INDICATORS FRAMEWORK
Process for UITP Sustainable Development Charter Signatories

Mandatory Requirements:
Sustainable Development is a strategic objective and part of the mission statement? (Yes/No)
A Sustainability Report is produced? (Yes/No)
Sustainable development principles are included in decision-making process (for major projects)? (Yes/No)
A formal process of external stakeholder involvement is followed (Short description of how)

All of the following indicators should be shown in their development/progress to previous period(s)

	Economic & Financial		Environmental & Energy	
Eco 1:1	Total passengers carried. Year, Trend, Percentage of change	HELP: Ticket sales revenues as an important and sustainable part of financing public transport. Please give your replies for ONE given year only.	Env 1 — Environmental Management System in operation	HELP: Indicate the type of EMS used and year. SHOWS the management of life cycle use. This indicator is particularly relevant for multinational and industry.
Eco 1:2	Total passengers carried. Number of passengers carried - urban. Number of passengers carried - suburban. Number of passengers carried - regional	HELP: Ticket sales revenues as an important and sustainable part of financing public transport. Please give your replies for ONE given year only.	Env 2 — Sites certified at international or national level: Percentage of total sites, Type of certification, Year of certification	
Eco 2	Information on revenue sources	HELP: Development of total subsidies and compensation payments per passenger (total incomes excluding sales revenues). ** This info will remain confidential ** If you do not have all the information to reply to this question, please fill in as much as possible.	Env 3 — Total amount of operational energy use for traction per passenger-km (in kJ): Bus, Tram, Metro, Light rail, Train, Ferry	HELP: Energy use (in kJ) for running vehicles per passenger-km (if possible for different PT means) in relation to previous periods. SHOWS organisation's progress in energy saving mobility.
Eco 3	EBIT and EBITDA data	HELP: EBIT: Earnings before interest and taxes; EBITDA: Earnings before interest, taxes, depreciation and amortization. Measures organisation's earning power from sustainable operation. Excludes unusual and non-recurring incomes.	Env 4 — Total amount of operational energy use for non-traction purposes: Total, Infrastructure, Stations and maintenance depots, Work places (offices, administrative buildings)	HELP: Energy use for non-traction (e.g. infrastructure, buildings) in relation to previous periods. SHOWS organisation's progress in energy saving.
Eco 4	Percentage of total investment to total depreciation	HELP: Describes the long term sustainable financial perspective and depreciation.	Env 5 — Percentage of total renewable energy use for traction & non traction: Total renewable energy use, Total renewable energy use for traction, Total renewable energy use for non traction	HELP: Percentage of renewable energy used to total energy used in relation to previous period(s). SHOWS organisation's focus on renewable energy strategy.
Eco 5	Overall cost/km: Bus, Tram, Metro, Light rail, Ferry, Commuter Rail	HELP: Total costs of each public transport mode served per vehicle-kilometre of each mode. More detailed information on how to calculate this data is available on request using the reference sheet for the Millennium Cities Database.	Env 6 — Energy (kJ) used per 100 km and trend: Bus, Tram, Metro, Light rail, Train, Ferry	HELP: Energy use (in kJ) for running vehicles per 100 km (if possible for different PT-means) in relation to previous periods. SHOWS progress in energy saving mobility.
Eco 6	Percentage of development of revenues from operations (e.g. total sales or ticket sales, not including government subsidies)	HELP: Shows attractiveness of services to customers and the trend.	Env 7 — Direct CO_2 emissions for operations (scope 1 or tailpipe emissions from vehicles/rolling stock). Please also provide how you made this calculation. Indicate which transport modes provide the majority of your services (e.g. if the majority of trips are made by bus, indicate bus as your main transport mode). Bus, Tram, Metro, Light rail, Train, Ferry	
Eco 7	Overall cost recovery ratio	HELP: Development of total cost recovery from all revenues. You can fill this indicator in even if you are missing some data. SHOWS: Long term efficiency and productivity.	Env 8 — CO_2 emissions (in grams) of energy use per passenger-km. Please also provide your calculation.	HELP: CO_2 emission (in g) for running vehicles per passenger-km (if possible for different PT-means e.g. bus, tram, light rail, metro, boats) in relation to previous periods. SHOWS progress in energy allocation and saving.
