West Yorkshire Combined Authority | Tracy Brabin Mayor of West Yorkshire

Our Reference: 3631

21/05/2026

Freedom of Information Act 2000 Enquiry: Bus Performance Metrics in West Yorkshire

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 set of performance metrics used by West Yorkshire Combined Authority (WYCA) to monitor and assess the operational performance of bus services across West Yorkshire. This should include 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) and any other KPIs used internally or contractually. For each metric, please supply the monthly data for the past three financial years, along with the definitions, calculation methodologies, tolerance thresholds and any performance targets or benchmarks applied. If performance penalties, abatements, incentive payments or contractual deductions are linked to these KPIs, please provide the amounts applied, the criteria used and any supporting documentation.
Please also provide all customer satisfaction data collected for bus services in West Yorkshire over the past three financial years. This should include results from Transport Focus surveys, WYCA commissioned surveys, operator commissioned surveys, mystery shopper assessments and any internal customer experience monitoring. For each dataset, please supply the full results, sample sizes, question sets, scoring methodology, trend data and any analysis or reports produced. In addition, please provide details of all complaints received relating to bus services over the same period, including the number of complaints by category, the issues raised, response times and any corrective actions taken by operators or WYCA.
Finally, please provide copies of any performance reports, dashboards, board papers, contract monitoring reports, or internal reviews relating to bus service performance and customer satisfaction. This should include documents shared between WYCA and bus operators, any contractual performance monitoring frameworks and any correspondence discussing performance concerns, improvement plans, or compliance with contractual obligations.

This request is being 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.

I must inform you that we are struggling to retrieve the data within the appropriate cost limit as set out in Section 12(1) of the Freedom of Information; I would like to explain why and give you the opportunity to amend your request so that it falls within the cost limit.

Section 12(1) states that a public authority can refuse a request if complying with it exceeds the appropriate limit of £450 (or 18 hours). The £450/18 hour represents the estimated cost of cumulative spending this time in determining whether the information is held, and locating, retrieving and extracting the information. We have outlined our reasoning for invoking Section 12(1) below:

Your request covers three broad areas, operational performance metrics, customer satisfaction data, and performance reporting documents, each of which involves substantial locate, retrieve, and extract work across multiple internal systems and teams.

Performance Metrics
Responding to this element of the request would involve a member of our Research & Intelligence (R&I) team setting the necessary parameters within our data platform, extracting the relevant automated vehicle location data, cleaning raw data, and conducting analysis required to produce monthly punctuality and reliability figures for three financial years. The team would also need to prepare supporting definitions and calculation methodology notes. We estimate this work would take approximately 3.5 hours.

Whilst collating the operational data is time-consuming, headlines and trends are already in the public domain via Transport Committee papers. These can be accessed at the following location: https://westyorkshire.moderngov.co.uk/ieListMeetings.aspx?CommitteeId=138. There is a standing agenda item called ‘transport operations’. January’s paper, for example, has statistics on patronage (by cohort and district), as well as the latest quarters’ punctuality and reliability figures: https://westyorkshire.moderngov.co.uk/documents/s43350/Item%205%20-%20Transport%20Operations%20-%20Bus.pdf. Further, some of the information requested is included in chapters of the West Yorkshire Transport evidence base published on the Combined Authority’s Yourvoice site: https://www.yourvoice.westyorks-ca.gov.uk/local-transport-plan-2025. The right-hand panel has PDFs for individual chapters listed as an appendix, for example, Chapter 4 (public transport) may be useful as it includes insight

headlines on patronage, public perceptions, and bus performance: https://www.yourvoice.westyorks-ca.gov.uk/43412/widgets/143096/documents/99967.

A few metrics requested fall outside the Combined Authority's remit. The Combined Authority does not operate bus services and therefore does not hold data on vehicle availability or fleet reliability indicators such as mean distance between failures. For metrics such as lost mileage and service kilometres operated versus scheduled, the Combined Authority holds information only for contracted services within the overall network, which currently makes up less than 20% of the bus network. Providing this data without a more specific scope would itself exceed the cost limit, and for the wider network the relevant data would need to be sought from bus operators directly.

Excess waiting time is not a metric the Combined Authority currently calculates as West Yorkshire has minimal high-frequency services of the kind to which this measure typically applies.

Customer Satisfaction Data

This section covers several distinct survey programmes. Responding across all of them would involve one or more members of the R&I team locating published reports, internal working documents, analysis files, questionnaire sets, and cross-tabulation files spanning multiple financial years and covering multiple projects. Because a number of these analysis files are dynamic, that is, results are explored iteratively rather than saved as a single static output, some analysis would need to be recreated rather than simply located and shared. Files held across multiple systems including email correspondence may also need to be reviewed to establish how particular analytical conclusions were reached.

There are several separate survey programmes spanning the period defined, including Perceptions of Transport Survey, the Mayor's Fares surveys, and other commissioned programmes. Locating, reviewing, and preparing the relevant materials from these programmes alone is estimated to take approximately 87 hours for the R&I team members involved. This estimate includes time to collate published reports, identify internally held analysis and workings, prepare questionnaire documentation with appropriate contextual explanation, and extract and prepare results files. It does not include any time that might be required to separate bus-specific questions from questions covering other modes, which the request would require and which adds further complexity.

Several outputs from this work are in the public domain. The Annual Public Perceptions of Transport Survey and Mayors Fares survey reports are published on the Combined Authority's website and can be accessed at the following location: https://www.westyorks-ca.gov.uk/data/.

Operator commission surveys, internal customer experience monitoring, and mystery shopper assessments are not held by the Combined Authority.

Complaints Data
Data relating to bus services complaints across a three-year period, without limitation, is estimated by the relevant team at approximately 30 hours.

Performance Reports, Dashboards, Board Papers, Contract Monitoring Reports, and Internal Reviews
This part of the request would involve locating and reviewing board and committee papers, performance dashboards, and internal reports. Collating board papers are estimated at 4 hours, performance reports at 1 hour, and adapting dashboards for external sharing at 7 hours per dashboard.

Contract monitoring reports are held only in respect of contracted services. Providing these across three-year period and full contracted network would exceed the cost limit on its own, estimated at approximately 30 hours. The Combined Authority does not hold equivalent information for commercially operated services; that information would need to be sought from bus operators directly.
Attached to this response is our tendered services guidelines document, as we would review services against this – *Ref 3631- GUIDELINES IN THE PROVISION OF LOCAL BUS SERVICES*.

Under section 16, we offer reasonable advice and assistance. Help to consider a refined version of your request and suggest the following.
Instead of requesting monthly figures across three full financial years, you may wish to narrow your request to data recorded at a fixed point in each financial year, for example a single month per year.

With regards to the Transport Focus data hub, this is publicly accessible and we have signposted here: https://transportfocusdatahub.org.uk/.

Please note that some information requested, including data on the full bus network rather than just contracted services only, and information on operator fleet and vehicle matters, the Combined Authority is not the appropriate body. Bus operators themselves would be the correct point of contact for that 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

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