



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

16<sup>th</sup> Sustainable  
Development  
Commission

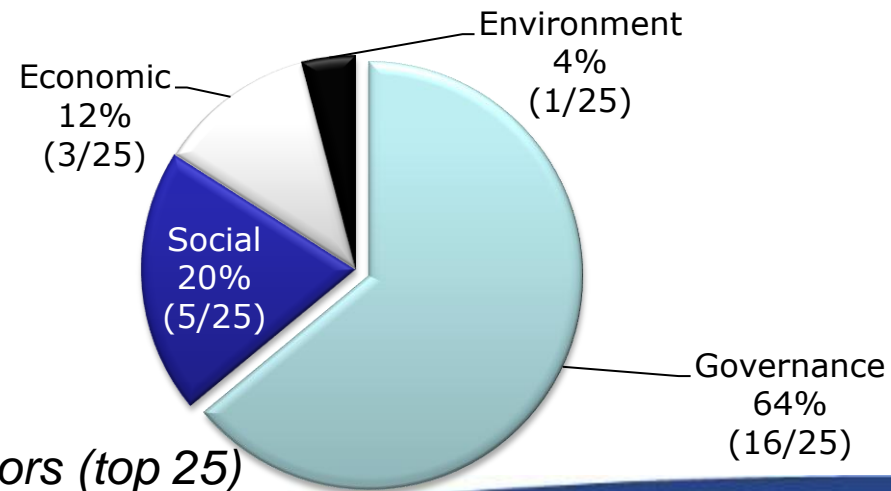
Geneva  
25 May 2015

# **Sustainable Development Reporting Framework**

*Material Indicators*

# Background

- Circa. 70 organisations have provided data over the past 3 years.
- Data difficult to compare against as organisations have reported on a spread of 80 different indicators.
- Governance well reported
- Social, economic and environment lag considerably behind



*Most frequently reported on indicators (top 25)*

# Background

- Aim was to identify the most indicators in the reporting framework.
- As Governance is well reported on, focus on social, economic and environmental indicators only.
- Intention to identify around 10 most important indicators
- In February, all members were asked to remove 7 of the least important indicators per category

# Analysis

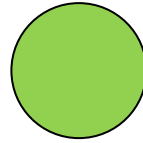
- 10 returns: LVB, Munich, Vastraffic, Veolia Transdev, STIB, De Lijn, MTR, ATM, ATAC, DoT

THANK YOU!

- Mix of returns – some identified least important, some most important
- Possible to group into three categories:
  - Strongly positive response
  - Neither positive or negative
  - Strongly negative response

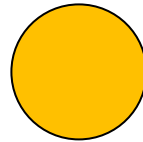
# Analysis

High Importance



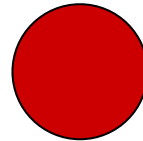
Strongly positive

Medium Importance



Neither positive or negative

Low Importance



Strongly negative

# Economy

	UITP indicator	Out	Importance
Eco 1	Total passengers carried	2	
Eco 5	Percentage of development of revenues from operations	2	
Eco 4	Overall cost/km	4	
Eco 2	Information on revenue sources	4	
Eco 6	Overall cost recovery ratio	4	
Eco 8	Annual capital investments in public transport improvement or improved efficiency measures	5	
Eco 7	Modal split of public transport in served area	5	
Eco 9	Average age of vehicle fleet	6	
Eco 11	Produced seat-kilometres per operations employee	6	
Eco 14	Separate right-of-way in network	6	
Eco 20	EBIT and EBITDA data	6	
Eco 3	Percentage of total investment to total depreciation	6	
Eco 10	Average commercial speed	6	
Eco 13	Passengers with concession or subscription tickets compared to total number of passengers	7	
Eco 19	Transparency of payments	7	
Eco 12	Incorporation of sustainable development in purchasing and investment processes	7	
Eco 15	Coverage rate (percentage of households and jobs well served within 500 meters from a public transport stop)	7	
Eco 17	Are sustainable principles included in personnel evaluations and rewards/awards/bonuses of your organisation	8	
Eco 18	Ability to satisfy the present demand.	8	
Eco 16	Jobs directly and indirectly associated with the production	9	

