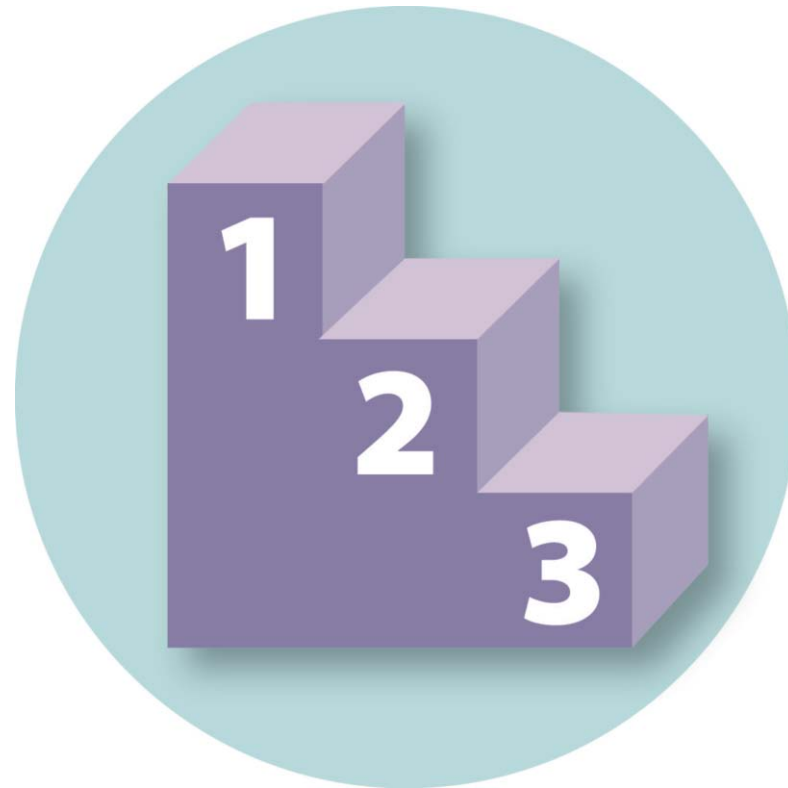


Transport operations and vehicle maintenance

Performance indicator standings



Transport operations and vehicle maintenance performance indicator standings: Family group report

Name of authority
PIN
Family group

Sample Authority
3999
T1

Performance indicator

	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark	High / Low / Neutral
Qualitative performance indicators										
PI 66b - No of weighted vehicle (units - adjusted for direct maintenance) maintained per fitter per annum	18	183.64	114.50	72.11	97.47	12	139.77	3	154.56	H
PI 72b - No of weighted vehicle (units - adjusted for direct maintenance) maintained per fitter per annum (excluding miscellaneous group)	14	183.84	117.79	67.89	93.97	9	149.42	3	172.91	H
PI 67a - Percentage staff absence (fitters / tradesmen)	13	11.17%	4.24%	2.10%	2.93%	5	2.80%	2	2.50%	L
PI 67b - FTE staff absence days (Scotland only)	8	13.03	6.96	0.94	7.63	5	5.00	3	3.05	L
PI 68 - Number of days hire vehicles' used (per vehicle on fleet) to cover for vehicles in workshop as a result of non fair wear & tear	10	1.63	0.34	0.00	0.02	5	0.00	2	0.00	L
PI 70 - Quality assurance and consultation	17	89	52.12	10	73	4	70	1	79	H
PI 71 - Human resources and people management	18	82	57.94	35	82	1	70	1	74	H
PI 78 - Good practice and consultation	18	100.00%	81.31%	45.45%	81.82%	12	95.45%	3	96.82%	H
Transport operations performance indicators										
PI 73b - Percentage of vehicles passing DVSA test first time (DVSA statistics)	17	98.15%	93.04%	87.70%	93.46%	8	95.00%	2	97.28%	H
PI 74 - Percentage of vehicles serviced within 7 days of schedule	18	100.00%	96.02%	68.52%	95.73%	15	100.00%	4	100.00%	H
PI 76 - Percentage of all workshop jobs completed within 24 hours	17	97.39%	66.75%	41.58%	58.24%	11	78.44%	3	87.32%	H
PI 110 - Percentage of council vehicles requiring an Operators Licence	18	34.79%	19.02%	5.14%	10.42%	-	-	-	-	N
PI 111 - Number of PG9 notices issued by DVSA per 100 council vehicles	17	0.13	0.02	0.00	0.00	1	0.00	1	0.00	L
PI 116 - Number of motor vehicle accidents/incidents reported per 100 vehicles	16	62.15	29.10	8.49	50.34	14	15.95	4	9.98	L

