

Economic & Financial		Least Important							Most Important				Analysis	
UITP indicator		LVB	Munich	Vastraffic	Veolia Transdev	STIB	De Lijn	MTR	ATM	Vastraffic	STIB	ATAC	Importance	Comment
Eco 1	Total passengers carried							2		1	Yes	1		While Eco 5 is a better measure to determine ticket sales revenue, it is an important measure to normalise KPIs and the attractiveness of service.
Eco 2	Information on revenue sources					No	6			2		2		This can be considered in eco 5.
Eco 3	Percentage of total investment to total depreciation		1		6	No	2			3		3		This can vary year by year due to factors outside of the company's control.
Eco 4	Overall cost/km					No				4				
Eco 5	Percentage of development of revenues from operations								4	5				An appropriate measure to determine the financial condition of an organization.
Eco 6	Overall cost recovery ratio		2		2					6	Yes			
Eco 7	Modal split of public transport in served area		3				4				Yes			A measure to help determine the modal split in a city, but it is unclear how this can be done by measuring it via the population's km travelled.
Eco 8	Annual capital investments in public transport improvement or improved efficiency measures			7	3						Yes			Due to a range of funding sources, it does not necessarily show efficiency and productivity.
Eco 9	Average age of vehicle fleet					No		4						Without considering the condition of the fleet, it cannot accurately reflect the investment and financing strategy.
Eco 10	Average commercial speed			5	1	No		1	6			4		Attractiveness of certain transport modes is determined by many other factors than speed, but it can show efficiency.
Eco 11	Produced seat-kilometres per operations employee		4	6		No			1					It is not clear how this shows efficiency and productivity.
Eco 12	Incorporation of sustainable development in purchasing and investment processes	1				No		7						It is not clear how this KPI can show performance.
Eco 13	Passengers with concession or subscription tickets compared to total number of passengers		5			No	7							This question is closely related to Eco 5.
Eco 14	Separate right-of-way in network	6				No	3		2					This is closely related to Eco10, but not a goal in itself.
Eco 15	Coverage rate (percentage of households and jobs well served within 500 meters from a public transport stop)	7		1		No		5	3					This is difficult to measure.
Eco 16	Jobs directly and indirectly associated with the production	5	6	2		No	1							This is very hard to assess and should be interpreted according to the entire population of the served area and to the number of km delivered.
Eco 17	Are sustainable principles included in personnel evaluations and rewards/awards/bonuses of your organisation	3		3		No	5	6	4					This is only a measure, not a goal.
Eco 18	Ability to satisfy the present demand.	4		4	5	No		3	7					A subjective assessment hence not reflecting the truth.. Customer satisfaction is a better measure.
Eco 19	Transparency of payments:	2			7	No								Issues around personal privacy make this difficult/not possible.
Eco 20	EBIT and EBITDA data		7		4	No						5		The primary objective is to provide efficient public transport at the lowest cost, not to maximise profit.
Eco 21	Optional indicator.													n/a

Key	
	Strongly positive response
	Neither positive or negative
	Strongly negative response

Environmental & Energy		Least Important							Most Important			Analysis	
UITP indicator		LVB	Munich	Vastraffic	Veolia Transdev	STIB	De Lijn	MTR	ATM	Vastraffic	ATAC	Importance	Comment
Env 1	Environmental Management System in operation						6			1			While important, an EMS is only a means to a goal. There is also double counting in GOV 8.
Env 2	Sites certified at international or national level						2		3	2	1		As above. In addition, an EMS is more important than whether it is certified.
Env 3	Total amount of operational energy use for traction per passenger-km									3	2		Important measure to calculate climate impact
Env 4	Total amount of operational energy use for non-traction purposes									4			As above.
Env 5	Percentage of total renewable energy use for traction & non traction							3	2	5			A transport operator has little influence over the fuel mix in power plants.
Env 6	Energy (kJ) used per 100 km and trend	3	1				7		4	6			Covered in Env 3.
Env 7	Direct CO2 emissions for operations		2							7			It is unclear why scope 2 is excluded from the calculation.
Env 8	CO2 emissions of energy use per passenger-km.										3		As above.
Env 9	Percentage of fleets considered clean							7					All vehicles running on electricity can be considered clean, so it is not a good KPI to measure performance.
Env 10	Noise levels, noise monitoring and noise mapping					7			1		4		This is a means to an albeit important goal.
Env 11	Air quality management	1		3	5	7	5						Not an issue for electricity transport should be considered with other KPIs.
Env 12	Local emissions			4		7		6					As above. This is an issue for the city.
Env 13	Percentage of fresh to recycled water use	7	3	2	3								Minor issue when considering the operation of public transport. Would have been better to focus on total water consumption.
Env 14	Soil contamination from hazardous waste and oil spills	6	4	1		6			5				
Env 15	Waste sorting policy - percentage of total waste recycled				6				6				This is a means to a goal. Also covered in Gov 15 which is a mandatory requirement - this needs to be a clearer KPI.
Env 16	Life cycle analysis of products			5	2	1							Too difficult to assess.
Env 17	Life cycle analysis of services	2	5	6		2		3					As above.
Env 18	Recycled or 'eco' products	5	6	4	4	3	4		7				Too vague and figures not comparable.
Env 19	Low or no chemical cleaning products	4	7	8	7	4	1	1					Too detailed and can be covered with others.
Env 20	Introduction of innovations with quantifiable resource saving results			9	1	5	3	5			5		Too vague and figures not comparable.
Env 21	Training in eco or defensive driving							4					Train operation is programmed hence training in this area is irrelevant.
Env 22	Optional indicator.												n/a

