

**Community Transport Reporting Requirements**

**Version 1.4**

**No Security Classification Required**

**UNCLASSIFIED**

Table of Contents

[1 Reporting Requirements 3](#_Toc77583272)

[1.1 Scope 3](#_Toc77583273)

[1.2 Audience 3](#_Toc77583274)

[1.3 General Reporting Guidelines 3](#_Toc77583275)

[1.3.1 Reporting Frequency and Due Dates 3](#_Toc77583276)

[1.3.2 Report Submission and Re-submission 3](#_Toc77583277)

[1.3.3 Email Notification - Reports Due 3](#_Toc77583278)

[1.3.4 Email Notification - Overdue Report 3](#_Toc77583279)

[1.3.5 Email Notification - Report Outcome 3](#_Toc77583280)

[1.4 Monthly Service Data Reports 5](#_Toc77583281)

[1.4.1 Service Data Report File Details 5](#_Toc77583282)

[1.4.2 Service Data Report Data Fields 5](#_Toc77583283)

[1.4.3 Service Data Report Specification 6](#_Toc77583284)

[1.4.4 Service Data – File and Data Validations 12](#_Toc77583285)

[1.4.5 Reference Lists 15](#_Toc77583286)

[1.5 KPI Reports 16](#_Toc77583287)

[1.5.1 KPI Report - File Details 16](#_Toc77583288)

[1.5.2 KPI Report - Data Fields 16](#_Toc77583289)

[1.5.3 KPI Report - Data Specification 17](#_Toc77583290)

[1.5.4 KPI Report – File and Data Validations 17](#_Toc77583291)

[1.5.5 KPI Report - Reference Lists 18](#_Toc77583292)

[2 Appendix 20](#_Toc77583293)

[2.1 Address Data 20](#_Toc77583294)

[2.2 Australian Classification of Countries 20](#_Toc77583295)

[2.3 Australian Classification of Languages 20](#_Toc77583296)

[2.4 Sample Monthly Service Data Report 20](#_Toc77583297)

[2.5 Sample KPI Data Report 20](#_Toc77583298)

[2.6 Community Transport Portal User Guide 20](#_Toc77583299)

# Reporting Requirements

## Scope

The reporting requirements in this document are relevant tor Community Transport Service Providers (CTSP) in NSW who deliver trips funded through the Commonwealth Home Support Programme(CHSP), Community Transport Programme (CTP) and NSW Health NGO Grant in accordance with the TfNSW Contract.

## Audience

The intended audience includes CTSPs, their IT providers and trip booking systems administrators.

## General Reporting Guidelines

### Reporting Frequency and Due Dates

Community Transport Service Providers are required to submit reports via the Community Transport Portal (Portal) as shown below.

| Report Name | Frequency | Period Covered | Due Dates | Count of Reports per FY | Format |
| --- | --- | --- | --- | --- | --- |
| Monthly Service Data Report | Monthly | Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec | 28th of every month | 12 | CSV |
| KPI Report | Biannually | Jan to Jun  Jul to Dec | 31 Aug  28 Feb | 2 | CSV |

### Report Submission and Re-submission

CTSPs may submit Reports to the Portal multiple times during the reporting period prior to the Due Date. Reports are automatically locked at midnight on the Due Date. Providers should contact their Contract Officer to request approval to submit or re-submit Reports after the Due Date. Unlocked reports remain unlocked until midnight of the same day.

Reports classifications are:

* Submitted on time: Report submitted by the Due Date
* Overdue: Report not submitted by the Due Date
* Late: Report submitted after the Due Date.

CTSPs are encouraged to read the User Guide for instructions on Report submission.

### Email Notification - Reports Due

Notification emails are sent to CTSPs seven (7) days before the Due Date of the Report.

### Email Notification - Overdue Report

Notification emails are sent to the CTSPs five (5) days after the Due Date if the Report has not been uploaded.

### Email Notification - Report Outcome

Following submission of Report an email notification will be sent to the sent to the email address of the contacts provided to TfNSW advising whether the report has been successful or contains errors.

