

UITP SUSTAINABLE DEVELOPMENT CHARTER REPORTING FRAMEWORK MOST FREQUENTLY REPORTED ON INDICATORS: TOP25

RANK	INDICATOR	INDICATOR DESCRIPTION	RESPONSE FREQUENCY	% RETURNED
1	Gov 1	Does your organisation have a Sustainable Development Manager, special business unit/department or working group	56	73%
2	Eco 1	Total passengers carried*	54	70%
2	Gov 4	Website/section about Sustainable Development	54	70%
4	Eco 2	Information on revenue sources*	53	69%
5	Gov 2	Does your organisation report regularly on Sustainable Development performance	51	66%
6	Soc 2	Employee satisfaction survey	50	65%
6	Soc 3	Do you have transparent complaints and grievance procedures (for customers and employees)	50	65%
8	Gov 9	Quality Management processes	49	64%
9	Env 1	Environmental Management System in operation	47	61%
10	Gov 10	Risk management process	46	60%
10	Gov 14	Recognition awards received at international/national, regional or local level	46	60%
12	Soc 1	Customer satisfaction*	45	58%
12	Gov 3	Are your sustainable development reports independently verified	45	58%
14	Eco 19	Transparency of payments	43	56%
14	Soc 7	Do you have special workforce health programmes	43	56%
14	Gov 8	National or international standards	43	56%
14	Gov 12	Do you have anti-corruption policies	43	56%
14	Gov 17:1	Is your city/town taking measures to improve intermodality (ticketing)	43	56%
19	Gov 5	Sustainable development charter/programmes	42	55%
19	Gov 15	Does your organisation have a policy on recycling (office and production)	42	55%
21	Gov 7	Does your organisation have an internal stakeholder engagement process/es	41	53%
21	Gov 11	Policy on human rights, labour practices and fair trading with suppliers and procurement	41	53%
23	Gov 6	Does your organisation have an external stakeholder engagement process/es	40	52%
23	Gov 13	Sustainable procurement and tendering procedures over and above European and national obligations	40	52%
25	Soc 13	Diversity and gender*	39	51%

Overall response rate = 77 organisations
 Total average response 27 per indicator (35%)
 Top 25 average response 46 per indicator (60%)

* indicates those indicators with quantitative data

ECONOMIC & FINANCIAL

RANK	INDICATOR	INDICATOR DESCRIPTION	RESPONSE FREQUENCY	% RETURNED
1	Eco 1	Total passengers carried*	54	70%
2	Eco 2	Information on revenue sources*	53	69%
3	Eco 19	Transparency of payments	43	56%
4	Eco 18	Ability to satisfy the present demand.	25	32%
5	Eco 9	Average age of vehicle fleet*	24	31%
6	Eco 10	Average commercial speed*	23	30%
7	Eco 5	Percentage of development of revenues from operations*	20	26%
8	Eco 4	Overall cost/km*	19	25%
9	Eco 8	Annual capital investments in public transport improvement or improved efficiency measures	18	23%
10	Eco 17	Are sustainable principles included in personnel evaluations and rewards / awards / bonuses of your organisation	15	19%
11	Eco 14	Separate right-of-way in network*	13	17%
12	Eco 3	Percentage of total investment to total depreciation	11	14%
12	Eco 15	Coverage rate (percentage of households and jobs well served within 500 meters from a public transport stop)*	11	14%
14	Eco 6	Overall cost recovery ratio*	10	13%
14	Eco 13	Passengers with concession or subscription tickets compared to total number of passengers*	10	13%
14	Eco 16	Jobs directly and indirectly associated with the production*	10	13%
17	Eco 12	Incorporation of sustainable development in purchasing and investment processes	8	10%
18	Eco 11	Produced seat-kilometres per operations employee	6	8%
19	Eco 20	EBIT and EBITDA data	5	6%
20	Eco 7	Modal split of public transport in served area	4	5%
21	Eco 21	Optional indicator	0	0%

Overall response rate = 77 organisations
Average response 18 per indicator (24%)