# Economy

Category	UITP Indicator		Description
<b>Operational performance</b>	ECO 1	Total passengers carried	Ticket sales revenues as an important and sustainable part of financing public transport.
<b>Financial Performance</b>	ECO 5	Percentage of development of revenues from operations	Total sales or ticket sales, not including government subsidies. Shows attractiveness of services to customers and the trend.

## Group Decision

Include indicator(s) which look at outgoings?

- Eco4 - Overall cost/km or
- Eco6 - Overall cost recovery ratio (ECO6) or
- Eco2 - Information on revenue sources

# Environment

	UITP indicator	Out	Importance
Env 3	Total amount of operational energy use for traction per passenger-km	1	
Env 2	Sites certified at international or national level	1	
Env 8	CO2 emissions of energy use per passenger-km.	2	
Env 4	Total amount of operational energy use for non-traction purposes	2	
Env 10	Noise levels, noise monitoring and noise mapping	2	
Env 5	Percentage of total renewable energy use for traction & non traction	2	
Env 1	Environmental Management System in operation	3	
Env 15	Waste sorting policy - percentage of total waste recycled	3	
Env 7	Direct CO2 emissions for operations	3	
Env 9	Percentage of fleets considered clean	4	
Env 21	Training in eco or defensive driving	4	
Env 6	Energy (kJ) used per 100 km and trend	4	
Env 12	Local emissions	6	
Env 16	Life cycle analysis of products	6	
Env 14	Soil contamination from hazardous waste and oil spills	6	
Env 13	Percentage of fresh to recycled water use	7	
Env 20	Introduction of innovations with quantifiable resource saving results	7	
Env 11	Air quality management	8	
Env 17	Life cycle analysis of services	8	
Env 18	Recycled or 'eco' products	8	
Env 19	Low or no chemical cleaning products	10	



# Environment

Category	UITP Indicator		Description
<b>Climate &amp; Energy</b>	ENV 3	Total amount of operational energy use for traction per passenger-km	Energy use (in kJ) for running vehicles per passenger-km in relation to previous periods. Shows organisation's progress in energy saving mobility.
	ENV 2	Sites certified at international or national level	Indicate the type and percentage of certification used (percentage of sites, type of certification, year).
	ENV 8	CO2 emissions of energy use per passenger-km.	CO2 emission (in grams) for running vehicles per passenger-km in relation to previous periods, please provide your calculation. Shows progress in energy allocation and saving.
	ENV 4	Total amount of operational energy use for non-traction purposes	Energy use for non-traction in relation to previous periods. Shows organisation's progress in energy saving.
	ENV 10	Noise levels, noise monitoring and noise mapping	Existence of regulations and controlled processes towards noise-levels of machines and/or vehicles assessing progress of noise reduction of machines and/or vehicles. Are mapping exercised carried, is noise regularly monitored, average noise and trend? Shows organisation's responsibility for reducing noise-emissions.
	ENV 5	Percentage of total renewable energy use for traction & non traction	Percentage of renewable energy used to total energy used in relation (traction, non-traction and aggregate) to previous period(s). Shows organisation's focus on renewable energy

# Environment

## Question:

Include indicators?

- a. Environmental Management System in operation
- b. Waste sorting policy - percentage of total waste recycled
- c. Direct CO<sub>2</sub> emissions for operations
- d. Air quality?

