International Association of Public Transport
Union Internationale des Transports Publics
Internationaler Verband für öffentliches Verkehrswesen
Unión Internacional de Transporte Público

Philip Turner

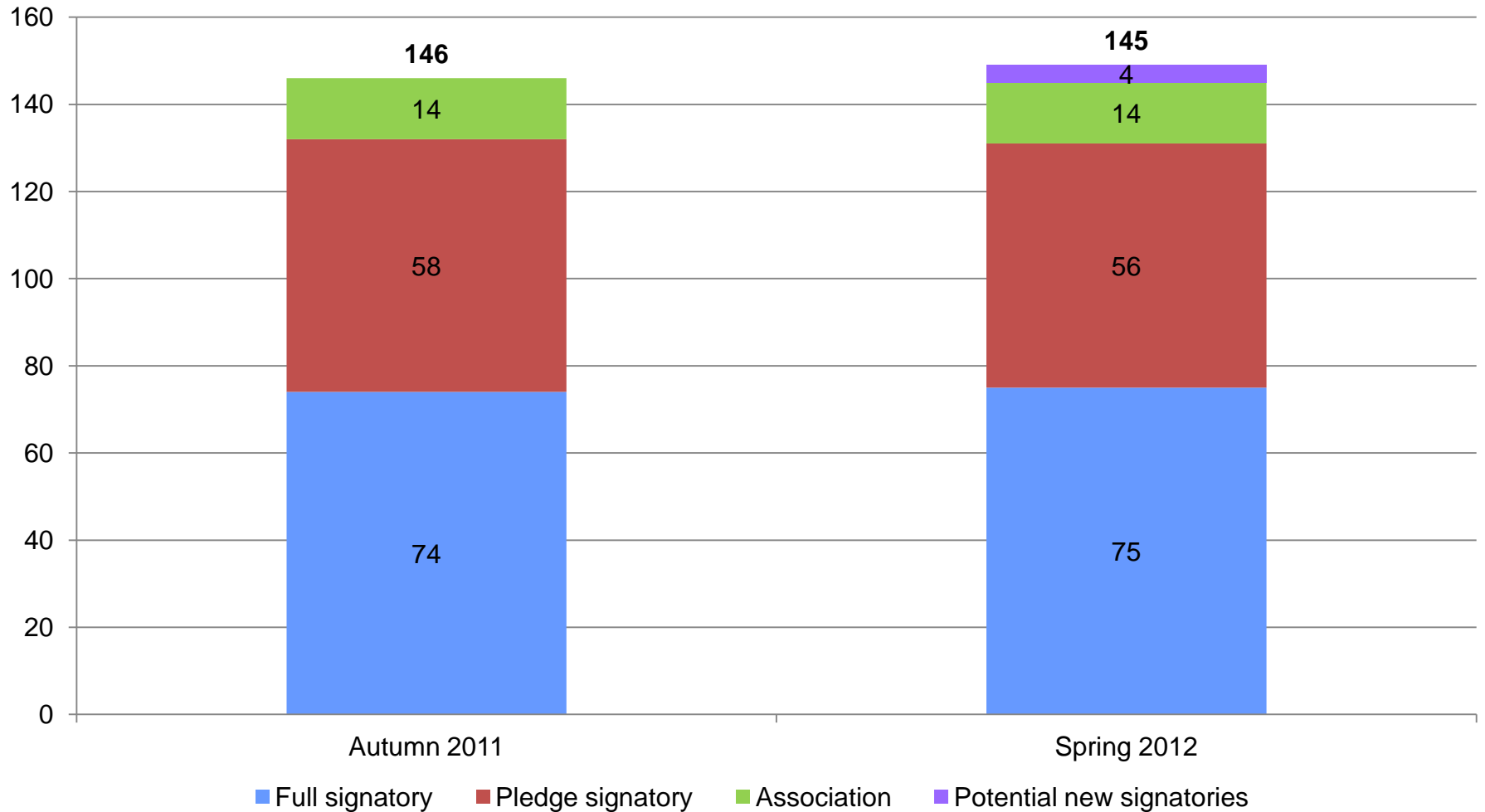**UITP Sustainable Development Manager**

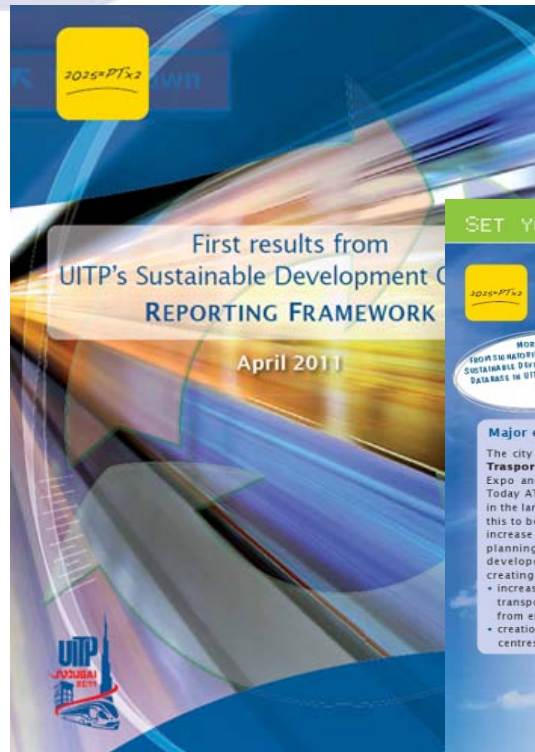# UITP Sustainable Development Charter & Reporting Framework

10 - 11May 2012, Rome

