

Stakeholder framework: association of stakeholder to performance dimensions and indicators

Stakeholder	Performance	Indicator Category	Indicator	
Regulator	Safety	Personal risks	Personal Safety at motor parks/stps	
			Personal Safety on board	
			Incidence of commuter being attacked by armed robbers	
		Control	Effective Police Patrols teams	
			Number of fatal accidents	
		Road Accidents	Number of injury accidents	
			Number of fatal accidents per capita	
			Number of injury accidents per capita	
			Old vehicles still in use	
		Maintenance	Average frequency of maintenance intervention per transport	
			Number of breakdowns per transport	
			Distribution age of public transport vehicles	
			Frequency of breakdowns	
			Number of vehicles' check per day	
			Unregulated behaviour of drivers	Incidence of exceeding speed
				Percentage of drivers using uniform
				Incidence of driving under the influence of alcohol/drugs
		Incidence of changing routes		
		Incidence of red light running		
		Sexual Harassment	Number of reports about sexual harassment	
			Level of Overcrowding per route	
			Number of complaints about sexual harassment	
		Affordability	Affordability	Fare for disadvantaged / Normal fare
Average fare/trip				
Fare for students / Normal fare				
Average Annual PT fare/GDP per capita				
Average % household income spent on PT				
Quality	Comfort	Average daily load factors (per transport)		
		Crowding during peak hours		
		Percentage of public transportation passengers		
	Level of service	Customer service		
		Percentage of complaints total		
		Behaviour of drivers/conductors		
Accessibility	Service coverage	Km of path side		
		% population within 1 km of PT facility		
		Km of cyclist line		
		% population within 15 min walt to PT facility		
	Average walking distance to PT facility			
	Service provision	Transport Frequency		
		Number of lines per transport		
Number of stops per line				

	Service provision	Transport capacity per capita
		Number public transport trips per line
		Travel time to relevant points of interests
	Service accessibility	Number of transport with ramps for wheelchairs
		Average number of places reserved for the elderly and disables per transport mode
Environmental sustainability	Level of emission	Level of emission
	Level of consumption	Fuel consumption per capita
		Old vehicles still in use
Education and communication	Education	Number of Trainings
		Frequency of training
		Percentage of participation to the trainings
	Communication	Number of communication campaign about sexual harrasment
Number of communication campagn about sustainable mobility		
Integration and Coordination	Routes	Number of transport per ticket
	Price	Number of digital payments
		Number of traditional payments
		Variability of price on equal distances
Operator	Number of operators	
	Number of operators per transport type	
Regularity	Reliability	Public transportation headway
		Average waiting time
	Level of traffic	Average PT commute in AM peak
		Average PT commute in AM peak
		Peak period speed of PT
		Travel time to relevant points of interests
	Velocity	Passengers' vehicle speed
		Transport speed
Ratio of speed of transport to passenger vehicle		
Viability	Number of concrete roads	
	Width of access roads	
	Average number of vehicles	
	Number of lanes	
	Number of stops properly signaled	
	Number of vehicles per terminal per hour	
Personal risks	Personal Safety at motor parks/stps	
	Personal Safety on board	
	Incidence of commuter being attacked by armed robbers	
Control	Effective Police Patrols teams	
Road Accidents	Number of fatal accidents	
	Number of injury accidents	
	Number of fatal accidents per capita	
	Number of injury accidents per capita	
Safety	Maintenance	Average frequency of maintenance intervention per transport
		Number of breakdowns per transport
		Old vehicles still in use

Bus and Paratransit Operators

		Frequency of breakdowns
		Number of vehicles' check per day
		Distribution age of public transport vehicles
		Percentage of drivers using uniform
		Incidence of exceeding speed
	Unregulated behaviour of drivers	Incidence of changing routes
		Incidence of driving under the influence of alcohol/drugs
		Incidence of red light running
	Sexual Harassment	Number of reports about sexual harassment
		Level of Overcrowding per route
		Number of complaints about sexual harassment
Justice	Bribery	Number of anonymous reports for bribes
		Number of concrete roads
		Width of access roads
	Viability	Average number of vehicles
		Number of lanes
		Number of stops properly signaled
Regularity		Average PT commute in AM peak
	Level of traffic	Average PT commute in AM peak
		Peak period speed of PT
		Travel time to relevant points of interests
	Velocity	Passengers' vehicle speed
		Transport speed
		Ratio of speed of transport to passenger vehicle
Integration and Coordination	Price	Number of digital payments
		Number of traditional payments
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	Education	Number of Trainings
		Frequency of training
Education and communication		Percentage of participation to the trainings
	Communication	Number of communication campaign about sexual harassment
		Number of communication campaign about sustainable mobility
	Personal risks	Personal Safety at motor parks/stps
		Personal Safety on board
		Incidence of commuter being attacked by armed robbers
	Control	Effective Police Patrols teams
	Road Accidents	Number of fatal accidents
		Number of injury accidents
		Number of fatal accidents per capita
		Number of injury accidents per capita
	Maintenance	Old vehicles still in use
		Average frequency of maintenance intervention per transport
Safety		Number of breakdowns per transport
		Frequency of breakdowns
		Number of vehicles' check per day

		Distribution age of public transport vehicles
		Incidence of exceeding speed
		Percentage of drivers using uniform
	Unregulated behaviour of drivers	Incidence of changing routes
		Incidence of driving under the influence of alcohol/drugs
		Incidence of red light running
	Sexual Harassment	Number of reports about sexual harassment
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	Velocity	Passengers' vehicle speed
		Transport speed
		Ratio of speed of transport to passenger vehicle
	Affordability	Average fare/trip
		Fare for disadvantaged / Normal fare
		Fare for students / Normal fare
		Average Annual PT fare/GDP per capita
		Average % household income spent on PT
	Comfort	Average daily load factors (per transport)
		Crowding during peak hours
		Percentage of public transportation passengers
	Level of service	Customer service
		Percentage of complaints total
		Behaviour of drivers/conductors
	Service coverage	% population within 1 km of PT facility
		% population within 15 min walk to PT facility
		Km of path side
		Km of cyclist line
		Average walking distance to PT facility
	Service provision	Transport Frequency
		Number of lines per transport
		Number of stops per line
		Transport capacity per capita
		Number public transport trips per line
		Travel time to relevant points of interests
	Service accessibility	Number of transport with ramps for wheelchairs
		Average number of places reserved for the elderly and disables per transport mode
		Assistance of the transport personnel
	Working Equality	Percentage of female drivers
		Percentage of female collectors
	Education	Number of Trainings
		Frequency of training

Education and
communication

Communication

Percentage of participation to the trainings

Number of communication campaign about
sexual harrasment

Number of communication campagn about
sustainable mobility
