

**MINUTES OF THE MEETING OF THE
PERFORMANCE MANAGEMENT COMMITTEE
OF THE GREATER MANCHESTER
INTEGRATED TRANSPORT AUTHORITY HELD
ON 12 MAY 2009**

PRESENT: Councillor Sandiford (in the Chair)

Councillors: Ali, Creswell, Dawson, Fender, Scott and Stevens.

APOLOGIES: Councillors Magnall and Rock.

PM/08/25 URGENT BUSINESS

The Chair agreed to accept as urgent business the presentation to be made to Members at the meeting, the content of which had not been circulated with the Agenda and other papers for the meeting, and the related tabled report on KPIs.

PM/08/26 DECLARATIONS OF INTEREST

There were no declarations of interest made.

PM/08/27 MINUTES

The Minutes of the meeting of the Performance Management Committee, held on 7 April 2009, were submitted.

RESOLVED/-

That the Minutes of the meeting of the Performance Management Committee, held on 7 April 2009, be noted.

**PM/08/28 KEY PERFORMANCE INDICATORS FOURTH QUARTER AND ANNUAL
REPORT 2009**

The Committee considered a report from the Head of Planning and Performance, GMPTE, on Quarter 4 2008-2009 (to 31 March 2009) on progress against performance indicators.

The Committee also received a presentation that further explained performance against targets, the actions underway to improve performance and the work carried out on developing new KPIs following the discussions at the February and April meetings of the Committee.

Seven KPIs were on track or performing better than target, four were within 5% of target and a further five were due to report between May and June 2009. Particular attention was drawn to six KPIs below target:

- annual average cost per subsidised bus journey
- annual average total absenteeism per person
- % of women in top 5% of GMPTE posts, % of GMPTE staff with a disability
- annual average invoices paid within 30 days and
- annual average total RIDDOR H and S incidents.

The Head of Planning and Performance gave some reasons why targets had not been met:

Annual average cost per subsidised bus journey: the number of passenger journeys had reduced by 4%, thus increasing the average cost per journey; service withdrawals and changes had helped mitigate the impact; there had been significant senior staff time focused on this issue

Absenteeism: there had been a significant reduction in the number of days lost to absenteeism, following the introduction of new personnel procedures; although the target of 9.5 days for 2010 had not yet been met, the trend was in the right direction and the figure for March 2009 was down to 11.4 days.

Diversity of GMPTE staff: as regards the number of women in the top 5% of posts there were only 21 top level posts; an increase of two would meet the target but this depended on when vacancies became available; the Head of Human Resources was focusing on meeting the diversity targets through the recruitment process.

Payment of invoices within 30 days: more staff training was being undertaken to ensure that the target of 95% would be met; in reply to questions from the Chair, the Head of Planning and Performance confirmed that he would inform to Members whether discounts were obtained for early payment and the invoices outstanding at any point as a percentage of the total budget; it was noted that the latter was an issue which the Development and Operations Committee might wish to consider as part of future procurement processes.

RIDDOR H and S incidents: there had been only two reportable incidents in the last quarter involving employees.

Bus Station RIDDOR incidents: these concerned mainly older people involved in slips, trips and falls; a campaign aimed at pedestrians would take place in 2009 to try to reduce the number of incidents involving moving buses; in reply to a question, the Head of Planning and Performance said that data for particular bus stations could be supplied to Members; it was also noted that information on all incidents would be passed to the Transport Network Committee.

Metrolink RIDDOR H and S incidents: most concerned passengers involved in slips, trips and falls; Stagecoach Metrolink were currently investigating the causes of collisions with trams and vandalism trends; overall there were very few incidents involving collisions on street sections.

The Head of Planning and Performance informed the meeting of the work to date on the suggested additional KPIs for 2009-2010:

Comprehensive nature of public transport network: the aim was to develop measures that would show how the population was being served by the network, including the most deprived residents; this would help inform the Authority when making decisions on investment and the Transport Network Committee when assessing the impact of their investment decisions on bus services.

Extent of overcrowding on trains during peak hours: discussions were taking place with Northern Rail on the production of an “overcrowding index”.

Frequent passenger satisfaction levels: there was some information available on passengers who travelled at least once a week; the data sample, however, was small and a fully developed KPI would require further work.

Quality of service for each mode: there was already a considerable amount of information available and work was underway to create an appropriate KPI for each mode.

Metrolink H and S incidents involving passengers: this would be included in the first Quarter report for 2009-2010.

Expansion of KPI on bus patronage to include passenger numbers on QBCs, concessionary travel and tendered neighbourhood services: there were a number of possible methods for developing an expanded KPI; these would be considered as part of the bus strategy review and would include data on the times journeys were made (discretionary travel).

The Head of Planning and Performance also gave a progress report on the Annual Report 2009. The Report was currently being drafted and would include a Strategic Overview, a Business Review, a Financial Review and performance data. It was intended for the 2010 Report to look at ways of involving Members earlier in the process of drafting the Report. The 2009 Report would be published on the Internet by the end of June and paper copies available by mid July.

RESOLVED/-

(i) that the Head of Planning and Performance be thanked for the informative presentation.

(ii) that the report on the Key Performance Indicators for Quarter 4 of 2008-2009 and the progress to date on developing new KPIs for 2009-2010 be noted.

(iii) that all available information on KPIs etc be issued in advance of meetings wherever possible and verbal updates be given at the meeting.

(iv) that, this being the last meeting of the Committee for the 2008-2009 cycle of GMITA meetings, the Chair be thanked for his able and helpful chairing of the Committee meetings in the course of the year.