Connecting the world of public transport

UITP Sustainable Development Charter

1. UITP Sustainable Development Charter
Update

UITP Sustainable Development Reporting Framework

2. Reporting Framework
Number of Returns
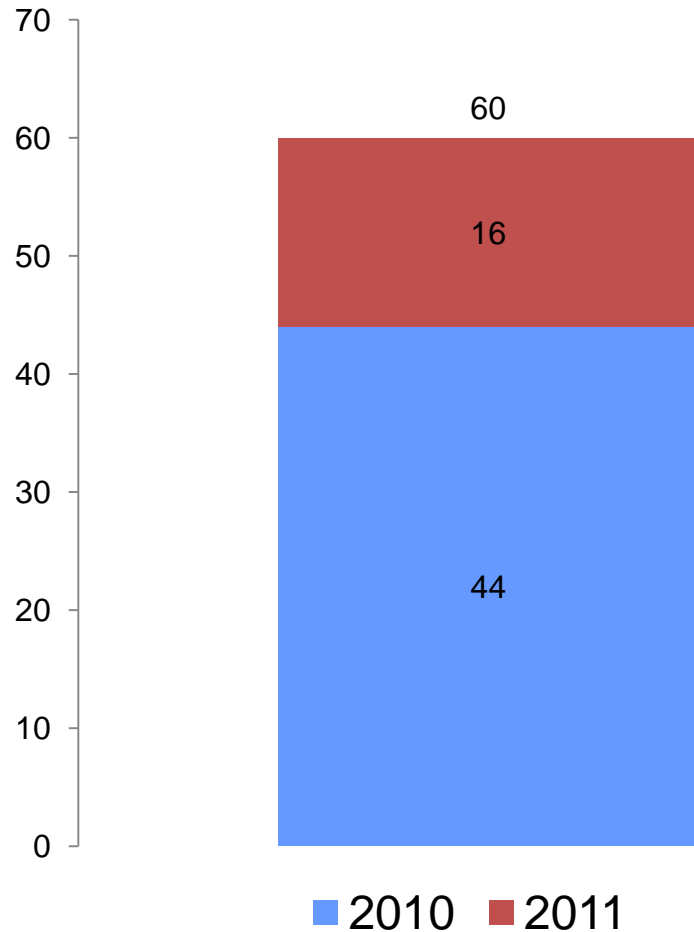
- Total of 60 organisations submitted data in the 2 years

- **85%** of Full signatories submitted returns over the two years – around 30% in 2011

