

## WEALTHIER - Making Cumbria more Prosperous

### Key Measures of Success/Improvement

#### Public Transport

PI Ref	Description	Bigger or Smaller is better
BV 102	Local bus services - passenger journeys per year	B
BV 103 SURVEY	Percentage of respondents satisfied with local provision of public transport information. (2007/08 actual from tracker survey)	B
BV 104 SURVEY	Percentage of respondents satisfied with the local bus service (2007/08 actual from tracker survey)	B

Past Performance	
06/07 Actual	06/07 BVPI Comparison with Best Quartile
18716447E	
47%	
51%	

Current Performance		
07/08 Target	07/08 Actual	Cumbria Direction of travel 06/07 to 07/08
18,500,000	18802306E	↑
49%	45%	↓
53%	54%	↑

PI Ref	Description	Bigger or Smaller is better
CPA E1	Progress with the Local Transport Plan	B
CPA E14 SURVEY	Percentage of respondents satisfied with local provision of public transport information.(people who have seen info)	B
CPA E15 SURVEY	Percentage of respondents satisfied with the local bus service (peopole who have used service)	B

06/07 Actual	2007 CPA Threshold position
FAIR	
77%	
61%	

07/08 Target	07/08 Actual	CPA 2008 Direction of travel forecast
	FAIR	↔
	77%	↔
	61%	↔

**Culture**

PI Ref	Description	Bigger or Smaller is better	Past Performance		Current Performance		
			06/07 Actual	06/07 BVPI Comparison with Best Quartile	07/08 Target	07/08 Actual	Cumbria Direction of travel 06/07 to 07/08
BV 118a SURVEY	a) Percentage of library users who found a book to borrow.	B	89%			89%	
BV 118b SURVEY	b) Percentage of library users who found the information they wanted	B	80%			80%	
BV 118c SURVEY	c) Percentage of library users who are satisfied with the service they received.	B	94.4%			94.4%	
BV 119b CPA C6 SURVEY	Percentage of residents satisfied with the local authority's cultural services: b) libraries	B	73%			73%	
BV 220	Public Library Service Standards Checklist	B	2		2	3(E)	↑

PI Ref	Description	Bigger or Smaller is better	2007 CPA Threshold position		CPA 2008 Direction of travel forecast		
			06/07 Actual	2007 CPA Threshold position	07/08 Target	07/08 Actual	CPA 2008 Direction of travel forecast
CPA C2a PLSS 1	Proportion of households living within a specified distance of a static library	B	80%		80%	80%	↔
CPA C2b PLSS 2	Aggregate scheduled opening hours per 1000 population for all libraries	B	158		140	140	↔
CPA C2c PLSS 6	Number of library visits per 1000 population	B	4993		5500	5161	↔
CPA C3a PLSS 3	Percentage of static libraries providing access to information resources connected to the internet	B	100.00%		100.00%	100.00%	↔
CPA C3b PLSS 4	Total number of electronic workstations available to users per 10000 population	B	6		6	6	↔
CPA C4	Active borrowers as a percentage of population	B	28.7%		29.5%	25.9%	↓
CPA C11a PLSS 5	Request supply times - 7 days Request supply times - 15 days Request supply times - 30 days	B	54% 78% 91%		51% 71% 86%	54% 77% 91%	↔
CPA C11b PLSS 9	Annual items added through purchase per 1000 population	B	168		190	234	↑
CPA C11c PLSS10	Time taken to replenish stock on open access or available on loan	S	8.9 YEARS		6.7	6.5E	↑
CPA C13	Cost per visit (libraries)	P	£2.93(E)		£2.60	£2.85(E)	↔
CPA C14a	Assessment of users 16 and over of their library service	B	94.4%			94.4%	