



Regional Rural KPI & Contract Reporting

NOTES

* **BOLD** denotes KPI information will be captured in the PrimeWorks Audit Compliance module & TfNSW Reporting Module

* **RED** denotes KPI information will be captured in the PrimeWorks Vehicle Maintenance module

* KPI data subject to change by TfNSW – the above is based in published specifications May 2015.

Small and Very Small:

KPI: 1 Punctuality Rate - Published Timetable Trips

[Audit Compliance] > Manage > Early Late Running

KPI: 2 Cancelled and Incomplete Trips

[Audit Compliance] > Manage > Early Late Running

KPI: 3 Customer Complaint Resolution

[Audit Compliance] > Manage > Customer Feedback

KPI: 4 Incidents Due to Failure to Conduct Contract Bus Maintenance

[Audit Compliance] > Manage > Incidents

KPI: 5 Contract Bus Maintenance - Major Defects

[Vehicle Maintenance] > Manage > Defect Notice

KPI: 6 Reporting

Screen: To be implemented once reporting specs have been released

KPI 7 Provision of Information

[TfNSW Reporting] > Manage > Information Requests

Small and Very Small:

Yearly Operational Reports

YOR 1 – Value of Ticket Sales

[PrimeWorks Extraction Tool -PET] or [TfNSW Reporting] > Manage > Manage Patronage

YOR 2 – Not Used

YOR 3 – Not Used

YOR 4 – Passenger Data by Bus Route

[PrimeWorks Extraction Tool -PET] or [TfNSW Reporting] > Manage > Manage Patronage

YOR 5 Customer Feedback

[Audit Compliance] > Manage > Customer Feedback

YOR 6 – Not Used

YOR 7 New Bus Details

[Vehicle Maintenance] > Manage > Vehicles

YOR 8 – Not Used

YOR 9 – Safety Related Performance Indicators

[Audit Compliance] > Manage > Incidents

Medium:

KPI: 1 Punctuality Rate - Published Timetable Trips

[Audit Compliance] > Manage > Early Late Running

KPI: 2 Cancelled and Incomplete Trips

[Audit Compliance] > Manage > Early Late Running

KPI: 3 Accessible Bus Services

[Audit Compliance] > Manage > Early Late Running

[Audit Compliance] > Utilities > Planned Trips

KPI: 4 Customer Complaint Resolution

[Audit Compliance] > Manage > Customer Feedback

KPI: 5 Customer Response

[Audit Compliance] > Manage > Customer Feedback

KPI: 6 Customer Complaint/Enquiries Database

[Audit Compliance] > Manage > Customer Feedback

PET (PrimeWorks Extraction Tool) - auto-population of 131500 spreadsheets for submission to 131500

KPI: 7 Passenger Crowding

[Audit Compliance] > Manage > Customer Feedback

[Audit Compliance] > Manage > Early Late Running

KPI: 8 Passenger Information

[TfNSW Reporting] > Manage > Surveys and Inspections

KPI: 9 Contract Bus Presentation

[TfNSW Reporting] > Manage > Surveys and Inspections

KPI: 10 Incidents Due to Failure to Conduct Contract Bus Maintenance

[Audit Compliance] > Manage > Incidents

KPI: 11 Contract Bus Maintenance - Major Defects

[Vehicle Maintenance] > Manage > Defect Notice

KPI: 12 Reporting

Screen: To be implemented once reporting specs have been released

KPI 13 Provision of Information

[TfNSW Reporting] > Manage > Information Requests

Medium:

Half Yearly Operational Reports

HYOR 1 – Value of Ticket Sales

[PrimeWorks Extraction Tool -PET] or [TfNSW Reporting] > Manage > Manage Patronage

HYOR 2 – Bus Service Km Travelled

[Audit Compliance] > Manage > Early Late Running

HYOR 3 – Operational Performance Data

[Audit Compliance] > Manage > Early Late Running

HYOR 4 – Passenger Data by Bus Route

[PrimeWorks Extraction Tool -PET] or [TfNSW Reporting] > Manage > Manage Patronage

