

Appendix D

Public Service Agreement targets



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Departmental objectives and Public Service Agreement (PSA) targets set for 2001–04

In the Spending Review 2000 (SR 2000), the Government set new plans for public spending for 2001–04, which prioritised its most important goals. These targets are in the white paper *Spending Review 2000: Public Service Agreements 2001–04* (Cm 4808), published in July 2000. The DfT web site also contains information about the service delivery agreement – www.dft.gov.uk/sr2000/index.htm – which sets out how the PSA targets set during SR 2000 will be delivered.

These targets have been amended since the Spending Review 2002 (SR 2000). The amendments are primarily concerned with putting a focus on priorities and ensuring clarity. These include the amalgamation of the separate bus and light rail targets into a single target for local public transport. This allows local flexibility so that decisions can be based on local circumstances. The combined target of more than 12 per cent increase in bus and light rail patronage is equivalent to the previous separate targets. Also, a focus on tackling the significantly higher incidence of accidents in disadvantaged areas has been added to the road safety PSA target. The revised PSA targets will come into effect in April 2003, and will carry forward progress on the SR 2000 targets.

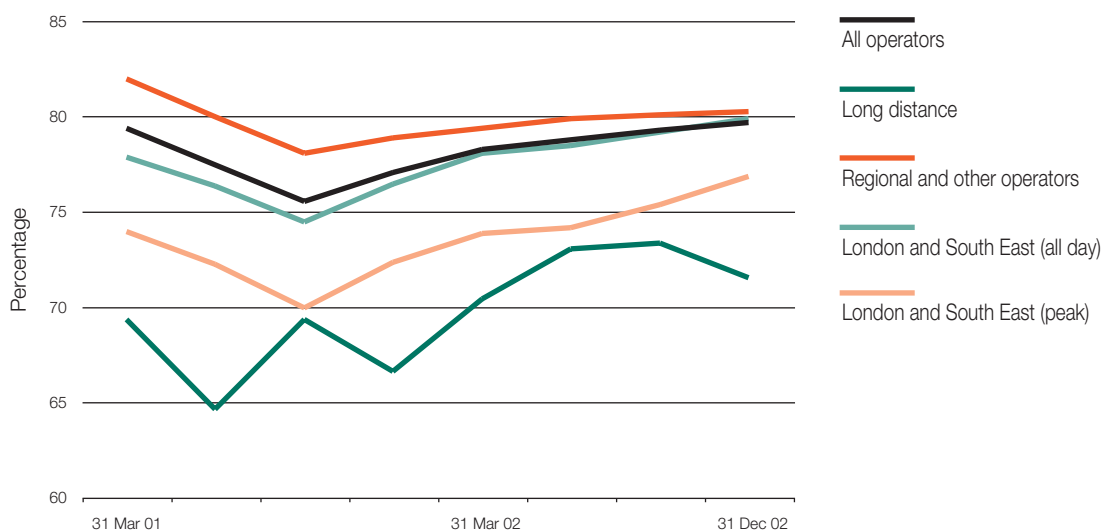
The following sections list each of our PSA targets following the SR 2000, and the amendments made as part of the SR 2002.

Objective: Reliable safe and integrated transport for everyone, which respects the environment.

SR 2000 PSA target	Reduce congestion on the inter-urban trunk road network and in large urban areas in England below current levels by 2010, by promoting integrated transport solutions and investing in public transport and the road network.
SR 2002 PSA target	Reduce congestion on the inter-urban trunk road network and in large urban areas in England below 2000 levels by 2010.
Performance indicator	The Department is examining how to improve the measure of congestion so that it better captures what matters to road users.

SR 2000 PSA target	Increase rail use in Great Britain (measured in passenger kilometres) from levels in 2000 by 50 per cent by 2010, with investment in infrastructure and capacity, while at the same time securing improvements in punctuality and reliability.
SR 2002 PSA target	Secure improvements in rail punctuality and reliability with a 50 per cent increase in rail use in Great Britain from 2000 levels by 2010.
Performance indicator	<i>Public Performance Measure (PPM)</i> combines figures for punctuality and reliability into a single performance measure. It measures the performance of every individual passenger train against the daily timetable, and is always measured at the final destination.
	<p><i>Number of passenger kilometres travelled on national railways</i></p> <p>Rail use is measured using passenger kilometre¹ data from the rail industry's central ticketing system. This covers some 90 per cent plus of all ticket sales. For those ticket sales which the system does not record correctly, notably some operator-specific tickets and multi-modal tickets, the Strategic Rail Authority (SRA), with the help of train operating companies (TOCs) and Passenger Transport Executives (PTEs), is able to produce a robust estimate of passenger kilometre levels.</p> <p>Coverage: Great Britain.</p>
Progress	As at December 2002, passenger growth had increased by 2.6 per cent on the base year. Table D1 shows the PPM moving annual average from 31 March 2001 to 31 December 2002.