Eco 8	Modal split of public transport in served area: Bus, Tram, Metro, Light rail, Ferry, Commuter Rail, Bike, Pedestrians	HELP: Development of percentage of passenger's km in public transport modes (including bikes and pedestrians) to total population's km. SHOWS sustainable attractiveness of public transport in relation to other modes.	Env 9 — Percentage of fleets considered clean (meeting Euro IV Standard or better, and fitted with particulate filters). Please give a short description: Bus, Tram, Metro, Light rail, Train, Ferry	HELP: Percentage of vehicles fitted with filters and meeting EURO IV-Standard or better to total vehicles (buses) in relation to previous period(s). SHOWS environmental investment strategy of the organisation.
Eco 9	Annual capital investments in public transport improvement or improved efficiency: Vehicle, Infrastructure, Technical systems, Other (please specify)	HELP: Shows long term strategy of public transport development and sustainable allocation of resources. Total investments in public transport.	Env 10 — Noise levels, noise monitoring and noise mapping: Do you carry out noise mapping? Do you regularly monitor noise? Average noise level (in decibels) Trend	HELP: Existence of regulations and controlled processes towards noise-levels of machines and/or vehicles. Progress of noise reduction of machines and/or vehicles. SHOWS organisation's responsibility for reducing noise-emissions.
Eco 10	Average age of vehicle fleet: Bus, Tram, Trolley Bus, Metro, Ferry, Train, Bike, Other (please specify)	HELP: Shows sustainable investment and financing strategy.	Env 11 — Air quality management: Do you regularly monitor air quality? monitor air quality? Days a year exceeding the required norms. Your region	HELP: Indicate progress and trend in local pollutants and frequency of measurement.
Eco 11	Average commercial speed: Bus, Tram, Trolley Bus, Metro, Ferry, Train, Bike, Other (please specify)	HELP: Development of average passenger speed using public transport. SHOWS attractiveness of public transport in relation to other modes.	Env 12 — Local emissions: Do you regularly monitor local emissions (NOx, SOx, HC, CO etc.)? Do you have a low emission zone?	

Indicators (Choose a minimum of 3 in each of the 4 sections)

	Eco	Description	HELP	Env	Description	HELP
	Eco 12	Produced seat-kilometres per operations employee Millions of seat-kilometres Trend	HELP: Seat-kilometre: Passenger capacity offered for sale expressed as number of seats multiplied by travelled kilometres. Change in number of produced seat-kilometres per employee working in public transport operations. SHOWS long-term trend of efficiency and productivity of organisation.	Env 13	Percentage of fresh to recycled water use (recycled includes harvested rainwater): Operations, Maintenance, Offices, Combined	HELP: Percentage of all recycled or rain water use to total water use (including operations, maintenance and administration) in relation to previous period(s). SHOWS the organisation's focus and progress on saving natural resources.
	Eco 13	Incorporation of sustainable development in purchasing and investment processes	HELP: Existence of policies/regulations and processes that ensure as far as is reasonable that life cycle tracebility of purchases as well as suppliers fulfill organisation's defined sustainable development criterias.	Env 14	Soil contamination from hazardous waste and oil spills: Year, Number of incidents, Percentage of contaminated sites	HELP: Percentage of contaminated sites from hazardous waste and oil spills (excluding cleaned up sites) to total sites in relation to previous period(s). SHOWS organisation's focus and responsibility on saving or re-developing the environment.
	Eco 14	Passengers with concession or subscription tickets compared to total number of passengers: Passengers with weekly tickets, Passengers with monthly tickets, Passengers with annual tickets, Passengers with other tickets (please specify)	HELP: Development of number of passengers with concession or subscription tickets in relation to total passengers. SHOWS ratio of long term customers and sustainable income.	Env 15	Waste sorting policy Please provide the percentage of total waste recycled (and year on year change): Do you have a waste sorting policy? Percentage of total waste recycled Percentage of sites covered Year	HELP: Existence of regulations and controlled processes towards waste sorting. Ratio of waste recycled to total waste in relation to previous period(s). SHOWS organisation's environmental responsibility.
	Eco 15	Separate right-of-way in network: Bus, Tram, Metro, Light rail, Ferry, Train	HELP: Shows attractiveness of public transport in relation to other modes as well as government attention for public transport and is an important prerequiste for efficient public transport. Development of separate right-of-ways in relation to mixed traffic operations.	Env 16	Life cycle analysis of products	HELP: Existence of processes in place to ensure that products, machines and/or vehicles are analysed according to their costs, energy-use and emissions over their whole life cycle. SHOWS sustainable and long term perspective of organisation.