* indicates those indicators with quantitative data

ENVIRONMENTAL & ENERGY

RANK	INDICATOR	INDICATOR DESCRIPTION	RESPONSE FREQUENCY	% RETURNED
1	Env 1	Environmental Management System in operation	47	61%
2	Env 8	CO ₂ emissions (in grams) of energy use per passenger-km*	32	42%
3	Env 9	Percentage of fleets considered clean (meeting Euro IV Standard or better, and fitted with particulate filters)*	29	38%
4	Env 16	Life cycle analysis of products	28	36%
4	Env 20	Introduction of innovations with quantifiable resource saving results	28	36%
6	Env 2	Sites certified at international or national level*	24	31%
6	Env 10	Noise levels, noise monitoring and noise mapping*	24	31%
6	Env 21	Training in eco or defensive driving*	24	31%
9	Env 11	Air quality management	23	30%
10	Env 12	Local emissions	22	29%
10	Env 15	Waste sorting policy - percentage of total waste recycled (and year on year change)*	22	29%
12	Env 3	Total amount of operational energy use for traction per passenger-km*	20	26%
13	Env 5	Percentage of total renewable energy use for traction & non traction*	18	23%
14	Env 4	Total amount of operational energy use for non-traction purposes	17	22%
15	Env 7	Direct CO ₂ emissions for operations*	15	19%
16	Env 6	Energy (kJ) used per 100 km and trend	14	18%
16	Env 18	Recycled or 'eco' products	14	18%
16	Env 19	Low or no chemical cleaning products	14	18%
19	Env 17	Life cycle analysis of services	10	13%
20	Env 14	Soil contamination from hazardous waste and oil spills*	8	10%
20	Env 22	Optional indicator	8	10%
22	Env 13	Percentage of fresh to recycled water use (recycled includes harvested rainwater)*	7	9%

Overall response rate = 77 organisations
Average response 20 per indicator (27%)

* indicates those indicators with quantitative data

SOCIAL & SOCIETY

RANK	INDICATOR	INDICATOR DESCRIPTION	RESPONSE FREQUENCY	% RETURNED
1	Soc 2	Employee satisfaction survey	50	65%
1	Soc 3	Do you have transparent complaints and grievance procedures (for customers and employees)	50	65%
3	Soc 1	Customer satisfaction*	45	58%
4	Soc 7	Do you have special workforce health programmes	43	56%
5	Soc 13	Diversity and gender*	39	51%
6	Soc 15	Do you have community relationships (volunteer/CSR programmes)	37	48%
7	Soc 20	Do you regularly take part in a car free day in your town/city or similar initiative	35	45%
8	Soc 6	How accessible is your network to the less abled	34	44%
9	Soc 4	Employee Turnover Rate*	32	42%
9	Soc 11	Do you provide crèche or child care help over legal requirements	32	42%
9	Soc 19	Do you have one or more youth orientated programmes	32	42%
12	Soc 9	Average percentage of days of absence due to sickness to total working days of employees*	28	36%
13	Soc 16	Health and Safety infractions (accidents in the workplace or on network)*	25	32%
14	Soc 10	Employees with the possibility to flex-time or flexible hours*	21	27%
15	Soc 14	Jobs offered to less abled, disadvantaged or long-term unemployed people	20	26%
16	Soc 8	Investment on training and personal development of staff*	17	22%
17	Soc 5	Annual number of trips by public transport per resident city/town-wide (on average) compared to all motorised trip	15	19%
17	Soc 12	Average wage in company/organisation in relation to average wage in city/state	15	19%
19	Soc 17	Number of accidents with personal liability/number of injuries or fatalities in workplace/on network for non staff/employees*	13	17%
19	Soc 18	Programme for employee mobility management*	13	17%
21	Soc 21	Optional indicator.	2	3%

Overall response rate = 77 organisations
Average response 28 per indicator (40%)

* indicates those indicators with quantitative data

GOVERNANCE

RANK	INDICATOR	INDICATOR DESCRIPTION	RESPONSE FREQUENCY	% RETURNED
1	Gov 1	Does your organisation have a Sustainable Development Manager, special business unit/department or working group	56	73%
2	Gov 4	Website/section about Sustainable Development	54	70%
3	Gov 2	Does your organisation report regularly on Sustainable Development performance	51	66%
4	Gov 9	Quality Management processes	49	64%
5	Gov 10	Risk management process	46	60%
5	Gov 14	Recognition awards received at international/national, regional or local level	46	60%
7	Gov 3	Are your sustainable development reports independently verified	45	58%
8	Gov 8	National or international standards	43	56%
8	Gov 12	Do you have anti-corruption policies	43	56%
8	Gov 17:1	Is your city/town taking measures to improve intermodality (ticketing)	43	56%
11	Gov 5	Sustainable development charter/programmes	42	55%
11	Gov 15	Does your organisation have a policy on recycling	42	55%
13	Gov 7	Does your organisation have an internal stakeholder engagement process/es	41	53%
13	Gov 11	Policy on human rights, labour practises and fair trading with suppliers and procurement	41	53%
15	Gov 6	Does your organisation have an external stakeholder engagement process/es	40	52%
15	Gov 13	Sustainable procurement and tendering procedures over and above European and national obligations	40	52%
17	Gov 18	Do you use any of the following: GRI, Balanced score card approach, ISO 26000, AA 1000	37	48%
18	Gov 17:2	Is your city/town taking measures to improve intermodality (sharing schemes)	32	42%
19	Gov 16	Does your organisation have a sustainable scrappage policy for old vehicles	24	31%
20	Gov 19	Optional indicator	0	0%

Response rate = 77 organisations
Average response 41 per indicator (53%)

* indicates those indicators with quantitative data