Table D1: Public Performance Measure (PPM) moving annual average percentage of trains arriving on time from 31 March 2001 to 31 December 2002



¹ The number of passengers multiplied by the distance each passenger travels in kilometres.

<p>SR 2000 PSA target</p>	<p>Increase bus use in England (measured by the number of passenger journeys) from levels in 2000 by 10 per cent by 2010, while at the same time securing improvements in punctuality and reliability.</p>
<p>SR 2000 PSA target</p>	<p>Double light rail use in England (measured by the number of passenger journeys) by 2010 from levels in 2000.</p>
<p>SR 2002 PSA target</p>	<p>Secure improvements to the accessibility, punctuality and reliability of local public transport (bus and light rail) with an increase in use of more than 12 per cent by 2010 compared with 2000 levels.</p>
<p>Performance indicator</p>	<p><i>Number of passenger journeys undertaken each year (bus and light rail)</i> ‘Light rail’ is a broad term referring to any public passenger-carrying railway system using rolling stock which is lighter in weight or strength than that used on mainline railways or London Underground. Use is defined as the number of passenger journeys undertaken each year, called patronage. This is measured annually using data from the DfT’s annual surveys of bus and light rail operators.</p> <p><i>Percentage of vehicles with low-floor wheelchair access</i> Annual data are available from the DfT’s survey of bus and coach operators on the percentage of local buses of low-floor construction. Figures show that 21 per cent of local buses were low-floor vehicles in the baseline year 2000–01 (although some were not wheelchair accessible).</p> <p><i>Bus reliability (%)</i> The Confederation for Passenger Transport (CPT) has agreed with the DfT a target of 99.5 per cent reliability, defined as the percentage of scheduled service actually run, excluding losses outside the operator’s control. Performance during the baseline period 2000–01 was 98.2 per cent. Reliability is not currently considered to be an area of concern with regard to light rail. Indicators for bus punctuality and accessibility of essential services are being developed.</p> <p>Coverage: England.</p>
<p>Progress</p>	<p>Data for the full year April 2002 to March 2003 are not yet available, therefore the figures below refer to the previous financial year or only part of this year. Provisional 2002–03 bus data will be available in October 2003 and final data in November 2003. 2002–03 light rail data should be available in September 2003.</p> <p>As the Table D3 illustrates, there was a 1 per cent increase in bus passengers in 2001–02, following a similar increase in the previous year. 3.8 billion passengers were carried in 2001–02.</p> <p>127 million journeys were made on light rail in 2001–02; a 6.5 per cent increase compared to the previous year.</p> <p>Regarding accessibility, 21 per cent of full-size buses were low-floor wheelchair accessible vehicles in the baseline year 2000–01, rising to 29 per cent in 2001–02 (see Table D2). Data for 2002–03 will be available in October 2003. All new light rail vehicles and systems are required to be accessible to disabled people, including wheelchair users.</p> <p>Bus reliability over the year to December 2002 is 98.5 per cent of local bus schedules run, compared with baseline figure of 98.2 per cent for the year to March 2001 (see Table D4).</p>

