

24-Hour Economy Strategy

Key Performance Indicators Framework

This framework presents the Key Performance Indicators (KPIs) developed to align GAPTE's 24-Hour Economy Strategy with its regulatory mandate for urban transport management across the Greater Accra Metropolitan Area. KPIs are organised around four strategic pillars.

Pillar 1 — Infrastructure and Multi-Modal Integration

Regulatory mandate: Infrastructure planning, bus terminal control, and network planning.

- Mass Transit Access: Percentage of the Greater Accra population living within 500 metres of a high-capacity transit node (BRT or LRT).
- Terminal Functionality: Number of bus terminals transitioned to integrated GAPTE-Union management with standardised passenger facilities.
- Active Mobility Connectivity: Total kilometres of shaded, inclusive pedestrian walkways and Non-Motorised Transport (NMT) lanes linking Hub and Spoke feeder routes.
- Freight Connectivity: Reduction in freight logistics costs (as a percentage of product value) achieved through integration with inland water transport and air cargo hubs.

Pillar 2 — Operational Excellence and Reliability

Regulatory mandate: Control of transport operations, service standards development, and enforcement.

- Transition to Schedules: Percentage of the formal and informal fleet — including trotros — operating on fixed, published schedules rather than the fill-and-go model.
- Journey Time Efficiency: Percentage reduction in average peak-hour travel times on prioritised corridors through contra-flow traffic management and junction priority systems.
- Night-Time Service Capacity: Percentage of primary transit corridors maintaining minimum service frequencies during the second and third economic shifts (10 PM to 6 AM).
- Fleet Reliability: Mean distance between mechanical failures for regulated omnibuses and BRT units.

Pillar 3 — Digital Governance and Smart Systems

Regulatory mandate: Revenue collection, permit issuance, and performance monitoring.

- Cashless Revenue Penetration: Percentage of total transport revenue collected via the Tap n' Go or centralised electronic payment platforms.

- **Electronic Permitting:** Percentage of commercial vehicles — including ride-hailing operators and taxis — operating with valid electronic permits issued via the decentralised digital token architecture.
- **Real-Time Transparency:** Availability of the Transformation Tracker dashboard enabling public monitoring of sector performance milestones and environmental emissions data.
- **Data Integration:** Number of independent ride-hailing platforms successfully integrated into GAPTE's Intermediation Platform for regulatory data sharing.

Pillar 4 — Social Inclusion and Equity

Regulatory mandate: Ensuring safe, inclusive, and equitable transport services for all urban travellers.

- **Universal Accessibility:** Percentage of regulated bus stops and terminals compliant with international standards for Persons with Disabilities (PWDs) and the elderly.
- **Night-Time Safety:** Passenger perception of safety and security during night-time operations — percentage of users reporting very safe in periodic user needs surveys.
- **Gender-Inclusive Employment:** Percentage of women employed in technical and operational roles — including drivers, dispatchers, and planners — within the transport ecosystem.
- **Affordability Index:** Percentage of average household income spent on 24-hour mobility compared to agreed baseline targets.

These KPIs will be reported publicly via the GAPTE Transformation Tracker dashboard and included in quarterly and annual performance reports.