APPENDIX F

Draft Passenger Transport Policy and Strategy Framework

PASSENGER TRANSPORT Influences Knowledge Corporate Strategy & Outcomes External Political & Financial Direction Local Transport Policy & Plan Influences on the Demand for Travel Legal Requirements Future Changes in Demographics Stakeholder Expectations Supply Market Changes ····· DIRECTION Passenger Transport Policy Passenger Transport Strategy PLANNING Planning of services Influencing of commercial & 3rd sector providers Commissioning & procurement of services, where necessary Key Performance Indicators (KPI's) OUTPUTS REVIEW AND Passenger transport service operation CONTINUOUS **IMPROVEMENT** Passenger transport information & infrastructure

OUTCOMES

Monitored performance

Customer satisfaction

