West Yorkshire Combined Authority | Tracy Brabin Mayor of West Yorkshire

Our Reference: 3632

26/05/2026

Freedom of Information Act 2000 Enquiry: Bus Performance Metrics in West Yorkshire (Franchised Network)

Thank you for contacting West Yorkshire Combined Authority ('the Combined Authority') with your request for information, which was received on 25/04/2026.

Your request was:

Please provide the full list of performance metrics and Key Performance Indicators (KPIs) that will be used by West Yorkshire Combined Authority (WYCA) to monitor, assess and enforce the performance of bus services under the forthcoming franchised operating model. This should include all proposed or finalised KPIs relating to punctuality, reliability, excess waiting time, lost mileage, service kilometres operated versus scheduled, cancellations, short-running, vehicle availability, fleet reliability indicators (including Mean Distance Between Failures), customer experience, safety, accessibility and any other operational or contractual measures. For each metric, please supply the definitions, calculation methodologies, tolerance thresholds, performance targets, benchmarking sources and any draft or finalised contractual wording that sets out how these KPIs will be applied. Please also provide details of how performance under the franchised model will be linked to operator payments, deductions, abatements, incentive payments, performance improvement notices, or contractual sanctions. This should include any draft or finalised performance regimes, payment mechanisms, quality incentive frameworks, risk-sharing arrangements and any modelling or analysis undertaken to determine the financial weighting of each KPI. If scenario testing, sensitivity analysis, or risk assessments have been carried out to understand the financial or operational impact of different performance levels, please provide these documents. Finally, please provide copies of any performance dashboards, internal reports, board papers, technical appendices, procurement documents, or monitoring frameworks that outline how the Combined Authority intends to track, report and publish performance under franchising. This should include any correspondence with consultants, advisors, or operators relating to the development of the KPI framework, any draft or finalised templates for public reporting and any documents that set out how performance data will be collected, validated, audited and made available to the public.

This request was handled under Freedom of Information Act 2000.

We have completed our searches, and I can confirm that the Combined Authority holds some information covered by your request, which is exempt from disclosure under Section 43 (2) of the FOIA.

We are withholding this information under Section 43(2) of the FoIA, which exempts us from the general duty to release information which would, or would be likely to, prejudice the commercial interests of any entity, including the public authority holding the information.

Section 43 is a qualified exemption, and as such, we are required to assess the public interest in withholding this information against that of its release. The Combined Authority considers that this information is commercially sensitive because of the ongoing live procurement process. Disclosure is likely to cause confusion in the market and would be likely to harm the Combined Authority's ability to conclude the procurement process.

We consider that on balance, the public interest in engaging Section 43(2) outweighs that of disclosure.

It should also be noted that once the procurement process is concluded, the Combined Authority will publish information relating to these contracts through our Transparency & Freedom of Information page:

https://www.westyorks-ca.gov.uk/governance/transparency-and-freedom-of-information/

If you believe that your request for information has not been handled properly, you can ask for an internal review of our decision. Internal review requests should be submitted within two months of the date of receipt of this letter.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

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Telephone: 0303 123 1113
Website: www.ico.gov.uk

For your information, there is no charge for making an appeal.

Yours sincerely,
Information Governance Officer
freedom.info@westyorks-ca.gov.uk