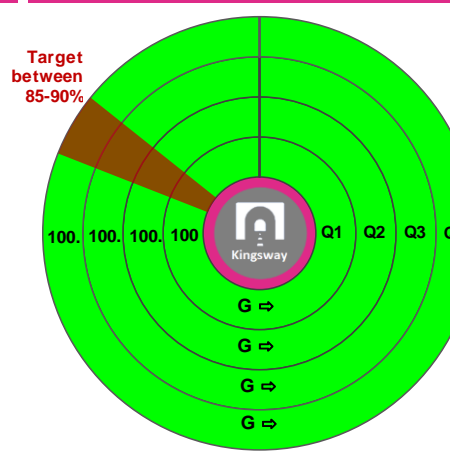
### Mersey Ferries Commuter & Leisure



### Mersey Tunnels Queensway



### Mersey Tunnels Kingsway

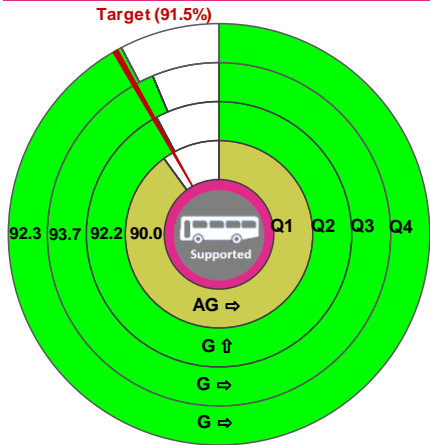




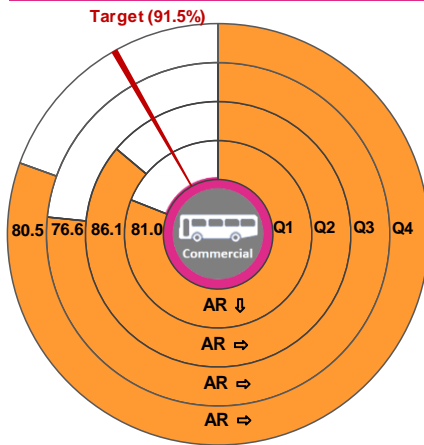
# KPI 4: Punctuality

# Quarter 4 2018/19

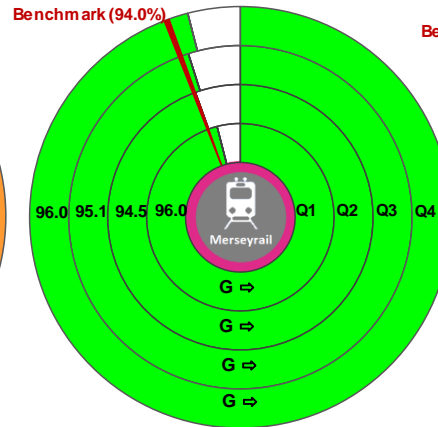
## Bus Supported



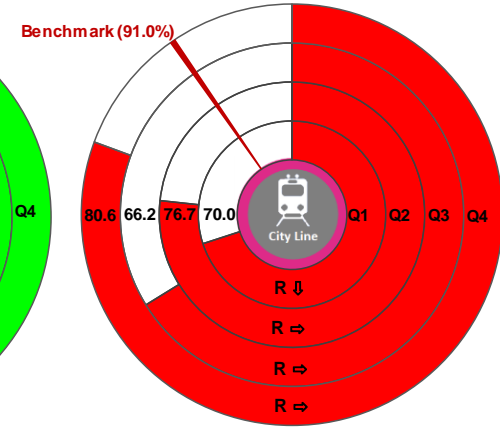
## Bus Commercial



## Rail Merseyrail



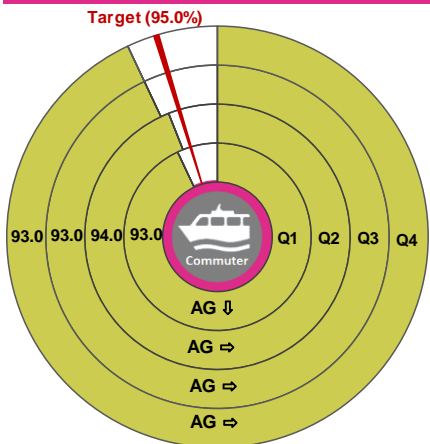
## Rail Northern (City Line)