HYOR 5 - Customer Feedback

[Audit Compliance] > Manage > Customer Feedback

HYOR 6 – Timetable and route changes

[TfNSW Reporting] > Manage > Timetable Changes

HYOR 7 – Contract Bus Movements

[Vehicle Maintenance] > Utilities > Vehicle Transfer or [Vehicle Maintenance] > Manage > Vehicles

HYOR 8 – Patronage by Time of Day

[PrimeWorks Extraction Tool -PET] or [TfNSW Reporting] > Manage > Manage Patronage

HYOR 9 – Safety Related Performance Indicators

[Audit Compliance] > Manage > Incidents

Large:

KPI: 1 Punctuality Rate - Published Timetable Trips

[Audit Compliance] > Manage > Early Late Running

KPI: 2 Cancelled and Incomplete Trips

[Audit Compliance] > Manage > Early Late Running

KPI: 3 Accessible Bus Services

[Audit Compliance] > Manage > Early Late Running

[Audit Compliance] > Utilities > Planned Trips

KPI: 4 Customer Complaint Resolution

[Audit Compliance] > Manage > Customer Feedback

KPI: 5 Customer Response

[Audit Compliance] > Manage > Customer Feedback

KPI: 6 Customer Complaint/Enquiries Database

[Audit Compliance] > Manage > Customer Feedback

PET (PrimeWorks Extraction Tool) - auto-population of 131500 spreadsheets for submission to 131500

KPI: 7 Customer Satisfaction

[Audit Compliance] > Manage > Customer Feedback

KPI: 8 Passenger Crowding

[Audit Compliance] > Manage > Customer Feedback

[Audit Compliance] > Manage > Early Late Running

KPI: 9 Passenger Information

[Audit Compliance] > TfNSW Reporting > Manage > Surveys and Inspections

KPI: 10 Contract Bus Presentation

[TfNSW Reporting] > Manage > Surveys and Inspections

KPI: 11 Incidents Due to Failure to Conduct Contract Bus Maintenance

[Audit Compliance] > Manage > Incidents

KPI: 12 Contract Bus Maintenance - Major Defects

[Vehicle Maintenance] > Manage > Defect Notice

KPI: 13 Contract Bus Maintenance - Preventable Accidents

[Audit Compliance] > Manage > Accidents

KPI: 14 Reporting

Screen: To be implemented once reporting specs have been released

KPI 15 Provision of Information

[TfNSW Reporting] > Manage > Information Requests

KPI 16 Data Maintenance

[TfNSW Reporting] > Manage > Data Maintenance

KPI 17 Project On Time Delivery

[TfNSW Reporting] > Manage > Information Requests

KPI 18 CCTV and Duress Alarm Reliability

[Vehicle Maintenance] > Manage > Vehicles

Large:

Quarterly Operational Reports

QOR 1 – Value of Ticket Sales

[PrimeWorks Extraction Tool -PET] or [TfNSW Reporting] > Manage > Manage Patronage

QOR 2 – Bus Service Km Travelled

[Audit Compliance] > Manage > Early Late Running

QOR 3 – Operational Performance Data

[Audit Compliance] > Manage > Early Late Running

QOR 4 – Passenger Data by Bus Route

[PrimeWorks Extraction Tool -PET] or [TfNSW Reporting] > Manage > Manage Patronage

QOR 5 - Customer Feedback

[Audit Compliance] > Manage > Customer Feedback

QOR 6 – Timetable and route changes

[TfNSW Reporting] > Manage > Timetable Changes

QOR 7 – Contract Bus Movements

[Vehicle Maintenance] > Utilities > Vehicle Transfer or [Vehicle Maintenance] > Manage > Vehicles

QOR 8 – Patronage by Time of Day

[PrimeWorks Extraction Tool -PET] or [TfNSW Reporting] > Manage > Manage Patronage

QOR 9 – Safety Related Performance Indicators

[Audit Compliance] > Manage > Incidents