

Proposals for measures of performance in quality of service

- (a) *Complaints*: Complaints per 1,000 passenger journeys (complaints should also be analysed by subject).
- (b) *Occupancy and standing*:
- (i) incidence of passengers standing outside a defined city centre zone within which standing is expected in the peak period, as a percentage of all peak period bus journeys (peak period performance); and
 - (ii) incidence of off-peak passengers standing as a percentage of all off-peak bus journeys (off-peak performance).
- (c) *Punctuality and reliability*:
- (i) percentage of bus journeys cancelled;
 - (ii) buses starting late (proportion of all bus journeys);
 - (iii) buses terminating late (proportion of all bus journeys); and
 - (iv) buses running early (at any stage) (proportion of all bus journeys).
- (d) *Cleanliness*: Proportion of buses inspected meeting defined cleanliness standards:
- (i) internal; and
 - (ii) external.
- (e) *Passenger comfort*:
- (i) smoking: proportion of buses inspected by road inspectors on which smoking was taking place contrary to notices displayed;
 - (ii) seat comfort: proportion of seats not to defined comfort standard; and
 - (iii) stops and stations: proportion of principal passenger boarding points not meeting defined standards (distinguishing those in company premises).
- (f) *Safety*: Incidence of serious injury (or death) to passengers as a proportion of all passenger journeys.
- (g) *Passenger information*:
- (i) number of points from which timetables are available; and
 - (ii) number of points from which passenger information is available.
- (h) *Frequency*:
- (i) average frequency (peak): buses per hour; and
 - (ii) average frequency (off-peak): buses per hour.

Source: MMC.