Notes:

- The authority will only be ranked in family group if it has shown an output / score within the set parameters for the performance indicator.
- Quartile / percentile marks are only shown for those performance indicators for which there is a desirable achievement.
- Quartile marks are only shown for those performance indicators for which there are a minimum of 8 outputs / scores within the set parameters.

Transport operations and vehicle maintenance performance indicator standings: Family group report

Name of authority
PIN
Family group

Sample Authority
3999
T1

Performance indicator

	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark	High / Low / Neutral
Group 1 vehicles - cars and car derived vans										
PI 14 - Contract maintenance hire charge – supply and maintain	7	£3,890	£2,794	£1,275	£2,639	3	-	-	£1,572	L
PI 27 - Annual maintenance cost per weighted vehicle unit	13	£1,494	£968	£621	£935	7	£714	2	£693	L
PI 118 - Percentage of maintenance cost attributable to non fair wear & tear	15	33.89%	18.14%	2.66%	27.09%	12	10.97%	3	7.62%	L
PI 128 - Labour input hours per weighted vehicle	14	30.22	15.05	3.99	12.42	6	9.81	2	8.71	L
Group 2 vehicles - vans up to 3,500kg GVW										
PI 15 - Contract maintenance hire charge – supply and maintain	5	£5,834	£4,748	£3,535	£3,535	1	-	-	£3,909	L
PI 28 - Annual maintenance cost per weighted vehicle unit	15	£1,046	£711	£373	£701	8	£646	2	£578	L
PI 119 - Percentage of maintenance cost attributable to non fair wear & tear	15	39.31%	18.21%	2.34%	25.04%	10	6.86%	3	4.02%	L
PI 129 - Labour input hours per weighted vehicle	15	16.16	9.14	4.83	8.91	9	6.89	3	5.28	L
Group 3 vehicles - trucks and tippers up to 3,500kg GVW										
PI 16 - Contract maintenance hire charge – supply and maintain	5	£7,329	£6,116	£4,704	£4,704	1	-	-	£5,208	L
PI 29 - Annual maintenance cost per weighted vehicle unit	13	£1,142	£767	£367	£855	8	£634	3	£503	L
PI 120 - Percentage of maintenance cost attributable to non fair wear & tear	14	39.59%	18.01%	2.17%	24.60%	10	10.05%	3	4.29%	L
PI 130 - Labour input hours per weighted vehicle	14	19.87	10.57	4.36	10.52	8	6.93	3	6.55	L
Group 4 vehicles - vans, trucks and tippers 3,501 to 7,500kg GVW										
PI 17 - Contract maintenance hire charge – supply and maintain	3	£11,702	£9,796	£7,476	£7,476	1	-	-	£8,023	L
PI 30 - Annual maintenance cost per weighted vehicle unit	14	£2,011	£1,402	£933	£1,452	8	£1,018	3	£989	L
PI 121 - Percentage of maintenance cost attributable to non fair wear & tear	15	24.28%	13.14%	2.06%	24.28%	15	4.31%	4	3.67%	L
PI 131 - Labour input hours per weighted vehicle	13	27.49	16.66	11.17	18.57	11	13.46	4	12.43	L
Group 5 vehicles - vans, trucks and tippers 7,501 to 18,000kg GVW										
PI 18 - Contract maintenance hire charge – supply and maintain	6	£19,674	£14,036	£10,644	£13,389	4	-	-	£10,825	L
PI 31 - Annual maintenance cost per weighted vehicle unit	12	£1,434	£1,034	£582	£1,288	9	£830	3	£625	L
PI 122 - Percentage of maintenance cost attributable to non fair wear & tear	15	41.59%	14.28%	1.85%	26.96%	13	4.17%	4	2.97%	L
PI 132 - Labour input hours per weighted vehicle	15	26.06	13.80	6.25	15.38	12	9.64	3	7.58	L

