

General Circular
Funding: No 10/06

Subject: 2009-12 NLTP – Annual achievement return changes in public transport for 09/10

Circulation: Regional and Local Authority Transport Officers
Asset Managers (all Approved Organisations)
Local Government New Zealand
Audit NZ

Circulated by: Doug Miller – National Manager, Performance Monitoring

Date of Issue: 13 July 2010

Purpose

To advise approved organisations (AO's) of changes to 2009/10 annual achievement returns for public transport data and our expectations on the quality and level of reporting provided, as promised in General Circular No. 10/05, 3 June 2010.

Introduction

Annual achievement returns are entered via LTP online. Several factors during 2009/10 have led to a review of the existing questions and data requested. This includes assessing whether we capture the necessary information, whether the questions posed are clear enough and if we can simplify and questions or data fields.

The quality and consistency of information is also an issue. Because of the recent introduction of the NZTA's National Farebox Recovery policy, provision of robust, quality network data is now essential for public transport. However, to assist with this process, where possible, we have simplified what we ask for and how we ask for it.

Information on key changes, why these changes have been made and our expectations are captured below.

Key changes to public transport achievement returns

Key changes to the returns include:

- i) Under each mode (bus, ferry, rail and total mobility services), sub-categories now exist for area demographics, service inventory, service performance;
- ii) Under the "service inventory" sub-category, provision of mode specific information fields around the make-up and quality of the fleet has been included.
- iii) Under the "service performance" sub-category there have been several changes to the statistical data fields.

For bus, ferry and rail services these include:

- a. Contracted school boardings are no longer to be shown separately, with passenger boardings now simply broken down to contracted and commercial services – i.e. any contracted school services should be captured together with standard contracted boardings;
 - b. As with passenger boardings, passenger kilometres also are now inclusive of contracted school passenger kilometres.
 - c. Both passenger boardings and kilometres are to include Supergold figures – this has now been specified in the headings;
 - d. Service kilometres are also to be provided for contracted and commercial services. This is a new requirement for annual achievement returns. Such data will be used for our KPI benchmarking toolkit to compare regions against each other, calculate network averages and assess performance over time.
 - e. In order to capture necessary information for the National Farebox Recovery policy, we require information on fares received by operators of both contracted and commercial services in each network. Separate fields have been provided for the fares from each type of service (these figures are to be exclusive of SuperGold card payments which will be reported elsewhere).
 - f. A field has also been provided for any third party contribution eg payments in lieu of fares¹.
- iv) SuperGold concession payments are quite distinct and funded from a separate funding stream outside of the NLTP. We have therefore provided a separate table showing SuperGold boardings and concessionary subsidy broken down by mode. No data entry is required because the information is directly updated from the monthly claim information within LTP online. However space is provided to enter commentary for variances in end of year returns against forecasts.

Section 14 of the Public Transport Management Act 2009 gives regional councils the power to require operators to provide information on commercial services. This section of the Act is included as an **attachment** to this Circular. It is expected that all data fields will be completed where the information exists. This includes information on commercial fares and commercial no data entry is required here on all registered commercial services. The data is important to effectively track performance for indicators such as farebox recovery, cost per passenger and to provide robust, credible and consistent information when reporting performance and analysing trends.

Expectations on the quality and level of reporting

The NZTA expects that the information provided is as accurate as possible. The accuracy of information is becoming increasingly important and the credibility of the local and regional authorities as well as NZTA and other stakeholders is at stake.

¹ An example is the use of parking charges by Massey University to pay for a free bus between Palmerston North and the University.

In particular we want to avoid:

- Simple errors or oversights being made; and
- The misinterpretation of the data that has been provided (To assist here we have tried to both simplify and better clarify the data we now want e.g. we have included commentary on SuperGold data being in or out. And as we require all financial information to be GST exclusive, this is now highlighted in red font in relevant fields in LTP online)

Deadlines for the reporting of the data required can put further pressure on the quality of information being submitted. Taking account of this, we have reviewed and relaxed deadlines around public transport achievement returns which should assist here. Further information on this is provided below.

Timing of annual achievement returns– non financial information

Annual achievement returns are required to be completed in LTP online by **30 July**. General Circular 10/05 originally stated all end of year information is required to be completed by 14 July. A revision has been made to this date specific for annual achievement return data and survey results to accommodate the ability of AO's to adequately provide the information to the NZTA.

Note that end of year final claims and supplementary review requests are still to be actioned by 14 July.

Enquiries

All enquiries relating to this circular should be directed to your NZTA Programme and Funding Manager.

Doug Miller National Manager, Performance Management

Section 14 from the Public Transport Management Act 2009 states:

(1) A regional council may, to assist the council with public transport planning, contracting, and monitoring, require an operator of any commercial public transport service in the regional council's region to provide the regional council with—

- (a) information held by the operator concerning—
 - (i) the number of passengers carried on the service;
 - (ii) the types of tickets used on the service;
 - (iii) the fare revenue earned by the operator;
 - (iv) the distance travelled by the vehicles or other modes of transport used by the operator on the service;
 - (v) the quality of the service, including vehicle age, cleanliness, emissions, and accessibility;
 - (vi) the vehicles or other modes of transport used on the service;
 - (vii) the performance of the service, including information on any individual trip of the service that did not operate or that departed from the starting point on its route earlier or later than the time specified in the timetable for the service; and
- (b) any other information held by the operator that is specified in regulations made under section 62 as information that the regional council may require the operator to provide.

(2) A regional council may require the information required under subsection (1) to be provided to the regional council in any specified form in which, having regard to the manner in which the information is kept by the operator, it is reasonable to expect the operator to provide it.

(3) If a regional council receives under subsection (1) information from the operator of a commercial public transport service and the information may, in the regional council's opinion, be withheld under [section 7\(2\)\(b\)](#) of the Local Government Official Information and Meetings Act 1987 or has been described as commercially sensitive by the operator, the regional council must not disclose the information without the operator's consent except—

- (a) to the regional council's professional advisers; or
- (b) to those persons and organisations engaged by the regional council to carry out public transport planning, contracting, or monitoring; or
- (c) to the Agency, in accordance with [section 22](#); or
- (d) in the case of the Auckland region, to the Auckland Regional Council, in accordance with [section 22](#); or
- (e) subject to subsection (4), in response to a request made under the [Local Government Official Information and Meetings Act 1987](#); or
- (f) where the information was provided to the regional council 5 years or more before the date of the disclosure; or
- (g) where—
 - (i) the operator of the commercial public transport service (the **former operator**) no longer exists; and
 - (ii) the former operator's public transport business has not been disposed of as a going concern to any other person.

(4) If a regional council receives a request under the [Local Government Official Information and Meetings Act 1987](#) to release any information described in subsection (3),—

- (a) the regional council must make all reasonable efforts to notify immediately the person who provided the information to the regional council that a request to release the information has been received; and
- (b) the person must, within 10 working days after receiving the notice, advise the regional council whether that person believes that the information should be withheld under [section 7\(2\)\(b\)](#) of that Act and give reasons for that belief; and
- (c) the regional council may release the information after the expiry of the period specified in paragraph (b) if, having complied with its obligations under this subsection and having regard to the person's response (if any), the regional council cannot identify any reason that would permit it to refuse the request under that Act.