- Only 2 organisations reported twice

- Yearly data is therefore not comparable

- Question marks around the representativeness of the sector and comparability

2. Reporting Framework
Age of data
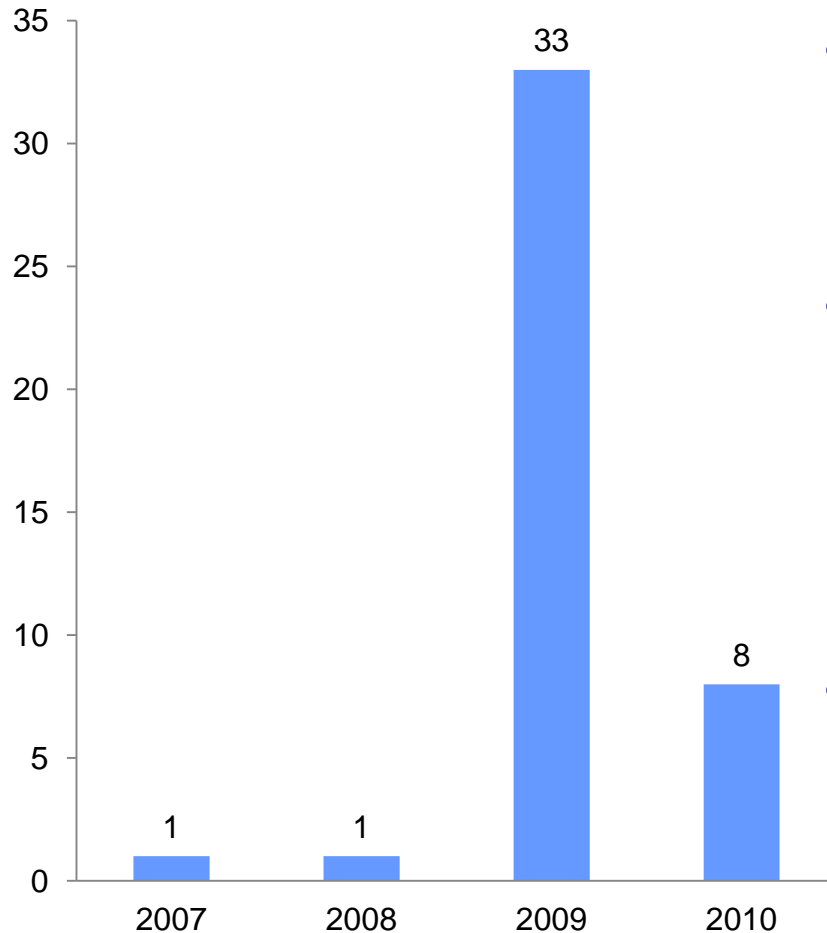
Source: ECO1 Total number of passengers carried

- Majority of data appears from 2009

- Difficult to compare annual performance due to the spread of reporting years

- Again, question marks around the representativeness and comparability

2. Reporting Framework
Types of organisations and geographical spread
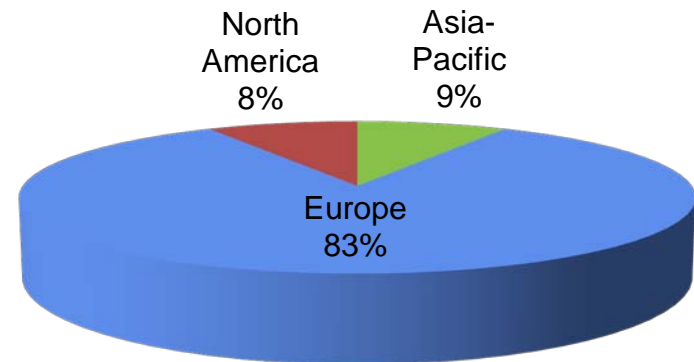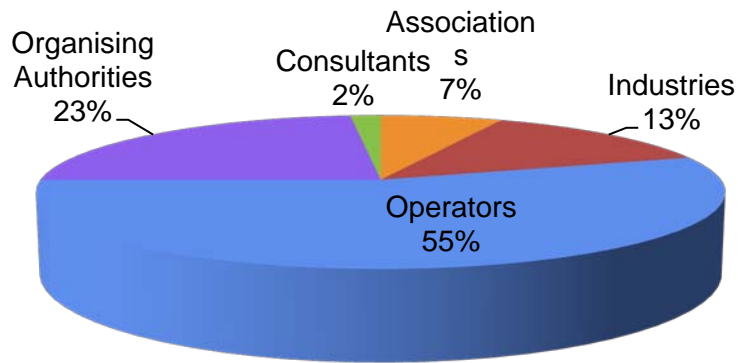
- Broad scope of organisations – organising authorities and operators form the bulk of returns

- Strong European focus and gaps making it not possible to compare regional performance

- Again, question marks around the representativeness and comparability

2. Reporting Framework
Performance data

Cluster	KPI	Description
Environment	Env 8	CO_2 per passenger km
	Env 9	% of fleet considered clean
Social	Soc 1	Customer satisfaction
	Soc 6	Accessibility
Economy	Eco 1	Total passengers carried
	Eco 4	Overall cost / km
	Eco 9	Average age of vehicle fleet
	Eco 10	Average commercial speed
Governance	Gov 8	National or international standards
	Gov 14	Awards