Table D2: Percentage of bus fleet: full sized accessible vehicles

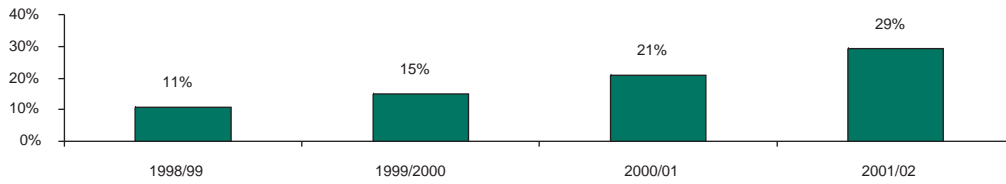


Table D3: Bus and light rail patronage 1989/90 – 2001/02

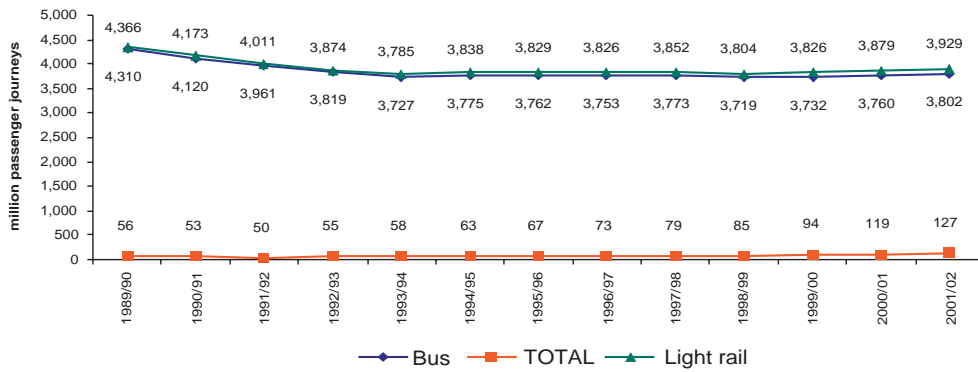
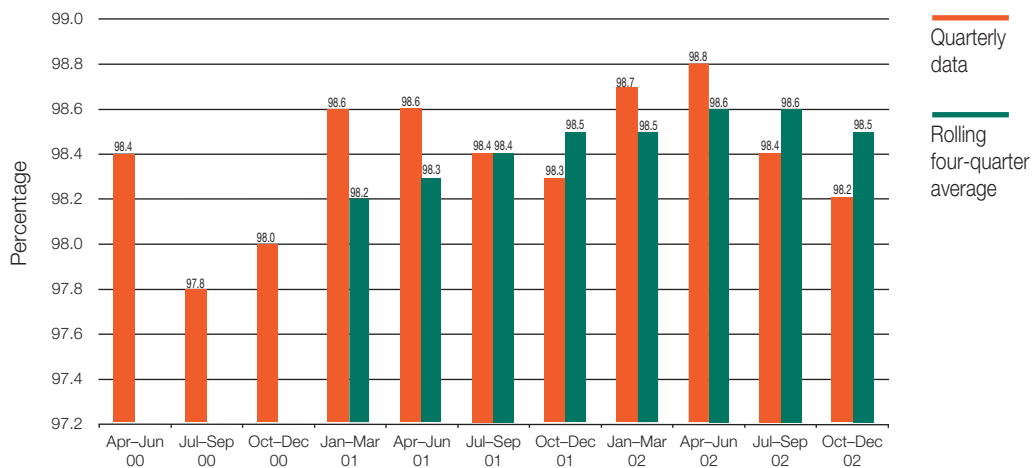


Table D4: Percentage of local bus schedule run in England: April–June 2000 to October–December 2002



<p>SR 2000 PSA target</p>	<p>Cut journey times on London Underground services by increasing capacity and reducing delays. (Specific targets will be agreed with the Mayor after the public-private partnership (PPP) has been established.)</p>
<p>Performance indicator</p>	<p>The PPP contracts have now been completed and the Department is working closely with both London Underground (LU) and Transport for London (TfL) to achieve the speedy and orderly transfer of LU to TfL as soon as possible. Detailed long-term targets to underpin the achievement of the PSA target will be published in due course.</p> <p>The Government set six performance targets for LU for 2002–03:</p> <p><i>Reliability measures:</i> Maximum Overall Excess Journey Time and Maximum Train Excess Journey Time.</p> <p><i>Excess journey time</i> is measured by the amount of wasted time per customer journey, reflecting delays to services and time wasted in stations, eg due to congestion and queuing for tickets.</p> <p><i>Capacity measures:</i> Operated train kilometres and maximum per cent schedule not operated.</p> <p><i>Other measures:</i> Overall customer satisfaction score and maximum per cent peak trains cancelled due to driver non-availability.</p> <p>LU has thorough and well-developed methods for surveying customer opinions and aspirations; in particular through the quarterly Customer Satisfaction Survey conducted on its behalf.</p>
<p>Progress</p>	<p>Before the Chancery Lane incident, LU was on course to meet or exceed five of its six 2002–3 targets (the exception was for Overall Excess Journey Time, which was adversely affected by the closure of lift only stations for safety reasons during industrial action by the Fire Brigades Union (FBU). In the event, three targets – for Customer Satisfaction, Percentage of Peak Trains Cancelled due to driver non-availability and Train Service Excess Journey time – were met.</p> <p>However, Table D5 shows LU’s actual performance and the improving underlying performance after adjusting for the impact of Chancery Lane and strike action.</p>

Table D5: London Underground performance targets:

