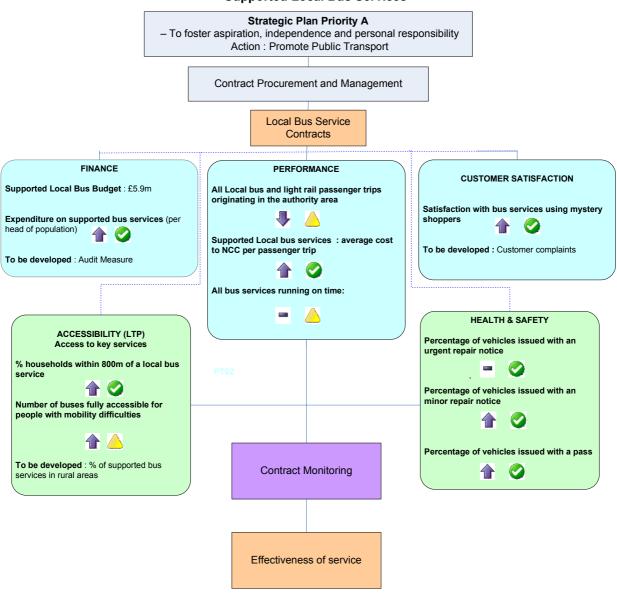
Travel and Transport Services Supported Local Bus Services



Note: Local bus services are provide in two ways:
(i) Commercial: No funding support
(ii) Supported: Revenue funding support from NCC

Key

Benchmark – Association of Transport Co-ordinating
Officers (ATCO) English counties average 2010/11

On Target 2011/12
Within 5% of Target 2011/12
Performance Improved
Performance Worsened
Performance remained the same

Travel and Transport Services Concessionary Travel Services

Strategic Plan Priority A

- To foster aspiration, independence and personal responsibility Action: Promote Public Transport

> Statutory Duty to provide **Concessionary Travel** Comply with Transport Acts

Concessionary Travel Agreements and Management

FINANCE

To be Developed:

Variance from Planned Budget Finance

Total reimbursement costs to bus operators for the use of the national concessionary travel pass for statutory concessionary journeys on local bus

Total reimbursement costs to transport operators for the use of the national concessionary travel pass for discretionary concessionary journeys by bus and other modes(e.g. rail)

Total cost of travel concessions offered as an alternative to the bus pass

PERFORMANCE

Eligible people who have a bus pass



Total number of people taking up free travel concession or any alternative travel concession





To be Developed

Total number of statutory concessionary journeys on local bus services originating in the scheme area

Total number of discretionary concessionary journeys on local bus journeys on local bus services originating in the scheme areas

Total number of concessionary journeys being undertaken by modes other than local bus services in the scheme area

Total number of bus passenger journeys (including non-concessionary) originating in the scheme area

The number of these people that are aged 60 and above

Pass usage

CUSTOMER SATISFACTION

To be Developed :

No of faulty passes

Customer complaints

Contract Monitoring

Effectiveness of Service

KeyBenchmark – Association of Transport Co-ordinating Officers (ATCO) English counties average 2010/11

On Target 2011/12 Within 5% of Target 2011/12

Performance Improved

Performance Worsened
Performance remained the same

Travel and Transport Services