- All have reasonable data and are considered material indicators for operators and organising authorities

2. Reporting Framework
Environment – clean fleet & CO_2 emissions

55%
considered clean

97%
considered clean

93%
considered clean

CO2 per passenger km

96

51

39

16

33

20

Bus

Tram

Metro

■ Average ■ Best in Class
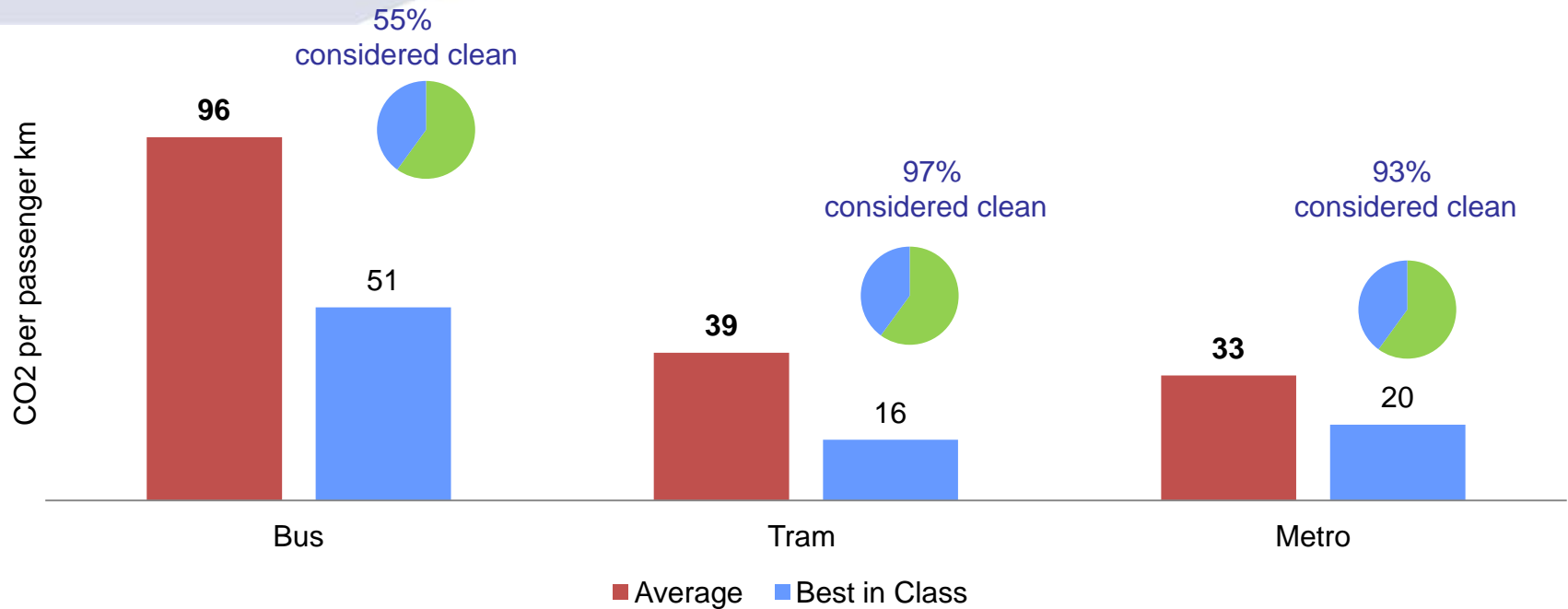
- Demonstrates that public transport is a greener way to travel and electricity propelled modes of transport are the cleanest

- Some good examples that should be further explored and highlighted

2. Reporting Framework
Social – customer satisfaction & accessibility

Customer Satisfaction	Accessible Stations	Accessible Vehicles	Accessible Workplaces
• 89% of customers either satisfied or extremely satisfied	• Around half of all organisations that responded have 100% of stations which are accessible to all	• Around half of all organisations that responded have 100% of vehicles which are accessible to all	• Around half of all organisations that responded have 100% of workplaces which are accessible to all

- Public transport undertakings are responding to their customers needs and making it an attractive form of transport