Transport operations and vehicle maintenance performance indicator standings: Family group report

Name of authority
PIN
Family group

Sample Authority
3999
T1

Performance indicator

	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark	High / Low / Neutral
Group 7 vehicles - minibuses up to 17 seater										
PI 20 - Contract maintenance hire charge – supply and maintain	5	£7,485	£6,283	£5,480	£5,841	2	-	-	£5,624	L
PI 33 - Annual maintenance cost per weighted vehicle unit	14	£991	£638	£321	£479	5	£463	2	£382	L
PI 123 - Percentage of maintenance cost attributable to non fair wear & tear	14	33.99%	13.11%	1.42%	28.02%	13	3.95%	4	2.75%	L
PI 133 - Labour input hours per weighted vehicle	14	14.04	9.45	1.81	7.58	4	7.58	1	5.49	L
Group 8 vehicles - medium coaches including welfare accessible buses										
PI 21 - Contract maintenance hire charge – supply and maintain	5	£11,519	£10,255	£8,630	£8,630	1	-	-	£9,159	L
PI 34 - Annual maintenance cost per weighted vehicle unit	13	£1,148	£701	£285	£663	6	£476	2	£362	L
PI 124 - Percentage of maintenance cost attributable to non fair wear & tear	13	26.61%	13.63%	2.03%	24.95%	12	8.38%	4	3.18%	L
PI 134 - Labour input hours per weighted vehicle	13	20.82	10.20	3.37	8.64	6	5.75	2	3.75	L
Group 9 vehicles - sweepers over 12,000kg GVW										
PI 22 - Contract maintenance hire charge – supply and maintain	2	£31,695	£29,360	£27,024	£27,024	1	-	-	£27,492	L
PI 35 - Annual maintenance cost per weighted vehicle unit	14	£2,465	£1,360	£689	£689	1	£1,119	1	£828	L
PI 125 - Percentage of maintenance cost attributable to non fair wear & tear	14	48.35%	17.61%	0.36%	24.35%	12	10.21%	4	4.37%	L
PI 135 - Labour input hours per weighted vehicle	14	23.64	14.28	5.87	7.68	2	10.05	1	8.02	L
Group 11 vehicles - 3 axle refuse collection vehicles with bin lift										
PI 24 - Contract maintenance hire charge – supply and maintain	4	£46,234	£42,881	£40,261	£40,261	1	-	-	£40,554	L
PI 37 - Annual maintenance cost per weighted vehicle unit	12	£1,188	£747	£488	£1,188	12	£636	4	£495	L
PI 126 - Percentage of maintenance cost attributable to non fair wear & tear	14	42.01%	16.93%	2.76%	33.46%	13	7.07%	4	3.46%	L
PI 136 - Labour input hours per weighted vehicle	14	13.62	8.68	3.53	12.51	12	6.37	4	4.51	L
Group 16 vehicles - sweepers up to 12,000kg GVW										
PI 25 - Contract maintenance hire charge – supply and maintain	2	£23,307	£19,687	£16,067	£23,307	2	-	-	£16,791	L
PI 38 - Annual maintenance cost per weighted vehicle unit	9	£1,666	£1,305	£875	£1,666	9	£1,050	4	£936	L
PI 127 - Percentage of maintenance cost attributable to non fair wear & tear	13	40.71%	16.15%	0.00%	22.65%	9	7.63%	3	4.97%	L
PI 137 - Labour input hours per weighted vehicle	14	30.58	16.53	7.08	18.75	11	13.50	3	10.53	L