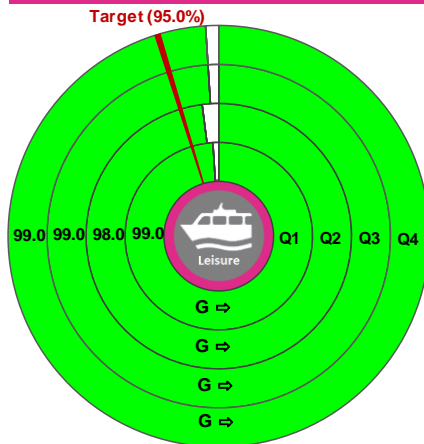
Average of Periods 10 to 13 2018/2019. Key issues which affected the performance of Merseyrail in Q4, included infrastructure problems; various track circuit, points & signal failures, as well as the impact of severe weather conditions. Further incidents of passenger illness, trespass and unit failures also impacted on performance.

Average of Periods 10 to 13 2018/2019. RMT industrial dispute continued to impact on Northern significantly in Q4, resulting in a greatly reduced service level, in particular hindering provision of train services after 1700 hours, on strike days. Ongoing IR issues with Northern drivers has restricted the amount of services resourced on Sundays. Northern is attempting to resolve the issue, but little improvement is expected in the next quarter.

