

19. DEVELOPMENT OF A PUBLIC TRANSPORT SERVICE EVALUATION FRAMEWORK

The Council Executive considered a report (copies of which had been circulated) by the Head of Operation Services informing members of the conclusion of work to develop a framework to evaluate public transport services, and seeking approval for the adoption of a new Key Performance Indicator for public transport services.

The Head of Operational Services recalled that in June 2009 the Council Executive had approved a report recommending the development of an evaluation framework to help prioritise bus services for financial support. The capabilities of the resultant evaluation model was presented to the June Development and Transport PDSP, along with a recommendation that a new Key Performance Indicator for the West Lothian public transport network be forwarded to Council Executive for approval.

The report set out a proposal for a single accessibility indicator which measured the effectiveness of the council's spending on bus service support in providing a reasonable degree of access to residents. This indicator was the percentage of residents within a 10 minute walk of an hourly, or more frequent, daytime (Monday to Saturday) bus service. This equated to about 800m at a walking speed of 3 miles per hour.

It was proposed the council discontinue using the existing KPI of subsidy per passenger journey as a measure of the performance of the overall West Lothian bus network because it was ambiguous.

The Council Executive noted that testing the model on the West Lothian network of services as of early February 2011 gave a baseline KPI of 89.9% of West Lothian residents as being within 800m of an hourly or better bus service Monday to Saturday. It was hoped that this level of service provision could be maintained or bettered through the next three years by service redesign and reprioritisation.

The Council Executive was recommended to:-

- note the development of an evaluation framework to help prioritise services for support; and
- approve the adoption of the percentage of residents within a 10 minute walk of an hourly, or more frequent, daytime (Monday to Saturday) service as the key performance indicator for the overall public transport network to replace subsidy per passenger journey.

Decision

To approve the terms of the report.