Successful file submission to the Community Transport Portal: Confirms that the Report successfully passed all validation rules (file, format, schema and data) and is lodged in the TfNSW data warehouse

The report listed below is rejected by the Community Transport Portal. Please check that the data meets the file and data validation rules and resubmit the file: the rejected Report notification will identify error type:

* File format: Usual cause is opening and saving the CSV file in Excel prior to submission. Excel automatically reformats all dates, removes leading zeroes from cell values and discards the double quotation marks required around every field. Please refer to the User Guide for tips on working with CSV files
* Filename: Cause is an error in the filename, such as the format, reporting period or ProviderID
* File schema: Cause is an error in the columns and field headings in the file
* Data validation: errors detected in the data require a correction in the actual data submitted. Data error notifications are shown in an attachment to the error, highlighting the location and error for example:
* Row 617,TRIP\_DISTANCE\_KMS,Fields are not Numbers or do not have correct length or do not contain correct data
* Row 918,DEAD\_RUNNING\_KMS,Fields are not Numbers or do not have correct length or do not contain correct data
* Row 918,DROP\_OFF\_DATE,Mandatory Fields are blank
* Row 967;968;969,TRIP\_PURPOSE, Invalid Trip Purpose

## Monthly Service Data Reports

The following tables detail the format and rules for the content of Monthly Service Data Reports.

### Service Data Report File Details

|  |  |
| --- | --- |
| Folder name | ProviderID\_ProviderShortName |
| File naming convention | ServiceData\_ProviderID\_ReportingPeriodcsv |
| File format | CSV – Comma Separated Values |
| Record delimiter | New Line |
| Field separator | Comma (“,”)  **Note:** All fields to be enclosed in double quotes |
| Primary Key | Provider ID |
| Validation | File format must be CSV (Comma Separated)  File name must be "ServiceData\_ProviderID\_ReportingPeriod.csv" format (Ex. ServiceData\_99\_JAN-2021.csv)  File schema i.e. field column names must match the Data Specification  All fields of Service Data file are mandatory so cannot be blank with the exception of AddressLine2  Field specific validations are detailed below in sections 1.4.2, 1.4.3, 1.4.4 and 1.4.5  **Note:** This Report is considered as received only when it has successfully met all validation tests. |

### Service Data Report Data Fields

The following sections outline the files required and specifications of each field including:

|  |  |
| --- | --- |
| Header Column Name | Column name for each field presented in the file |
| Attribute | Name of each field |
| Description | Description of field |
| Data Type | Data type of field (including length, precision and scale where applicable) |
| Format/Units | Format and unit for particular data types, |
| Example | Example of data type, format and unit |
| File Rejection Rules | Refer to 1.4.1 for first level file rejection validation rules – the whole report will be rejected if the file does not conform to the File Details |
| Data Rejection Rules | Refer to 1.4.4 and 1.4.5 for second level file and data rejection validation rules – whole report will be rejected as per File Rejection Rules |

### Service Data Report Specification

The **Service Data Report** includes the TfNSW funded trips delivered by a Service Provider for a Calendar month.

*Frequency: Monthly. Mandatory*

***Important Note: Trips Included and submitted in the Service Data Report are Reportable Trips only (Verified Trips excluding Cancelled Trips and excluding where customer did not show up).***