Transport operations and vehicle maintenance performance indicator standings: Family group report

Name of authority
PIN
Family group

Sample Authority
3999
T1

Performance indicator

	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark	High / Low / Neutral
Labour input hours (fair wear and tear) per weighted vehicle (adjusted for direct maintenance)										
PI 138 - Average labour input hours (fair wear and tear) per weighted vehicle (adjusted for direct maintenance) all groups	14	14.85	9.87	4.38	10.87	9	8.04	3	5.88	L
Passenger transport performance indicators (all family groups)										
PI 106 - Percentage of people who spend less than 1 hour on board day care transport per trip	6	100%	99.03%	96%			-		100.00%	H
PI 107 - Percentage of journeys to school on time	4	100%	97.87%	91%			-		100.00%	H
PI 108 - Percentage of fleet capacity used	3	100%	93.83%	90%			-		98.30%	H
PI 109 - Percentage of referrals for transport that are assessed and with provision of transport within 3 to 5 days of receipt of referral	5	100%	99.00%	95%			-		100.00%	H

Transport operations and vehicle maintenance performance indicator standings: Whole service report

**Name of authority
PIN**

**Sample Authority
3999**

Performance indicator

Performance indicator	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark	High / Low / Neutral
Qualitative performance indicators										
PI 66b - No of weighted vehicle (units - adjusted for direct maintenance) maintained per fitter per annum	27	183.64	117.99	72.11	97.47	20	139.77	3	152.77	H
PI 72b - No of weighted vehicle (units - adjusted for direct maintenance) maintained per fitter per annum (excluding miscellaneous group)	22	183.84	120.78	67.89	93.97	16	146.29	3	158.96	H
PI 67a - Percentage staff absence (fitters / tradesmen)	21	11.17%	4.04%	0.36%	2.93%	9	2.65%	2	2.05%	L
PI 67b - FTE staff absence days (Scotland only)	9	21.00	8.52	0.94	7.63	5	5.00	2	3.35	L
PI 68 - Number of days hire vehicles' used (per vehicle on fleet) to cover for vehicles in workshop as a result of non fair wear & tear	17	2.30	0.35	0.00	0.02	10	0.00	3	0.00	L
PI 70 - Quality assurance and consultation	30	123	58.20	10	73	8	73	1	95	H
PI 71 - Human resources and people management	31	88	58.68	15	82	2	70	1	77	H
PI 78 - Good practice and consultation	31	100.00%	79.91%	45.45%	81.82%	17	95.45%	3	100.00%	H
Transport operations performance indicators										
PI 73b - Percentage of vehicles passing DVSA test first time (DVSA statistics)	30	100.00%	93.33%	85.00%	93.46%	15	97.00%	2	100.00%	H
PI 74 - Percentage of vehicles serviced within 7 days of schedule	28	100.00%	97.20%	68.52%	95.73%	24	100.00%	4	100.00%	H
PI 76 - Percentage of all workshop jobs completed within 24 hours	25	99.33%	72.98%	41.58%	58.24%	19	86.01%	3	94.34%	H
PI 110 - Percentage of council vehicles requiring an Operators Licence	31	38.46%	19.74%	4.90%	10.42%	-	-	-	-	N
PI 111 - Number of PG9 notices issued by DVSA per 100 council vehicles	28	0.13	0.01	0.00	0.00	1	0.00	1	0.00	L
PI 116 - Number of motor vehicle accidents/incidents reported per 100 vehicles	29	75.77	28.96	0.55	50.34	25	12.00	4	9.67	L

Notes:

- a. The authority will only be ranked in service if it has shown an output / score within the set parameters for the performance indicator.**
- b. Quartile / percentile marks are only shown for those performance indicators for which there is a desirable achievement.**
- c. Quartile marks are only shown for those performance indicators for which there are a minimum of 8 outputs / scores within the set parameters.**

Transport operations and vehicle maintenance performance indicator standings: Whole service report