	Eco 16	Coverage rate (percentage of households and jobs well served within 500 meters from a public transport stop): Well-served households, Well-served jobs	HELP: Development of public transport network coverage of jobs and population living in area served. SHOWS long term attractiveness and potential of public transport.	Env 17	Life cycle analysis of services	HELP: Existence of processes in place to ensure that services are analysed according to their costs, energy-use and emissions over their whole life cycle. SHOWS sustainable and long term perspective of organisation.
	Eco 17	Jobs directly and indirectly associated with the production: Public transport, Services, Vehicles, Other (please specify)	HELP: Number of jobs in relation to previous periods. SHOWS importance of public transport-related organisation for the local/regional economy.	Env 18	Recycled or 'eco' products: Do you have a policy in using recycled concrete, asphalt, or other for infrastructure projects? Percentage of general, recycled or 'eco' products used	HELP: Policy for procurement and improvements over time. Eco products may be certified fair trade, or locally sourced or made from recyclable materials - please indicate if appropriate.
	Eco 18	Are sustainable principles included in personnel evaluations and rewards/awards/bonuses?	HELP: Shows engagement of staff and employees and organisation's commitment/awareness to sustainable development.	Env 19	Low or no chemical cleaning products	HELP: Percentage of cleaning materials and products that are low or non-chemical or biodegradable to total use of cleaning products in relation to previous period(s). SHOWS organisation's environmental purchasing responsibility.
	Eco 19	Ability to satisfy the present demand. In terms of capacity at peak hours would you say that: Demand outstrips service causing problems and extra down time on the system, Demand and services are stretched but coping, Demand and services are relatively balanced	HELP: Shows the general policy for sustainable transport in city and indicates the priority of PT in funding allocation.	Env 20	Introduction of innovations with quantifiable resource saving results (this may be small or large innovations).	HELP: If you have a process in place encouraging innovation, especially from staff and employees to improve daily work practices.
	Eco 20	Transparency of payments: Are all revenues, compensation and subsidies published (e.g. in annual report)? Are salaries of executives and senior managers published and availabe for public scrutiny?		Env 21	Training in eco or defensive driving: Drivers who received a training on low consumption/eco/defensive driving within the last 2 years	HELP: Percentage of drivers who received a training on low consumption/eco/defensive driving within the last 2 years to total number of drivers (if possible in relation to previous period). SHOWS intention of organisation in saving environmental resources and promoting staff development.

	Social & Society			Governance	
Soc 1	Customer satisfaction: Year, Frequence, Type, % dissatisfied customers, % satisfied customers, % very satisfied customers	HELP: Results of periodically and independently done surveys amongst the population: Percentage of dissatisfied, satisfied, and very satisfied customers to total customers that gave an opinion. If possible this figure should be shown in relation to previous period. SHOWS progress in long term attractiveness of public transport for population.	Gov 1	Does your organisation have a Sustainable Development Manager, special business unit/department or working group?	HELP: Describe details such as date of recruitment, start of working group, size of department, organisational structure, members of working group, main responsibilities. (max. 200 words). SHOWS organisation's focus on sustainable development and integration into management processes.
Soc 2	Employee satisfaction survey: Do you hold an employee satisfaction survey? Frequency	HELP: Results of periodically and independently done surveys amongst the employees. Describe the frequency and the focus areas of the survey. SHOWS progress in long term relation between organisation and its members.	Gov 2	Does your organisation report regularly on Sustainable Development performance at a Board level? If yes, how often?	HELP: Describe reporting process, contents and frequency. SHOWS organisation's focus on communicating its sustainable development measures.
Soc 3	Do you have transparent complaints and grievance procedures (for customers and employees)?: Yes, No, Only for customers	HELP: Existence of rules and controlled processes that make sure customer and employee feedback is handled professionally within the organisation. (Description required) If possible, show ratio of customer complaints to positive feedback in relation to previous period(s). SHOWS organisation's focus on long term customer and employee relation.	Gov 3	Website/section about Sustainable Development Does your organisation have a website/section containing information about Sustainable Development? Do you have a carbon calculator on your website?	HELP: Describe main contents of sustainable development information, update frequency, hits per month, availability to staff/employees, interactiveness (i.e. can staff send comments/ideas). SHOWS organisation's focus on external and internal communication of its principles of sustainable development.
Soc 4	Employee Turnover Rate: Year, Percentage change year to year, Trend	HELP: Percentage of employees leaving the organisation on own initiative to total number of employees compared to national average. SHOWS effects of measures for encouraging long term staff loyalty.	Gov 4	Sustainable development charter/programmes Do you adhere to any national sustainable development charter/programme? Do you have your own internal sustainable development charter/programme?	HELP: Please give details, Charters related to sustainable development can also be included (such as diversity, social, passenger charters, etc.).