| Header Column Name | Attribute | Description | Data Type | Format/ Units | Example |
| --- | --- | --- | --- | --- | --- |
| PROVIDER\_ID | Provider ID | Unique identifier as provided to each Provider by TfNSW | Integer | NNNN | 20 |
| REPORTING\_PERIOD | Reporting Period | Reporting period for which submitting the Service data | String | MMM-YYYY | JAN-2021 |
| TRIP\_ID | Trip ID | Unique identifier of each trip within provider database. | Integer | NNNNNN | 294369 |
| OUTLET\_ACTIVITY\_ID | Outlet Activity ID | Unique Identifier for each Outlet for DEX reporting.  **Note:** Service Providers to send TfNSW List of Outlet Activity ID & Outlet name whenever new outlets are created on DEX portal. | Integer | NNNNNN | 14892 |
| OUTLET\_NAME | Outlet Name | The physical location from where a service is primarily being delivered for the CHSP Funded program. Each organisation could have multiple outlets. Outlet name to match the name as per Data Exchange Portal.  **Note:** Service Providers to send TfNSW List of Outlet Activity ID & Outlet name whenever new outlets are created on DEX portal. | String | AAAAAAAAAA | Multi Service Outlet |
| TYPE\_OF\_TRANSPORT | Type Of Transport | Type of Transport used to deliver the trips.  \* Direct - when trips delivered directly by providers to each Eligible Client.  \* Indirect - when trips delivered indirectly through the use of subcontractors, such as via taxis, bus brokerage or other point to point providers. In other words, indirect trips are those NOT delivered by a TfNSW-funded fleet or volunteer vehicle. | String | AAAAAAAAAA | DIRECT |
| FUNDING\_SOURCE | Funding Source | Identifier for the funding source approved to each eligible customer used to deliver the trip.  \* CHSP - Commonwealth Home Support Programme.  \* CTP - Community Transport Program.  \* HRT - NSW Health NGO Grant | String | AAAAAAAAAA | CHSP |
| TRIP\_TYPE | Trip Type | Type of the trip, Individual or group trip. | String | AAAAAAAAAA | Individual |
| TRIP\_PURPOSE | Trip Purpose | Detailed description of trip purposes. | String | AAAAAAAAAA | Medical - Oncology/Cancer Treatment |
| PICK-UP\_DATE | Pick-up Date | The date of the actual pick-up of the service delivery. | Date | YYYY-MM-DD | 2017-12-01 |
| PICK-UP\_TIME | Pick-up Time | The Time of the day of the actual pick-up of the service delivery. Use 24 hours format | Time | hh:mm:ss | 15:30:00 |
| DROP-OFF\_DATE | Drop-Off Date | The date of the actual Drop-Off of the service delivery. | Date | YYYY-MM-DD | 2017-12-01 |
| DROP-OFF\_TIME | Drop-Off Time | The Time of the day of the actual Drop-Off of the service delivery. Use 24 hours format | Time | hh:mm:ss | 18:30:00 |
| ORIGIN\_ADDRESS\_LINE1 | Origin Address Line 1 | Unit number and Street Name of pick-up location.(This is the Mandatory field) | String (180) | AAAAAAAAAA | 32 Bowden Road |
| ORIGIN\_ADDRESS\_LINE2 | Origin Address Line 2 | Additional address details if any  For example, the address may need Address Line 1 for the building name, title, Traditional Place name and Address Line 2 would be used for the Unit number and Street Name of pick-up location [This is the Optional field] | String (180) | AAAAAAAAAA | Corner of Kent Street and Bowden Road |
| ORIGIN\_SUBURB | Origin Suburb Name | Suburb name of the pick-up location. | String | AAAAAAAAAA | Woy Woy |
| ORIGIN\_POST\_CODE | Origin Post Code | Post Code of the pick-up location. | Integer | NNNN | 2256 |
| ORIGIN\_STATE | Origin State | State of the pick-up location. | String | AAA | NSW |
| ORIGIN\_LONGITUDE | Origin Longitude | The WGS 84 longitude (‘x’ coordinate) for pick-up location. The field values must be valid WGS 84 values from -180 to 180. | Decimal | -NN.NNNNNNNNNN 10 decimal places | 151.3273653 |
| ORIGIN\_LATITUDE | Origin Latitude | The WGS 84 latitude (‘y’ coordinate) for the pick-up location. The field values must be valid WGS 84 values from -90 to 90. | Decimal | -NN.NNNNNNNNNN 10 decimal places | -33.49228986 |
| DESTINATION\_ADDRESS\_LINE1 | Destination Address Line 1 | Unit number and Street Name of drop-off location. (This is the Mandatory field) | String (180) | AAAAAAAAAA | 7 Holden Street |
| DESTINATION\_ADDRESS\_LINE2 | Destination Address Line 2 | Additional address details if any  For example, the address may need Address Line 1 for the building name, title, Traditional Place name and Address Line 2 would be used for the Unit number and Street Name of pick-up location [This is the Optional field] | String (180) | AAAAAAAAAA | Corner of Church Street and Holden Street |
| DESTINATION\_SUBURB | Destination Suburb Name | Suburb name of the drop-off location. | String | AAAAAAAAAA | Gosford |
| DESTINATION\_POST\_CODE | Destination Post Code | Post Code of the drop-off location. | Integer | NNNN | 2250 |
| DESTINATION\_STATE | Destination State | State of the drop-off location. | String | AAA | NSW |
| DESTINATION\_LONGITUDE | Destination Longitude | The WGS 84 longitude (‘x’ coordinate) for destination/drop-off location. The field values must be valid WGS 84 values from -180 to 180. | Decimal | -NN.NNNNNNNNNN 10 decimal places | 151.3401846 |
