

ATTACHMENT 1 – OVERVIEW OF NZ TRANSPORT AGENCY PROCUREMENT MANUAL SECTION 11.7 PERFORMANCE INFORMATION RECEIVED FROM AUCKLAND TRANSPORT AND GREATER WELLINGTON REGIONAL COUNCIL

Attribute	Key performance measure	Parameters	Status	Official Information Act Response	Link to publicly available information
Patronage	Number of passenger boardings per service trip operated	Disaggregated by:			
		Mode (bus, ferry, train)	Publicly available	As the information requested is publicly available I am refusing your request under section 18(d) of the Act.	http://www.nzta.govt.nz/assets/userfiles/transport-data/PTPerformance.html
		Passenger type (adult, SuperGold, [child concession where applicable])	Have not received.	I am refusing your request under section 18(e) of the Act, as the information you have requested does not exist.	
		Time period (peak, off-peak)	Greater Wellington data available publicly. Auckland Transport data contained in attached spreadsheet.	As the information requested for Greater Wellington is publicly available I am refusing your request under section 18(d) of the Act.	https://www.metlink.org.nz/customer-services/public-transport-facts-and-figures/patronage/ (breakdown by mode is contained in excel spreadsheet at bottom of page)
		Service level breakdown (unit, sub-region, region).	Have not received.	I am refusing your request under section 18(e) of the Act, as the information you have requested does not exist	
	Average trip length	Disaggregated by route/unit (to allow calculation of passenger kilometres at unit and regional levels for each mode)	Have only received data at regional level. Have not received at data at a route/unit level. Region level average trip length (by mode) can be determined using publicly available data by dividing passenger kilometres by boardings.	In relation to route/unit level data I am refusing your request under section 18(e) of the Act, as the information you have requested does not exist.	http://www.nzta.govt.nz/assets/userfiles/transport-data/PTPerformance.html
Revenue	Fare box revenue	(Note: Monthly fare box revenue should be reconciled with monthly patronage reports by unit)	Publicly available	As the information requested is publicly available I am refusing your request under section 18(d) of the Act.	http://www.nzta.govt.nz/assets/userfiles/transport-data/PTPerformance.html
Fleet information		(Note: Fleet information should include:			
		Fleet size (bus and ferry)	Publicly available	As the information requested is publicly available I am refusing your request under section 18(d) of the Act.	http://www.nzta.govt.nz/assets/userfiles/transport-data/PTPerformance.html

		Percentage of bus fleet compliant with requirements for urban buses in New Zealand (RUB)	Have not received.	I am refusing your request under section 18(e) of the Act, as the information you have requested does not exist	
		Average age of the bus fleet (number of Euro 3 or higher buses).	Data contained in attached spreadsheet.		
Attribute	Key performance measure	Parameters	Status	Official Information Act Response	Links to publicly available information
Tenders	Average number of qualifying bids per tender	The average number of qualifying bids, including bids with one tender	Have received some data from Auckland Transport, but not Greater Wellington. Auckland data contained in attached spreadsheet.	In relation to Greater Wellington data I am refusing your request under section 18(e) of the Act, as the information you have requested does not exist.	
	Percentage of tenders with only one qualifying bid	Percentage of tenders with only one qualifying bid	Have not received.	I am refusing your request under section 18(e) of the Act, as the information you have requested does not exist	
	Final agreed price with successful tenderer	The final price agreed between the approved organisation and the successful supplier of services within a public transport unit.	Have received for Auckland Transport, but not Greater Wellington. Auckland data contained in attached spreadsheet.	In relation to Greater Wellington data I am refusing your request under section 18(e) of the Act, as the information you have requested does not exist.	
Service performance (service reliability and punctuality)	Service trip reliability	Disaggregated by peak and off-peak	Have not received.	I am refusing your request under section 18(e) of the Act, as the information you have requested does not exist	
	(bus, ferry and train)	Percentage of scheduled service trips completed in full	Have not received.	I am refusing your request under section 18(e) of the Act, as the information you have requested does not exist	
		(Note that a service trip leaving the origin stop >59 seconds early or >9 minutes and 59 seconds late is deemed not to have operated)	Have not received.	I am refusing your request under section 18(e) of the Act, as the information you have requested does not exist	
	Cancelled service trips	Disaggregated by peak and off-peak	Have not received.	I am refusing your request under section 18(e) of the Act, as the information you have requested does not exist	
	(bus, ferry, train)	Percentage of timetabled service trips that were cancelled	Have not received.	I am refusing your request under section 18(e) of the Act, as the information you have requested does not exist	
	Service trip punctuality:	Disaggregated by peak and off-peak	Have not received.	I am refusing your request under section 18(e) of the Act, as the information you have requested does not exist	

	a. trip start	a. Percentage of scheduled service trips leaving origin stop between 59 seconds before and four minutes and 59 seconds after the scheduled departure time.	Have not received.	I am refusing your request under section 18(e) of the Act, as the information you have requested does not exist	
	b. at destination	b. Percentage of scheduled service trips between 59 seconds before and four minutes and 59 seconds after the scheduled departure time at the selected points.	Have not received.	I am refusing your request under section 18(e) of the Act, as the information you have requested does not exist	
	(or en route if required)		Have not received.	I am refusing your request under section 18(e) of the Act, as the information you have requested does not exist	
	(bus, ferry, train)		Have not received.	I am refusing your request under section 18(e) of the Act, as the information you have requested does not exist	
Safety and security	Number of incidents	The maintenance of an up-to-date incident register, disaggregated by:	Have not received.	I am refusing your request under section 18(e) of the Act, as the information you have requested does not exist	
		<input type="checkbox"/> nature (eg criminal, anti-social)	Have not received.	I am refusing your request under section 18(e) of the Act, as the information you have requested does not exist	
		<input type="checkbox"/> severity (eg resulting in serious injury, nuisance)	Have not received.	I am refusing your request under section 18(e) of the Act, as the information you have requested does not exist	
		(Note: Including the requirements of the health and safety sections of the Health and Safety at Work Act 2015 and the Operator Rating System).	Have not received.	I am refusing your request under section 18(e) of the Act, as the information you have requested does not exist	
Complaints	Number of complaints received	Disaggregated by service attributes (eg punctuality, vehicle cleanliness, comfort).	Have not received.	I am refusing your request under section 18(e) of the Act, as the information you have requested does not exist	
	Percentage of complaints responded to within 10 working days		Have not received.	I am refusing your request under section 18(e) of the Act, as the information you have requested does not exist	

Customer satisfaction	Customer satisfaction with the quality of PT services	<u>Appendix K Measuring public transport customer satisfaction contains a customer satisfaction survey that approved organisations must use when undertaking a survey of customer satisfaction to ensure results are comparable across operators, mode and regions.</u>	Auckland Transport data contained in attached spreadsheet.	As the information requested is publicly available from Greater Wellington I am refusing your request under section 18(d) of the Act.	https://www.metlink.org.nz/assets/Custom-Survey/2017-GWRC-Public-Transport-Customer-Satisfaction-Research-FINAL-REPORT5.pdf
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