# Social

	UITP indicator	Out	Importance
Soc 1	Customer satisfaction (%)	1	
Soc 6	How accessible is your network to the less abled?	1	
Soc 3	Do you have transparent complaints and grievance procedures (for customers and employees)	2	
Soc 13	Diversity and gender	2	
Soc 2	Employee satisfaction (%)	3	
Soc 9	Average percentage of days of absence due to sickness to total working days of employees	3	
Soc 8	Investment on training and personal development of staff	3	
Soc 16	Health and Safety infractions (accidents in the workplace or on the network)	4	
Soc 7	Do you have special workforce health programmes?	4	
Soc 4	Employee Turnover Rate	4	
Soc 18	Programme for employee mobility management	4	
Soc 14	Jobs offered to less abled, disadvantaged or long-term unemployed people (%)	5	
Soc 5	Annual number of trips by public transport per resident city/town-wide compared to all motorised trips	5	
Soc 17	Number of accidents with personal liability/number of injuries in workplace/on network for non staff	6	
Soc 15	Do you have community relationships (volunteer / CSR programmes)?	6	
Soc 20	Do you regularly take part in a car free day in your town/city or similar initiative	6	
Soc 12	Average wage in company/organisation in relation to average wage in city/state?	6	
Soc 11	Do you provide crèche or child care help over legal requirements?	6	
Soc 19	Do you have one or more youth orientated programmes?	7	
Soc 10	Employees with the possibility to flex-time or flexible hours (%)	8	

# Social

Category	UITP Indicator		Description
<b>Customer Satisfaction</b>	SOC 1	Customer satisfaction (%)	Results of periodically and independently done surveys amongst the population. Shows progress in long term attractiveness of public transport for population.
<b>Accessibility</b>	SOC 6	How accessible is your network to the less abled?	Percentage of vehicles, stations and work places that are fully accessible to people that are limited in their physical mobility. Shows organisation's focus on social inclusion of special population groups.
<b>Employee Satisfaction</b>	SOC 3	Do you have transparent complaints and grievance procedures (for customers and employees)	Existence of rules and controlled processes that make sure customer and employee feedback is handled professionally within the organisation. Description required if possible, shows the ratio of customers' complaints to positive feedback in relation to previous period(s). Shows organisation's focus on long term customer and employee relation.
<b>Diversity &amp; Gender</b>	SOC 13	Diversity and gender	Gender balance is the percentage of female employees to total headcount in relation to previous period(s). Diversity information in terms or ethnicity. Shows effects of organisation's measures on gender and diversity balance.

# Social

## Question:

Include indicators?

- a. Employee satisfaction (%)
- b. Average percentage of days of absence due to sickness to total working days of employees
- c. Investment on training and personal development of staff
- d. Health and Safety is important – need a better indicator

# Summary

## Eight Scope 1 High Importance Indicators identified

Category	Indicator	
Operational performance	ECO 1	Total passengers carried
Financial Performance	ECO 5	Percentage of development of revenues from operations
Climate & Energy	ENV 3	Total amount of operational energy use for traction per passenger-km
	ENV 4	Total amount of operational energy use for non-traction purposes
	ENV 8	CO2 emissions of energy use per passenger-km.
Customer Satisfaction	SOC 1	Customer satisfaction (%)
Accessibility	SOC 6	How accessible is your network to the less abled?
Diversity & Gender	SOC 13	Diversity and gender

# Questions to consider

## Economy

1. Should we also consider an indicator which looks at financial outgoings i.e. *Overall cost/km (ECO4) or Overall cost recovery ratio (ECO6)*?

## Environment

2. Air pollution: high importance for buses so should we have an indicator for NOx and PM10 (absolute emissions)?
3. Waste: is it of high importance and should the focus be on measuring total waste generated (tonnes) by customers and construction?

## Social

4. Need a better health and safety indicator – a suggestion: *Number of customer / employee / contractor injuries and assaults?*

# Along with Governance, the identified and additional KPIs would cover the topics of ISO 26000

GOV8; ENV3; ENV4; ENV8; ENV 15; GOV13; GOV15; GOV16; ENV12



Also covers focus areas of the UN Global Compact: (human rights (GOV11), labour (GOV8-10), environment (ENV1-21) & anti-corruption (GOV12))