Name of authority
PIN

Sample Authority
3999

Performance indicator

	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark	High / Low / Neutral
Group 1 vehicles - cars and car derived vans										
PI 14 - Contract maintenance hire charge – supply and maintain	10	£3,890	£2,632	£1,114	£2,639	5	£1,770	2	£1,259	L
PI 27 - Annual maintenance cost per weighted vehicle unit	19	£1,494	£990	£621	£935	9	£756	2	£703	L
PI 118 - Percentage of maintenance cost attributable to non fair wear & tear	21	40.07%	17.22%	0.00%	27.09%	17	10.97%	4	2.66%	L
PI 128 - Labour input hours per weighted vehicle	23	30.22	13.82	3.64	12.42	12	8.65	2	4.05	L
Group 2 vehicles - vans up to 3,500kg GVW										
PI 15 - Contract maintenance hire charge – supply and maintain	8	£5,834	£4,634	£3,535	£3,535	1	£4,268	1	£3,593	L
PI 28 - Annual maintenance cost per weighted vehicle unit	21	£1,046	£702	£373	£701	12	£644	3	£552	L
PI 119 - Percentage of maintenance cost attributable to non fair wear & tear	21	39.31%	18.13%	2.34%	25.04%	15	11.31%	3	5.13%	L
PI 129 - Labour input hours per weighted vehicle	23	16.16	8.80	2.44	8.91	13	6.36	3	4.87	L
Group 3 vehicles - trucks and tippers up to 3,500kg GVW										
PI 16 - Contract maintenance hire charge – supply and maintain	7	£7,329	£6,215	£4,704	£4,704	1	-	-	£5,459	L
PI 29 - Annual maintenance cost per weighted vehicle unit	19	£1,142	£710	£367	£855	13	£527	3	£442	L
PI 120 - Percentage of maintenance cost attributable to non fair wear & tear	20	39.59%	16.98%	0.00%	24.60%	14	5.80%	3	3.50%	L
PI 130 - Labour input hours per weighted vehicle	22	22.11	9.77	2.29	10.52	15	6.47	3	4.95	L
Group 4 vehicles - vans, trucks and tippers 3,501 to 7,500kg GVW										
PI 17 - Contract maintenance hire charge – supply and maintain	5	£12,381	£10,203	£7,476	£7,476	1	-	-	£8,183	L
PI 30 - Annual maintenance cost per weighted vehicle unit	20	£2,370	£1,355	£910	£1,452	13	£1,006	3	£921	L
PI 121 - Percentage of maintenance cost attributable to non fair wear & tear	20	34.74%	13.96%	0.00%	24.28%	19	4.37%	4	3.49%	L
PI 131 - Labour input hours per weighted vehicle	19	27.49	15.98	3.19	18.57	15	12.20	3	11.17	L
Group 5 vehicles - vans, trucks and tippers 7,501 to 18,000kg GVW										
PI 18 - Contract maintenance hire charge – supply and maintain	7	£19,674	£14,400	£10,644	£13,389	4	-	-	£10,861	L
PI 31 - Annual maintenance cost per weighted vehicle unit	15	£1,434	£1,018	£582	£1,288	11	£771	3	£625	L
PI 122 - Percentage of maintenance cost attributable to non fair wear & tear	18	41.59%	14.99%	0.00%	26.96%	15	4.17%	4	2.38%	L
PI 132 - Labour input hours per weighted vehicle	18	26.06	13.04	6.25	15.38	15	8.75	4	7.59	L

Transport operations and vehicle maintenance performance indicator standings: Whole service report