Adjustments for effects of:									
Government target	2000-01 actual	2001-02 actual	2002-03 target	2002-03 actual provisional	2002-03 ¹ LUL strikes	2002-03 ² FBU strikes	2002-03 ³ Chancery Lane	2002-03 underlying	2003-04 target
Reliability									
Overall Excess Journey Time (unweighted minutes)	3.69	3.44	3.42	4.22	(0.17)	(0.04)	(0.72)	3.29	3.36
Train Excess Journey Time (unweighted minutes)	2.39	2.20	2.15	2.11	-	-	(0.02)	2.09	2.05
Capacity									
Operated train kilometres (millions)	63.8	65.4	67.2	65.4	0.7	0.1	1.6	67.9	68.2
% schedule not operated	8.4	7.1	6.6	8.9	(1.0)	(0.1)	(2.3)	5.5	6.2
Other measures									
Overall Customer Satisfaction (score out of 100)		74	75	75	-	-	-	-	75
% peak trains cancelled due to driver non-availability		0.7	0.6	0.5	-	(0.2)	-	-	0.6
¹ Adjustment to exclude the impact of the three one-day strikes by LU staff. ² Adjustment to exclude the impact of cancellations and additional safety measures on FBU strike days. ³ Adjustment to exclude the direct impact of the closure of the Central and Waterloo and City lines after the Chancery Lane derailment.									

<p>PSA target</p>	<p>Reduce the number of people killed or seriously injured in Great Britain in road accidents by 40 per cent, and the number of children killed or seriously injured by 50 per cent by 2010 compared with the average for 1994–98.</p>
<p>SR 2002 revised PSA target</p>	<p>Reduce the number of people killed or seriously injured in Great Britain in road accidents by 40 per cent, and the number of children killed or seriously injured by 50 per cent by 2010 compared with the average for 1994–98, tackling the significantly higher incidence in disadvantaged communities.</p>
<p>Performance indicator</p>	<p><i>Total number of people killed or seriously injured in road accidents 1994–98 baseline: all killed or seriously injured – 47,656.</i></p> <p><i>Total number of children killed or seriously injured in road accidents Child (under 16) killed or seriously injured – 6,860.</i></p> <p>The difference between the overall rate of road deaths and injuries for the 88 local councils that are eligible to receive Neighbourhood Renewal Funding and that for England as a whole.</p> <p>Coverage: The 40 per cent and 50 per cent targets apply to Great Britain, but the focus on disadvantaged communities applies to England only.</p>
<p>Progress</p>	<p>The most up-to-date final figures were published in September 2001, and are shown in the Tables D6 and D7. Statistics are published annually with the headline figures for each calendar year available in the following June and more detailed ones in September.</p> <p>The total number of people killed and seriously injured fell by 2 per cent from 2000 and was 15 per cent less than the baseline for the 40 per cent reduction.</p> <p>The 2001 figure for child deaths and serious injuries was 4 per cent less than in 2000 and 27 per cent less than the baseline.</p> <p>The revised target with a focus on disadvantaged communities came into effect in April 2003. Elements of the present road safety strategy are already addressing this, but we will be more proactive in getting local authorities to take action.</p>

Table D6: Killed and seriously injured (KSI): trajectory for constant annual percentage change from baseline mid-point (1996)