Soc 5	Annual trips by public transport per resident city/town-wide (on average) compared to all motorised trips: Year, Total number of all motorized trips, Number per residents city/town-wide	HELP: Statistic outcome from surveys of citizens.	Gov 5	Does your organisation have an external stakeholder engagement process/es? (External stakeholders are those that are outside of the organisation, e.g customers; local businesses, shareholders)	HELP: Describe form of engagement, content, frequency and type of contact, details of influence and outcome, such as special committees/boards and public consultation, over and above the legal minimum can be included. SHOWS organisation's initiative on engagement of external stakeholders into its principles of sustainable development.
Soc 6	How accessible is your network to the less abled?: Vehicles, Stations, Work places	HELP: Percentage of vehicles, stations and work places that are fully accessible to people that are limited in their physical mobility to all vehicles, stations and work places. If possible in relation to previous period(s). SHOWS organisation's focus on social inclusion of special population groups.	Gov 6	Does your organisation have an internal stakeholder engagement process/es? (Internal stakeholders might be employees, contractors, suppliers, etc.)	HELP: Describe form of engagement, content, frequency and type of contact, details of influence and outcome, such as grievance procedures, innovation, green teams, sustainable development intranet, etc. SHOWS organisation's initiative on engagement of internal stakeholders into its principles of sustainable development.
Soc 7	Do you have special workforce health programmes (over and above the legal requirements), such as preventive health programmes, fitness facility, or staff responsible for health?	HELP: Existence of health programme that is geared to maintaining long term health and employability of staff. (Description required). SHOWS that organisation is trying to build a sustainable partnership with its staff.	Gov 7	Policy on human rights, labour practises and fair trading with suppliers and procurement: Do you have a policy on human rights, labour practises and fair trading with suppliers, or for procurement? Are you signatory to a national or international conventions? Are you signatory to the UN Global Compact?	HELP: Describe details e.g. dates of signatures, dates of activating policies, main contents, future strategy. SHOWS organisation's initiatives on human and labour rights, fair trading and meeting conventions.
Soc 8	Investment on training and personal development of staff: Staff/employee receiving annual professional training Staff/employee who have received sustainable development training Staff/employee who have received environmental training	HELP: Percentage of training days per staff/employee of organisation in relation to previous period(s). SHOWS focus of organisation on promoting staff/employee, life long learning and personal development.	Gov 8	National or international standards. Do you have one or more of the following: ISO 14001, EMAS, OHSAS 18001 (occupational health & safety), LEED design standard for stations and other buildings, BEEAM design standard for stations and other buildings, International standard - Other (please specify), National standard - Other (please specify)	HELP: Give some details, dates of meeting standards, future strategy as far as possible. SHOWS organisation's focus on sustainable processes, services and products.
Soc 9	Average percentage of days of absence to total working days of employees: Year, Percentage, Trend	HELP: Percentage of days of absence of employees in organisation compared to total working days in relation to previous period(s). SHOWS effects of organisation's health programmes and social orientation.	Gov 9	Quality Management processes: Do you have any Quality Management processes in place? Are you ISO 9001 accredited?	HELP: Describe details of quality management processes such as certification, percentage of certified sites, quality levels, criteria, bonus/malus-regulations, quality control department. SHOWS organisation's focus on sustainable customer orientation and minimal sub-optimal processes/waste.
Soc 10	Employees with the possibility to flex-time or flexible hours	HELP: Percentage of employees working with flex-time, or flexible hours taking private situation into account to total head count. SHOWS organisation's focus on work life integration of its staff and social inclusion of special employee groups.	Gov 10	Risk management process: Do you have a formal risk management process? Does it include risks associated with climate change?	HELP: Describe details of risk management processes especially focused on risks related to sustainable development such as long term financial risks, stability of incomes, environmental risks, risks of staff employability, risks of population changes, accidents, health risks. SHOWS organisation's focus on minimizing risks and negative external effects of business as well as on securing long term business existence and success.
Soc 11	Do you provide crèche or child care facilities (help over legal requirements)?	HELP: Existence of offers in supporting staff members with crèche or child care facilities that go over legal requirements. SHOWS focus of organisation on work life integration and social inclusion of special employee groups.	Gov 11	Are your sustainable development reports independently verified?	HELP: Describe how this process works and interest from your organisation in doing this. Specify the verifiying institution and frequency (200 words max). SHOWS organisation's willingness to permanently optimizing its processes and products.