Name of authority
PIN

Sample Authority
3999

Performance indicator

Performance indicator	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark	High / Low / Neutral
Group 7 vehicles - minibuses up to 17 seater										
PI 20 - Contract maintenance hire charge – supply and maintain	7	£7,485	£6,275	£5,480	£5,841	3	-	-	£5,532	L
PI 33 - Annual maintenance cost per weighted vehicle unit	19	£1,024	£592	£212	£479	8	£360	2	£291	L
PI 123 - Percentage of maintenance cost attributable to non fair wear & tear	19	33.99%	12.31%	1.42%	28.02%	18	3.95%	4	2.27%	L
PI 133 - Labour input hours per weighted vehicle	21	14.06	8.29	1.10	7.58	8	5.45	2	1.81	L
Group 8 vehicles - medium coaches including welfare accessible buses										
PI 21 - Contract maintenance hire charge – supply and maintain	5	£11,519	£10,255	£8,630	£8,630	1	-	-	£9,159	L
PI 34 - Annual maintenance cost per weighted vehicle unit	16	£1,148	£680	£285	£663	8	£476	2	£364	L
PI 124 - Percentage of maintenance cost attributable to non fair wear & tear	16	26.83%	12.94%	0.00%	24.95%	14	6.99%	4	2.13%	L
PI 134 - Labour input hours per weighted vehicle	16	20.82	9.72	3.37	8.64	9	6.92	3	4.15	L
Group 9 vehicles - sweepers over 12,000kg GVW										
PI 22 - Contract maintenance hire charge – supply and maintain	4	£31,695	£26,793	£21,406	£27,024	2	-	-	£23,092	L
PI 35 - Annual maintenance cost per weighted vehicle unit	18	£2,465	£1,272	£689	£689	1	£970	1	£710	L
PI 125 - Percentage of maintenance cost attributable to non fair wear & tear	18	48.35%	17.76%	0.00%	24.35%	15	10.21%	4	2.42%	L
PI 135 - Labour input hours per weighted vehicle	19	23.64	13.63	4.57	7.68	3	10.05	1	7.32	L
Group 11 vehicles - 3 axle refuse collection vehicles with bin lift										
PI 24 - Contract maintenance hire charge – supply and maintain	6	£48,770	£44,098	£40,261	£40,261	1	-	-	£40,748	L
PI 37 - Annual maintenance cost per weighted vehicle unit	17	£1,188	£697	£431	£1,188	17	£501	4	£475	L
PI 126 - Percentage of maintenance cost attributable to non fair wear & tear	20	42.01%	16.93%	2.76%	33.46%	19	8.02%	4	3.68%	L
PI 136 - Labour input hours per weighted vehicle	22	13.62	7.88	3.07	12.51	20	5.44	4	4.16	L
Group 16 vehicles - sweepers up to 12,000kg GVW										
PI 25 - Contract maintenance hire charge – supply and maintain	3	£23,307	£17,434	£12,928	£23,307	3	-	-	£13,556	L
PI 38 - Annual maintenance cost per weighted vehicle unit	14	£1,974	£1,330	£786	£1,666	12	£952	4	£868	L
PI 127 - Percentage of maintenance cost attributable to non fair wear & tear	19	48.96%	19.52%	0.00%	22.65%	11	7.36%	3	3.58%	L
PI 137 - Labour input hours per weighted vehicle	20	30.58	16.34	7.08	18.75	15	12.03	3	10.83	L

Transport operations and vehicle maintenance performance indicator standings: Whole service report

**Name of authority
PIN**

**Sample Authority
3999**

Performance indicator

	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark	High / Low / Neutral
Labour input hours (fair wear and tear) per weighted vehicle (adjusted for direct maintenance)										
PI 138 - Average labour input hours (fair wear and tear) per weighted vehicle (adjusted for direct maintenance) all groups	22	14.85	9.07	4.07	10.87	16	7.10	3	5.76	L
Passenger transport performance indicators (all family groups)										
PI 106 - Percentage of people who spend less than 1 hour on board day care transport per trip	6	100%	99.03%	96%			-		100.00%	H
PI 107 - Percentage of journeys to school on time	4	100%	97.87%	91%			-		100.00%	H
PI 108 - Percentage of fleet capacity used	3	100%	93.83%	90%			-		98.30%	H
PI 109 - Percentage of referrals for transport that are assessed and with provision of transport within 3 to 5 days of receipt of referral	5	100%	99.00%	95%			-		100.00%	H