

Appendix L Public transport data definitions

Measure	Rationale	Definition
Use		
Patronage (boardings)	Core measure of public transport effectiveness	<ul style="list-style-type: none"> Number of passenger boardings per trip operated. Number of passenger boardings by concessionary fare type (eg child, SuperGold).
Trip		<ul style="list-style-type: none"> A trip is travel that involves a single public transport boarding.
Journey		<ul style="list-style-type: none"> A journey is from origin to final destination, and may involve more than one public transport boarding (as well as travel by other modes to originating public transport stop and from final public transport stop to final destination).
Average trip length	Required to understand passenger loadings by locale and calculate average number of passengers per kilometre	<ul style="list-style-type: none"> Average length (kilometres) of a passenger trip for each separate fare. One of the three alternate methods below should be used for calculating average trip length: <ul style="list-style-type: none"> determined from a physical survey of all routes operated (these surveys should be undertaken relatively regularly (five years maximum) or after significant service configuration changes calculated directly from a tag-on/tag-off ticketing system calculated from a destination logging ticketing system.
Passenger kilometres	Key measure of public transport use and loadings on specific route segments	<ul style="list-style-type: none"> Average trip length multiplied by total boardings over a specified time period. Passenger kilometres should be calculated monthly by route and for the whole region as this is one of the key output measures of public transport performance.
Service performance		
Service trip reliability (completed trips)	Measures combined provide an overview of service reliability and on-time running (key customer satisfaction attribute)	<ul style="list-style-type: none"> The proportion of services that were completed in full during a time period (month/year etc). An increase in services completed represents an improvement in reliability performance. A trip leaving the origin stop >59 seconds early or >four minutes 59 seconds late is deemed not to have operated. Presented as % of scheduled services. May require real-time information or could be based on driver/operator logs.
Service trip punctuality		<ul style="list-style-type: none"> Percentage of scheduled trips leaving origin stop between 59 seconds before and four minutes 59 seconds after the scheduled departure time. Percentage of scheduled trips between 59 seconds before and four minutes 59 seconds after the scheduled departure time at the selected timing points. Likely requires real-time information.
Cancelled service trips		<ul style="list-style-type: none"> The proportion of timetabled services that were cancelled during a time period (month/year etc).

Appendix L Public transport data definitions continued

Measure	Rationale	Definition
Service levels		
Service kilometres	Overall extent of a regional or local service	<ul style="list-style-type: none"> The distance travelled by buses, trains and ferries while in-service (available to passengers). Service-kilometres will be different from total vehicle kilometres, which include passenger vehicle travel while not in service on a scheduled route.
Service hours	Overall extent of a regional or local service and service capacity	<ul style="list-style-type: none"> Service hours are the hours that a public transport vehicle is providing service per annum (excludes dead running and lay over time). Service hours are a prime determinant of the total direct cost of resources expended and are often the baseline for determining productivity (passengers per service hour) and marginal service cost (cost per service hour).
Service hours (peak vs off-peak)		<ul style="list-style-type: none"> For the purposes of national monitoring, off-peak hours will be defined as those pertaining to the operation of the SuperGold card scheme. Off-peak hours are defined as: <ul style="list-style-type: none"> 9am to 3pm Monday to Friday, excluding public holidays 6.30pm to the end of scheduled services, Monday to Friday, excluding public holidays Saturdays, Sundays and public holidays.
Hours (span) of service		<ul style="list-style-type: none"> The number of hours during a day that service is provided. Hours of services can vary by day of the week, by route and even by stop.
Service coverage		<ul style="list-style-type: none"> Assesses how much area has access to public transport and can be calculated as a number or a percentage. A standard method of calculating this measure would use 500 metres from bus stops and one kilometre distance from rail and bus rapid transit stations as the service area.
Financial performance		
Investment level (approved organisation share)	Level and efficiency of investment	<ul style="list-style-type: none"> Amount of ratepayer funds set out in the regional public transport plan invested in providing public transport services (including the approved organisation authority share of the cost of managing and administering the services).
Fare revenue		<p>Fares paid for the use of a public transport system, comprising:</p> <ul style="list-style-type: none"> cash fares paid on board non-electronic passes (revenue recorded at point of sale) fares paid using electronic cards (after reconciliation by the ticket processing back office).

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Measure	Rationale	Definition
Fleet performance		
Fleet size	Regional and local service capacity	<ul style="list-style-type: none"> The number buses, train carriages and ferries in each regional fleet
% of fleet compliant with requirements for urban buses in New Zealand	Level of accessibility (particularly for transport disadvantaged), environmental impact, compliance with quality standards	<ul style="list-style-type: none"> The percentage of a regional bus fleet that is compliant with the requirements for urban buses in New Zealand (RUB)
# Euro 3 or better buses		<ul style="list-style-type: none"> The number of buses in each regional fleet with Euro 3 or better diesel engines
Average age of bus fleet		<ul style="list-style-type: none"> The average age of all the vehicles in a regional bus fleet
# Total Mobility wheelchair vans	Level of accessibility (particularly for transport disadvantaged), service quality	<ul style="list-style-type: none"> The national number of wheelchair hoist equipped vans contracted to carry wheelchair bound Total Mobility clients
Average age of Total Mobility wheelchair vans		<ul style="list-style-type: none"> The average age of all Total Mobility wheelchair vans
Safety and security		
# of incidents	Level of service safety	<ul style="list-style-type: none"> Number of incidents formally reported to the operator and/or approved organisation
Complaints		
# of complaints	Service quality	<ul style="list-style-type: none"> Number of complaints formally received by the operator and/or approved organisation