Key	
	Strongly positive response
	Neither positive or negative
	Strongly negative response

Social & Society		Least Important							Most Important			Analysis	
UITP indicator		LVB	Munich	Vastraffic	Veolia Transdev	STIB	De Lijn	MTR	ATM	Vastraffic	ATAC	Importance	Comment
Soc 1	Customer satisfaction (%)									1	1		Shows attractiveness of quality, efficiency etc.
Soc 2	Employee satisfaction (%)				4					2			Unclear how employee satisfaction can show progress between an organisation and its members. This can also be influenced by much needed organisational change, which
Soc 3	Do you have transparent complaints and grievance procedures (for customers and employees)					7				3	2		This is a means to a goal.
Soc 4	Employee Turnover Rate				5		3			4			This is not necessarily a bad sign.
Soc 5	Annual number of trips by public transport per resident city/town-wide (on average) compared to all motorised trips		1		6			2		5			Data may not be available to a transport operator, but it may be available to an authority.
Soc 6	How accessible is your network to the less able?									6	3		Important measure for social inclusion and ensuring no barriers to mobility.
Soc 7	Do you have special workforce health				6		4		6				Too vague - it is a means to a goal.
Soc 8	Investment on training and personal development of staff		2		5				7		4		This is a means to a goal.
Soc 9	Average percentage of days of absence due to sickness to total working days of employees					3				7			This does not necessarily show the effects of the organisations health programmes
Soc 10	Employees with the possibility to flex-time or flexible hours (%)	4	3		3	6	5						This is too detailed a question and not the best indicator to measure work/life balance.
Soc 11	Do you provide crèche or child care help over legal requirements?	2			1	2	2				5		This is only a measure, better to measure gender and diversity.
Soc 12	Average wage in company/organisation in relation to average wage in city/state?	1	4		7		6	3	1	8			May not be a fare comparison due to business nature and the average does not say anything about the wage span which is more important.
Soc 13	Diversity and gender									9			The level of diversity etc within an organization provides insights into the human capital of the organization.
Soc 14	Jobs offered to less able, disadvantaged or long-term unemployed people (%)		5		7			6	4				May constitute affirmative action which is contested.
Soc 15	Do you have community relationships (volunteer / CSR programmes)?	3			2		7						This is only one measure and does not say whether it is effective.
Soc 16	Health and Safety infractions (accidents in the workplace or on the network)				4			7	5				There is overlap with below - a better health and safety indicator is needed.
Soc 17	Number of accidents with personal liability/number of injuries or fatalities in workplace/on network for non staff/employees	5	6					7					There is overlap with above - a better health and safety indicator is needed.
Soc 18	Programme for employee mobility management		7					4		10			May not be a fare comparison due to business nature.
Soc 19	Do you have one or more youth orientated programmes?	7			1	4	1	1	4				Why just youth and the question is vague.
Soc 20	Do you regularly take part in a car free day in your town/city or similar initiative	6			2	5		5	3				Not possible in some towns due to the impact that this would have on local business.
Soc 21	Optional indicator.					1							n/a

Key	
	Strongly positive response
	Neither positive or negative
	Strongly negative response