Soc 12	Average wage in company/organisation in relation to average wage in city/state? Please provide a short description.	HELP: Average wage per staff member of organisation in relation to average wage in city or state. SHOWS organisation's attractiveness to potential employees and its ability to long term binding employees.	Gov 12	Do you have anti-corruption policies?	HELP: Describe main contents of anti-corruption-policies, controlling processes and number of fines in relation to previous periods (200 words max). SHOWS organisation's initiative to fight corruption and build professional and competitive business relations.

Soc 13	Diversity and gender: Do you have a specific diversity policy? What is the gender balance in your organisation?	HELP: Gender balance is the percentage of female employees to total headcount in relation to previous period(s). If appropriate or available information on the percentage within the different employee bands welcome (eg workforce, drivers, supervisors, managers, executive level etc). SHOWS effects of organisation's measures on gender and diversity balance.	Gov 13	Sustainable procurement and tendering procedures: Are 'Green' or sustainable development criteria included in procurement and tendering procedures? Do you use the UITP SD Charter as part of your tenders?	HELP: Describe criteria and relevant procedures as well as first experiences with procurement and tendering results. SHOWS organisation's willingness to bring principles of sustainable development into action.
Soc 14	Jobs offered to less abled, disadvantaged people or underprivileged people	HELP: Percentage of jobs occupied by socially, physically or mentally disadvantaged people to total headcount in relation to previous period(s). If jobs are not offered sometimes there are special training programmes that could be appropriate (please indicate). SHOWS organisation's focus on social inclusion and responsibility.	Gov 14	Recognition awards received at international/national, regional or local level? International/national, Regional/local, Other	HELP: Describe organisation's awards received for its measures on sustainable development and corporate social responsibility, positive or negative awards can be included (200 words max). SHOWS success of the organisation's policies and measures.
Soc 15	Do you have community relationships (volunteer/CSR programmes)?	HELP: Existence of encouraging employees in getting engaged in social activities/help programmes etc. (examples required). SHOWS organisation's corporate social responsibility.	Gov 15	Does your organisation have a policy on recycling?	HELP: Describe main contents of policy and controlling processes such as monitoring; progress and percentage saved, cost of land fill/disposal, or recovery. SHOWS organisation's environmental responsibility and initiative to minimize negative external effects.
Soc 16	Health and Safety infractions (accidents in the workplace or on network): Number of reported accidents annually, Trend	HELP: Ratio of number of employee's accidents to total number of employees in relation to previous period(s). SHOWS effects of organisation's measures on safety of staff and workplace.	Gov 16	Does your organisation have a scrappage policy?	HELP: A scrappage policy is the way you dispose of old vehicles. Existence of organisation's processes/verification that make sure that defined scrappage policies are fulfilled.
Soc 17	Number of accidents with personal liability/number of injuries or fatalities on site for non staff/employees: Number of reported accidents annually, Trend	HELP: Number of injuries or fatalities of non staff/employees with organisation involved in relation to previous periods. SHOWS effects on organisation's measures on customer safety.	Gov 17:1	Is your city/town taking measures to improve intermodality with any of the following schemes: Integrated ticketing Electronic ticketing/Smart Card	
Soc 18	Programme for employee mobility management (expressed as numbers of employees not using a car to come to work)	HELP: Percentage of employees not using individual motorised transport to total number of employees in relation to previous period(s). SHOWS employees identification with public transport and environmental orientation.	Gov 17:2	Is your city/town taking measures to improve intermodality with any of the following schemes: Car-sharing schemes, Van and/or car-pooling schemes, Bike-sharing schemes, Park and Ride, Kiss and Ride, Other (please specify)	
Soc 19	Do you have one or more youth orientated programmes?		Gov 18	Do you use any of the following: Global Reporting Initiative Balanced score card approach ISO 26000 (CSR guidelines) AA 1000 (for stakeholder engagement)	
Soc 20	Do you regularly take part in: A car free day in your town/city The European initiative "In Town Without My Car" day The European Mobility week Other (a similar initiative but non of the above)		Gov 19	Optional indicator. If you have not been able to choose 3 indicators from this list, you may: i) like to propose information on one indicator that is similar but not exactly the same, or ii) you feel that an important indicator has been missed off and wish to add one	
Soc 21	Optional indicator. If you have not been able to choose 3 indicators from this list, you may: i) like to propose information on one indicator that is similar but not exactly the same, or ii) you feel that an important indicator has been missed off and wish to add one				