

Schedule 8- Key Performance Indicators

- 1 Council will monitor and report on a number of key performance indicators (KPIs) for public transport. Additional KPIs may be developed as part of the business planning process.
- 2 In order to fulfil Council's requirements the Contractor must provide, in a format acceptable to the Council, the following information
- 3 The Council and the Contractor will review the KPI's and targets annually through the business planning process.
- 4 After consultation with the Contractor the Council may acting reasonably change or add to the KPI's
- 5 The Key Performance Indicators, reporting obligations, and targets are:

Attribute	Key Performance Indicator	Reporting Period	Target
Reliability Note: a trip leaving the origin stop >59 seconds early or >4 minutes and 59 seconds late is deemed not to have operated i.e. are considered cancelled	Number of scheduled trips that were cancelled	Monthly and Quarterly	0% (without good cause)
	Percentage of scheduled trips that were cancelled	Quarterly	0% (without good cause)
	Percentage of trips completed in full	Quarterly	100% (without good cause)
	Percentage of trips completed in full peak	Quarterly	100% (without good cause)
	Percentage of trips completed in off-peak	Quarterly	100% (without good cause)
Punctuality	Number and Percentage of scheduled trips leaving Terminus (origin stop) between 59 seconds before and 4 minutes and 59 seconds after the scheduled departure time	Monthly and Quarterly	100% (without good cause)
	Percentage of scheduled trips between 59 seconds before and 4 minutes and 59 seconds after the scheduled departure	Quarterly	100% (without good cause)

	time at the key timing points and/or end termini		
Service	In-service bus kms: the distance travelled by all buses per month while available to passengers	Quarterly	NZTA reporting requirement
	In-service bus hours: the total hours that all public transport buses are providing services per month	Monthly	NZTA reporting requirement
Safety and security	<p>Maintain and provide an incident register that as a minimum records:</p> <ul style="list-style-type: none"> • Nature of the incident • Severity • Third party involvement • Health and safety matters • Time, date and location • Outcome of any investigation <p>Including the requirements of the Health and Safety in Employment Act (and/or any subsequent Act) and the NZTA Operator Rating System.</p>	Monthly	<p>All incidents reported in accordance with the endorsed Health and Safety Plan required timeframes</p> <p>All investigations undertaken in accordance with the endorsed Health and Safety Plan required timeframes</p> <p>All mitigation measures identified through the investigations have been implemented.</p> <p>0 incidents involving injury.</p> <p>NZTA Operator Rating System 5 Star rating maintained.</p>
		Annually	Health and Safety plan has been audited and any corrective actions undertaken.
Fleet	Comparison of fleet composition in use with tendered fleet composition and vehicle replacement policy conducted at random intervals	Annually	<p>Fleet profile in accordance with Contract.</p> <p>Vehicle replacements undertaken in accordance with the replacement policy provided at tender or as agreed through the annual business planning process</p>

	% of trips undertaken by back-up bus or buses	Monthly	<3%
	<p>Maintain and provide an updated fleet profile that includes for each bus:</p> <ul style="list-style-type: none"> • Bus number • Registration number • Statement re RUB compliance • Applicable Euro Standard • Age • Number of seats 	Quarterly	
	Proposed vehicle replacements	Annually	Vehicle replacements in accordance with the replacement policy provided at tender or as agreed through the annual business planning process
Customer Feedback	<p>Number of compliments or complaints received, disaggregated by service attributes (eg punctuality, vehicle cleanliness, comfort).</p> <p>Percentage of complaints resolved within 10 days.</p>	Quarterly	<p>< 1 substantiated complaint per 1000 trips regarding vehicle cleanliness and comfort.</p> <p>All complaints resolved within 10 days.</p> <p>< 1 substantiated complaint per 3000 trips regarding punctuality, and driver behaviour</p> <p>< 1 substantiated complaint per 3000 about incorrect fare charges</p>