













Strategic Operations Report


Usage

<p>Total Bus Boardings</p> <p>62.12M  58.80M</p> <p>Q1 24/25 -5.3% Q2 24/25</p>	<p>Annualised Rail Boardings</p> <p>55.97M  56.38M</p> <p>Q2 24/25 0.7% Q3 24/25</p>	<p>Total Metro Boardings</p> <p>1.87M  2.08M</p> <p>Q1 24/25 11.0% Q2 24/25</p>
<p>Total Ring and Ride Journeys</p> <p>56.22K  55.97K</p> <p>Q1 24/25 -0.4% Q2 24/25</p>	<p>Total West Midlands Cycle Hire Journeys</p> <p>46.43K  40.16K</p> <p>Q1 24/25 -13.5% Q2 24/25</p>	<p>Total EScooter Journeys</p> <p>47.33K  58.68K</p> <p>Q1 24/25 24.0% Q2 24/25</p>
<p>Total Cars Parked at Park & Ride Sites</p> <p>12.25K  13.42K</p> <p>Q1 24/25 9.5% Q2 24/25</p>	<p>Total Cycles Parked at Stations</p> <p>916  777</p> <p>Q1 24/25 -15.2% Q2 24/25</p>	<p>Average daily ANPR count on Key Route Network</p> <p>2.02M  1.94M</p> <p>Q1 24/25 -3.8% Q2 24/25</p>


Affordable

<p>% Satisfied with value for money of bus services</p> <p>71.0%  56.0%</p> <p>2023/24 -15.0% 2024/25</p>	<p>% Satisfied with value for money of rail services</p> <p>73.0%  50.0%</p> <p>2023/24 -23.0% 2024/25</p>	<p>% Satisfied with value for money of metro services</p> <p>82.0%  71.0%</p> <p>2023/24 -11.0% 2024/25</p>
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Accessible

<p>% Satisfied with ability to travel without using a car</p> <p>53.0%  63.0%</p> <p>2023 10.0% 2024</p>
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Sustainable

<p>% Resident trip share by sustainable modes</p> <p>34.6%  35.7%</p> <p>Q2 23/24 2.9% Q3 23/24</p>


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Reliable

Average % A Roads Requiring Maintenance

2.7%  **1.8%**
2023 **-31.2%** 2024


Average % B & C Roads Requiring Maintenance

2.0%  **1.8%**
2023 **-8.3%** 2024


Average % Unclassified Roads Requiring Maintenance

23.5%  **21.3%**
2023 **-12.0%** 2024

% Satisfied with punctuality of bus services (annualised)

44.0%  **44.8%**
Q1 24/25 **0.8%** Q2 24/25


% Satisfied with punctuality of rail services (annualised)

70.8%  **67.0%**
Q1 24/25 **-3.8%** Q2 24/25

% Satisfied with punctuality of metro services (annualised)

89.3%  **88.8%**
Q1 24/25 **-0.5%** Q2 24/25


% Bus Services On Time

78.9%  **79.6%**
Q1 24/25 **0.9%** Q2 24/25


% Rail Services On Time

84.0%  **82.8%**
Q1 24/25 **-1.4%** Q2 24/25


Metro Overall Service Reliability

89.0%  **91.0%**
Q1 24/25 **2.2%** Q2 24/25

% Satisfied with frequency of roadworks

34.0%  **28.0%**
Q1 24/25 **-6.0%** Q2 24/25

% Rail Cancellations


4.3%  **5.4%**
Q1 24/25 **24.0%** Q2 24/25

Safe

Casualty rate per billion vehicle miles

599.6  **583.7**
2022 **-2.7%** 2023


% Feels safe when using or travelling to public transport

84.8%  **86.3%**
2023 **1.6%** 2024

Public transport crimes per 100,000 journeys

2.3  **2.3**
Q1 24/25 **-1.1%** Q2 24/25

Reported Road Casualties

991  **1087**
2022 **9.7%** 2023

Sources

Category	Metric	Source	Refresh Frequency
Accessible	% satisfied with ability to travel without using a car	Personal and Road Safety Tracking	Annually
Affordable	% satisfied with value for money of public transport	Travel Trends and Behaviour Tracking Survey	Quarterly
Reliable	% bus services on time	ITO World Discover	Quarterly
Reliable	% rail cancellations	Rail Team	Quarterly
Reliable	% rail services on time	Rail Team	Quarterly
Reliable	% satisfied with frequency of roadworks	Travel Trends and Behaviour Tracking Survey	Quarterly
Reliable	% satisfied with reliability of public transport	Travel Trends and Behaviour Tracking Survey	Quarterly
Reliable	Average % A roads requiring maintenance	Network Resilience Team	Annually
Reliable	Average % B & C roads requiring maintenance	Network Resilience Team	Annually
Reliable	Average % unclassified roads requiring maintenance	Network Resilience Team	Annually
Reliable	Metro overall service reliability	Metro Team	Quarterly
Safe	% feels safe when using or travelling to public transport	Personal and Road Safety Tracking	Annually
Safe	Casualty rate per billion vehicle miles	Department for Transport RAS0403	Annually
Safe	Public transport crimes per 100,000 journeys	West Midlands Police	Quarterly
Safe	Reported road casualties	Department for Transport RAS0403	Annually
Sustainable	% resident trip share by sustainable modes	Data Insight Team	Quarterly
Usage	Annualised rail boardings	Rail Team	Quarterly
Usage	Average daily ANPR count on key route network	Data Insight Team	Quarterly
Usage	Total bus boardings	Bus Team	Quarterly
Usage	Total cars parked at park & ride sites	Customer Intelligence Team	Quarterly
Usage	Total cycles parked at stations	Customer Intelligence Team	Quarterly
Usage	Total e-scooter journeys	Serco	Quarterly
Usage	Total metro boardings	Metro Team	Quarterly
Usage	Total ring & ride journeys	Ring & Ride Team	Quarterly
Usage	Total west midlands cycle hire journeys	Serco	Quarterly

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