

7 September 2018

Tony Randle  
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REF: OIA-4079

Dear Tony

**Request made under the Official Information Act 1982**

Thank you for your email of 10 August 2018 requesting the following information under the Official Information Act 1982 (the Act):

*I understand that Section 11.7 of the NZTA Procurement Manual ([https://scanmail.trustwave.com/?c=2838&d=25bt27GkMNqBmZ3kNF04I\\_d6Y8IVdJeLJOfy2XxT5q&u=https%3a%2f%2fwww%2enzta%2eqovt%2enz%2fassets%2fresources%2fprocurement-manual%2fdocs%2fprocurement-manual-amendment-4%2epdf](https://scanmail.trustwave.com/?c=2838&d=25bt27GkMNqBmZ3kNF04I_d6Y8IVdJeLJOfy2XxT5q&u=https%3a%2f%2fwww%2enzta%2eqovt%2enz%2fassets%2fresources%2fprocurement-manual%2fdocs%2fprocurement-manual-amendment-4%2epdf)) that outlines " the performance measures the Transport Agency will use to monitor public transport service delivery at a public transport unit and region level, ... "*

*There are two sub-sections of Section 11.7 reporting each containing the specific requirements and reporting schedule for "approved organisations" to provide information to the NZTA:*

- \* General performance measures*
- \* Contract performance measure requirements to be included in partnering contracts*

*1) Can the NZTA please provide a copy of the Section 11.7 performance measure reports received from Auckland Transport ?*

*2) Can the NZTA please provide a copy of the Section 11.7 performance measure reports received from the Greater Wellington Regional Council ?*

*If this information is held in electronic form, it is preferred that this information is provided in its complete and original electronic format.*

Attachment 1 to this letter contains a table setting out all of the performance metrics identified under section 11.7 of the Transport Agency's Procurement Manual. For each item I have noted whether the information is:

- Already publicly available;
- Received from Auckland Transport and (or) Greater Wellington Regional Council;
- Not received from Auckland Transport and (or) Greater Wellington Regional Council.

For each instance where data is not released, the ground for not releasing the information is provided. Links have also been provided to information that is already publicly available.

Attachment 2 contains data received from Auckland Transport and Greater Wellington Regional Council for the last two financial years (2016/17 and 2017/18) and is released to you. I also note that the fleet age data does not account for the introduction of the new Wellington bus fleet from July 2018, which impacts the results significantly due to the large number of electric and Euro VI compliant buses which are being brought into service.

Other than headline data like number of passenger boardings, the NZ Transport Agency has yet to receive much of the more granular data requirements set out under section 11.7 of the Transport Agency's Procurement Manual. The onus is on Auckland Transport and Greater Wellington Regional Council to provide this data to the Transport Agency. The NZ Transport Agency has not actively pursued collection of this data while Auckland Transport and Greater Wellington Regional Council have focused on implementing the Public Transport Operating Model (PTOM) and new public transport networks across their respective regions.

Because councils are expected to collect this information themselves you may wish to contact Auckland Transport and Greater Wellington Regional Council direct for information yet to be provided to the Transport Agency. Alternatively you may wish to check:

- Auckland Transport's website for performance information. The Auckland Transport Board monitors a range of indicators which are provided to it when the Board meets. These reports can be found at this [link](#)
- Greater Wellington Regional Council's Metlink has information on monthly rail performance ([link](#)) and bus performance information on its main site ([link](#))

Under section 28 of the Act, you have the right to ask the Ombudsman to review my decision. The contact details for the Ombudsman can be located at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

If you would like to discuss this reply with the NZ Transport Agency, please contact Ian Stuart, Principal Advisor by email to [ian.stuart@nzta.govt.nz](mailto:ian.stuart@nzta.govt.nz) or by phone on 04 890 4747.

Yours sincerely



**Barbara Tebbs**  
Senior Manager Regulatory and Transport Policy