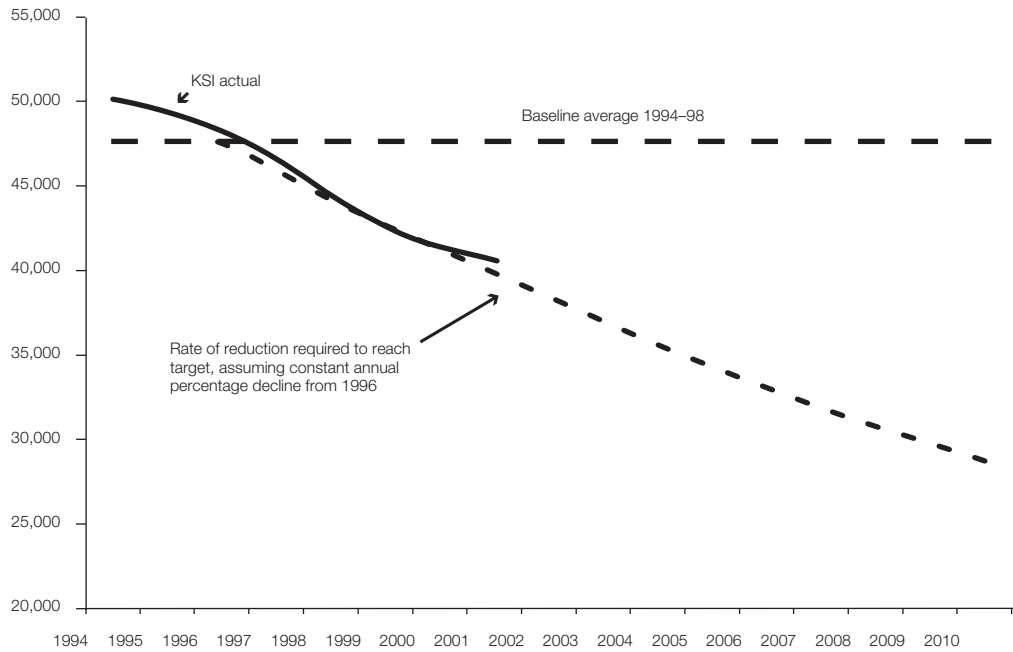
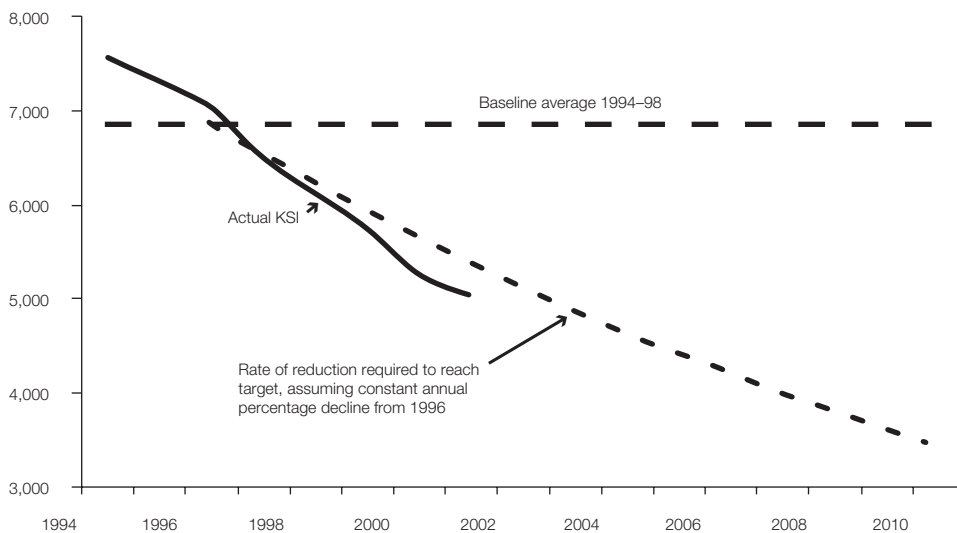


Table D7: Children killed and seriously injured (KSI): trajectory for constant annual percentage change from baseline mid-point (1996)



SR 2000–02 PSA target	Improve air quality by meeting our National Air Quality strategy objectives for carbon monoxide, lead, nitrogen dioxide, particles, sulphur dioxide, benzene and 1-3 butadiene (joint target with DEFRA).
Performance indicator	<p><i>Desired concentrations of individual pollutants in air to be achieved by a fixed date.</i> The strategy sets out different dates for achieving targets for each air pollutant between 2003 and 2010. Performance is assessed annually by means of data from the national air-quality monitoring network.</p> <p>Coverage: England.</p>
Progress	The number of days of poor urban air-quality have fallen by about two-thirds since 1993. Emissions of key air pollutants from road transport have fallen by some 50 per cent over the last decade as a result of the progressively tighter vehicle and fuel standards that have been introduced over this period.
SR 2000–02 PSA target	Achieve annual 2.5 per cent efficiency improvements across the Department.
Performance indicator	<p>Efficiencies and savings relating to administration costs and set out as:</p> <ul style="list-style-type: none"> • increased outputs/outcomes for the same inputs; • constant outputs/outcomes for reduced inputs; and • reduced inputs from sun setting unnecessary activities. <p>The main mechanisms for delivery will be:</p> <ul style="list-style-type: none"> • a framework for resource management incorporating business planning and financial management; • a programme of corporate improvement projects; and • business improvement activity in the executive agencies. <p>Coverage: the Department and its executive agencies in England and Wales, although each agency has their own business planning process with a separate efficiency target.</p>
Progress	Will be reported at the end of each financial year, starting at the end of 2003–04.

Full details of the Department’s performance against these targets can be found in the report on the 10 Year Plan, *Delivering Better Transport: Progress Report*.