- Accessibility is taken seriously – critical for reducing social exclusion

Economic – operational performance

- All costs related to operations, maintenance, administration etc.
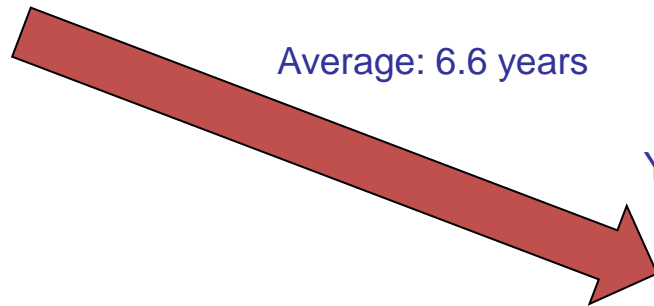
- The high costs of running public transport shows that fares do not reflect the true cost of transport

2. Reporting Framework
Economic – operational performance

Oldest: 9 years

Average: 6.6 years

Youngest:
5 years

Highest: 16%

Average: 3.4%

Average age of the bus fleet
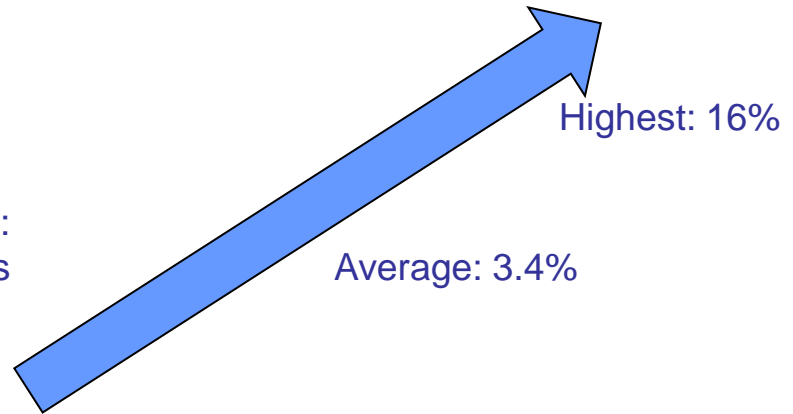
Increase in passenger numbers

- Public transport ridership continues to grow and public transport undertakings continue to invest to meet ever growing demand

- Investment in public transport is critical if it is to meet ever growing demand for its services

2. Reporting Framework
Governance – embedding sustainability

- Public transport undertakings were awarded 39 international and domestic awards - recognises the efforts members take to embed sustainability into their organisation

- Organisations are using a structured approach to embed sustainability
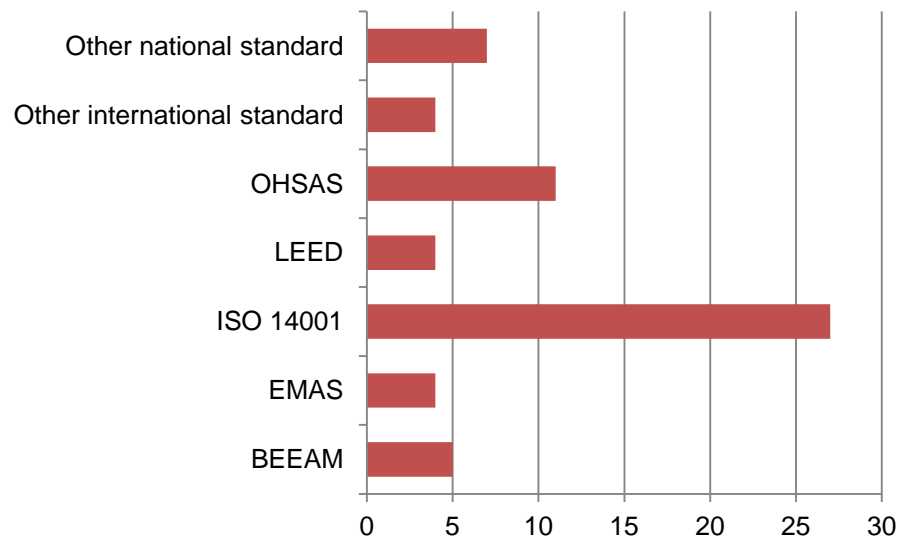
- Charter signatories are requesting more and more of this information

- Examples of best practice are kindly requested

Chart showing counts by standard:
- Other national standard: ~7
- Other international standard: ~4
- OHSAS: ~11
- LEED: ~4
- ISO 14001: ~27
- EMAS: ~4
- BEEAM: ~5

(Horizontal axis: 0, 5, 10, 15, 20, 25, 30)

3. Conclusions

- Reporting Framework data is difficult to compare against – performance data has to be aggregated

- Question marks around the representativeness and comparability of data – useful to identify best practice

- Need examples of sustainability standards to sit alongside the reporting framework

- 2012 clearly has to be a lot better

- How should these results be presented?