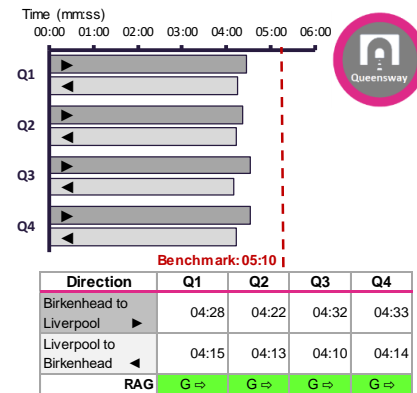
## Mersey Ferries Commuter



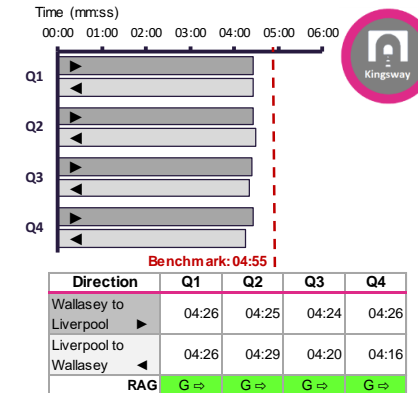
## Mersey Ferries Leisure



## Mersey Tunnels Queensway



## Mersey Tunnels Kingsway





## Public Transport Customer Satisfaction (Quantitative Survey)

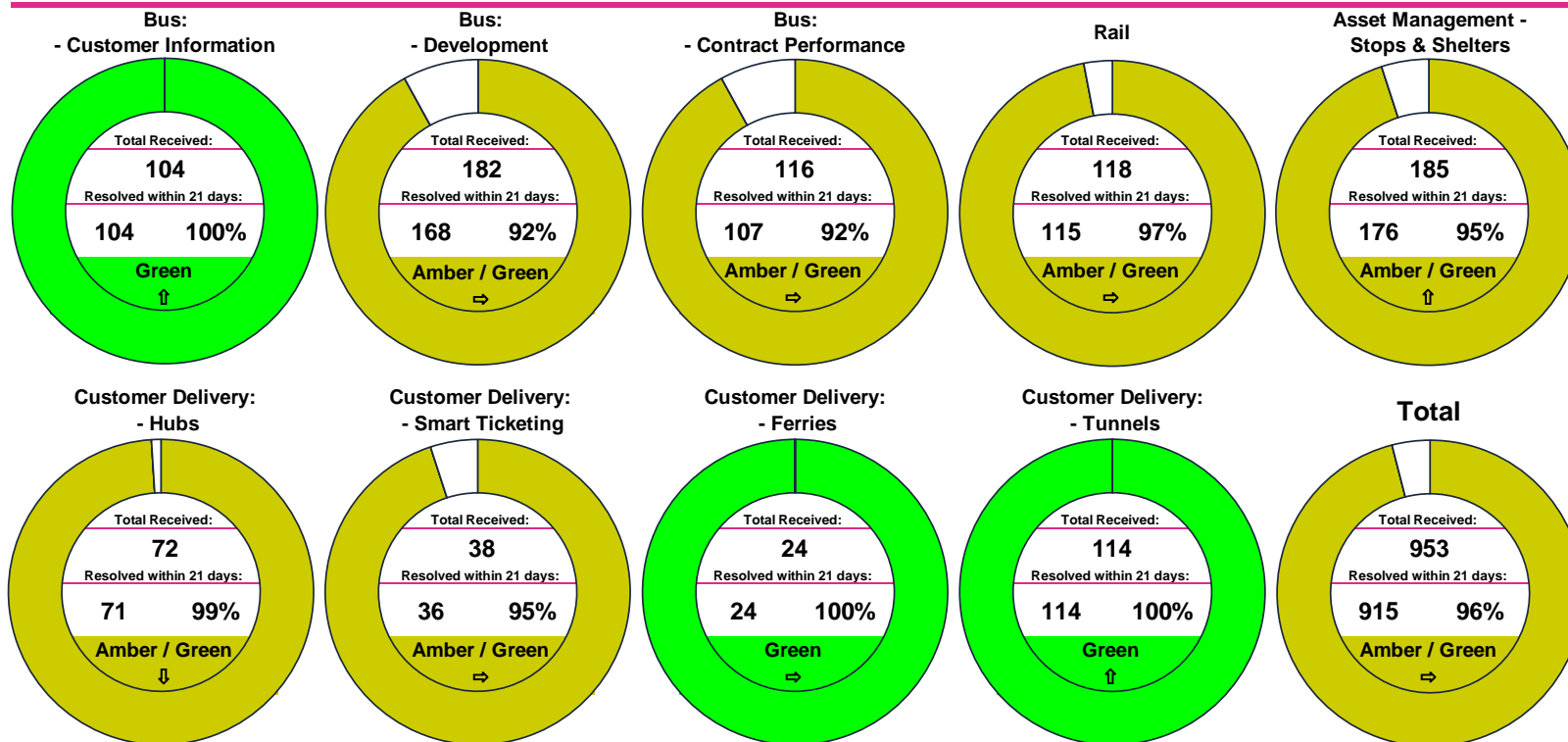
Benchmark (80%)	Autumn 2017	Spring 2018	Autumn 2018	Benchmark RAG /	Comments
Bus Stops				Amber / Green ⇔	<p>The 2018 Bus Passenger survey shows an increase in satisfaction with personal safety at the bus stop (up 2% from 2017), whilst personal safety on the bus remains stable.</p> <p>The autumn 2018 results show no change for satisfaction with safety at the station and on the train for Merseyrail since Autumn 2017.</p> <p>Note, the City Line was not boosted during 2018. The next booster survey for Northern will be autumn 2019.</p> <p>The passengers are surveyed:</p> <ul style="list-style-type: none"> <li>* Bus - once a year in Autumn;</li> <li>* Merseyrail - twice a year in Spring and Autumn; and</li> <li>* 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.</li> </ul>
	78%	Next survey Autumn 2018	80%		
On the Bus				Amber / Green ↓	
	87%	Next survey Autumn 2018	87%		
Rail Stations: Merseyrail				Green ⇔	
	81%	81%	81%		
Rail Stations: Northern					
	67%	Next survey Autumn 2018	Next survey Autumn 2019		
On the Train: Merseyrail				Amber / Green ⇔	
	73%	76%	73%		
On the Train: Northern					
	72%	Next survey Autumn 2018	Next survey Autumn 2019		

## 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 Q4 = 100.
	75.5	68.1	130.0	
	Green ⇔	Green ⇔	Amber / Green ↓	



## Response Times to customers: Comments Resolved within 21 Days




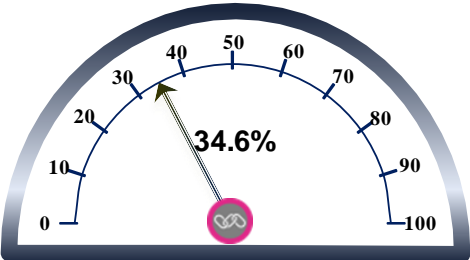






## Mystery Shopper (Qualitative Survey)

	No. of Reports	RAG	Comments
Visits completed/ Visits programmed		Green ⇌	No wave was completed in Q4.

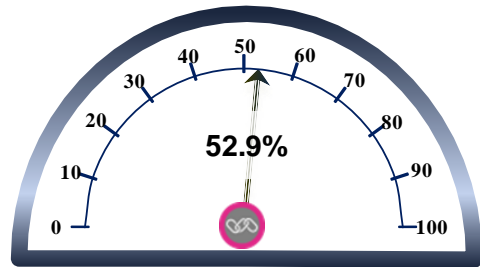
## Public Transport Customer Satisfaction (Quantitative Survey)

Mode	Value (%)	RAG	Comments
Bus Services	91	Green ⇌	Overall satisfaction with the bus journey remains stable with 91% satisfied. Merseyrail shows a slight decrease (down 1% since autumn 2017) with satisfaction with the overall journey. Note, the City Line was not boosted during 2018. The next booster survey for Northern will be autumn 2019. See KPI 5: Safety: Customer Transport Customer Satisfaction for the frequency of surveys.
Merseyrail	90	Green ⇌	
Northern City Line	Next survey Autumn 2019		



Number of direct rail linkages between key Great Britain nodes:	RAG	Internal connectivity of the Merseyside rail network	RAG
<b>Liverpool</b> 8 	<b>Green</b> ⇨		<b>Green</b> ⇨
<b>Glasgow</b> 13 			
<b>Bristol</b> 19 			
<b>Newcastle</b> 15 			
<b>Leeds</b> 17 			
<b>Manchester</b> 19 			
<b>London</b> 29 			

Connectivity of Merseyside (combined rail and bus figure)



No substantive change; some rail timetable changes planned for December 2018 have been deferred following the well-publicised national issues around the introduction of a new timetable earlier in the year. There have been both negative and positive changes in bus network connectivity, hence there is very little change in the combined connectivity figure.



# KPI 8: Key Strategic Projects

Quarter 4 2018/19

<b>LGF 1 Rail Projects: Halton Curve</b> Physical infrastructure complete. We expect the first train to pass over the curve in May 2019.	RAG	Green ⇔	<b>Walrus Delivery Programme / Smart Ticketing</b> The SOC has been approved and work continues to prepare the OBC/FBC.	RAG	Green ↑
	SPI	1		SPI	1
	CPI	1		CPI	1
<b>LGF 1 Rail Projects: Newton-le-Willows</b> The project is practically complete on site and now open to the public.	RAG	Amber / Green ↑	<b>Bus Alternative Delivery Model</b> Work continues on the OBC process. Some minor slippage reported.	RAG	Amber / Green ⇔
	SPI	1		SPI	0.6
	CPI	0.9		CPI	1
<b>LGF 1 Rail Projects: Maghull North</b> The scheme is complete on site.	RAG	Green ⇔	<b>Mersey Ferries Programme</b> The Ferries programme has undergone a key baseline and reprogramming process, and good progress has been made. The vessels procurement remains on programme, as does the funding application - both of which are key dependencies. Royal Daffodil has been sold and work is progressing on the piers and terminals, although slightly behind programme.	RAG	Amber / Green ⇔
	SPI	1		SPI	1
	CPI	1		CPI	1
<b>Rail Station Devolution</b> Officers have been supporting on-going discussions between CA and DfT in respect to devolution of both track and infrastructure. Officers have been working with DfT to address increase in Network Rail Track Access Charges in CP6.	RAG		<b>Tolls System Refresh</b> Project substantially complete - the final contactless card scheme will launch by end of April 2019.	RAG	Green ⇔
	SPI			SPI	1
	CPI			CPI	1
<b>Rolling Stock</b> There has been some signs of slippage in some of the project workstreams. The programme is still currently on track for the new trains to start being rolled out from early 2020	RAG	Amber / Green ⇔	<b>Kingsway Rewire</b> Complete and open.	RAG	Green ⇔
	SPI	0.7		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.