| DESTINATION\_LATITUDE | Destination Latitude | The WGS 84 latitude (‘y’ coordinate) for the drop-off location. The field values must be valid WGS 84 values from -90 to 90. | Decimal | -NN.NNNNNNNNNN 10 decimal places | -33.42151454 |
| VEHICLE\_REGISTRATION\_NUMBER | Vehicle Registration Number | The Vehicle Identifier is unique for each vehicle (License Plate Number) | String (25) | NNNNNN | DPW15A OR Volunteer-1 OR  Hire-1/Taxi |
| RUN\_ID | Run ID | A Unique identifier for the Run within provider database. A run is a block of time that is associated with a vehicle - It will be used to group the trips that have been delivered using same RUN. A vehicle could have multiple Runs per day. | Integer | NNNNNN | 12587 |
| RUN\_START\_ODOMETER | Run Start Odometer | The Start Odometer of the Run (Vehicle Odometer reading at the start of the Run to deliver TfNSW Service Delivery). | Integer | NNNNNNNNNN | 116908 |
| RUN\_END\_ODOMETER | Run End Odometer | The End Odometer of the Run (Vehicle Odometer reading at the end of the Run after delivering all TfNSW funded trips). | Integer | NNNNNNNNNN | 117009 |
| DEAD\_RUNNING\_KMS | Dead Running KMs | Estimate of the Kilometres travelled by the vehicle to deliver TfNSW Service Delivery while no customers in the vehicle. It includes kms travelled from garage to first pick-up, kms travelled from Last drop-off to return to garage and any kms travelled during the breaks. Dead Running kms MUST have the same value against all trips with the same RUN ID. | Decimal | NNNN.N | 20.5 |
| TRIP\_DISTANCE\_KMS | Trip Distance KMs | Estimate of Trip Distance travelled by customer in kilometres. It should be equal to the variance of odometer readings between drop-off location and pick-up location for each trip delivered to eligible customers. | Integer | NNNN.N | 5.4 |
| ATTENDANT\_GUESTS\_COUNT | Attendant+ Gusts Count | Number of carers plus the number of gusts travelling on the trip with the customer. | Integer | N | 2 |
| FEES\_CHARGES | Fees Charges | Amount of customer contribution towards the trip Fees in Dollars. | Currency | NNN.NN | 15.60 |
| CUSTOMER\_INTERNAL\_ID | Customer ID | Unique ID of each Customer within provider database. The client ID is made up of a series of alpha numeric text. This Client ID must not include shortened versions of a client’s name, nick name or any variations of their full name, or any other information that could identify a client, under any circumstances. | String (50) | AAAAAAAAAA | TNCTCCL16193 |
| CUSTOMER\_BIRTHDATE | Customer birth Date | Client’s date of birth is recorded to calculate the client’s age. Age groups demonstrate part of the standard demographic profile for clients required by many government programs and is of particular importance to programs that target age-specific cohorts. Where a client does not know their date of birth or does not wish to disclose it, it is acceptable for an estimated date of birth to be used. An estimated date of birth indicator should be used to flag when this occurs. For example, if a client thinks they are approximately 30 years old (and it is 2019), the estimated date of birth indicator is flagged and the year of birth is recorded as 1989. | Date | YYYY-MM-DD | 1949-06-05 |
| IS\_BIRTHDATE\_ESTIMATED | Is Birth Date Estimated | Flag if the Customer Birthdate is actual or estimate. | String | AAAAAAAAAA | TRUE |
| MOBILITY\_KIND | Mobility Kind | Mobility of customer | String | AAAAAAAAAA | Ambulatory |
| INDIGENOUS\_STATUS | Indigenous Status | A client’s Indigenous status is recorded to provide an important understanding of whether clients who identify as Aboriginal or Torres Strait Islander origin are accessing services. Where a client chooses not to disclose their Indigenous status, it is acceptable to record ‘Not stated/Inadequately described’. | String | AAAAAAAAAA | Aboriginal |
| GENDER | Gender | A client’s gender based upon how the client self-identifies. | String | AAAAAAAAAA | Male |
| COUNTRY\_OF\_BIRTH\_CODE | Country of Birth code | Record the country of birth indicated by the client. A list of values is based on the Australian Bureau of Statistics Standard Australian Classification of Countries (SACC), 2016 | String | NNNN | 1101 |
| CUSTOMER\_PREFERRED\_LANGUAGE\_CODE | Customer Preferred Language Code | Record the main language spoken at home indicated by the client. A list of values is based on the Australian Bureau of Statistics Australian Standard Classification of Languages (ASCL), 2016 | String | NNNN | 1201 |

### Service Data – File and Data Validations

| Header Column Name | Attribute | File Rejection Rules | Data Rejection Rules |
| --- | --- | --- | --- |
| PROVIDER\_ID | Provider ID | Provider ID in the Service data file must be same as Provider Folder ID Provider ID in the Service data file must be same as Monthly Service data CSV file name  Provider ID must be a valid ID from the Provider reference data Provider ID will be same in all rows of Trips data file | N/A |
| REPORTING\_PERIOD | Reporting Period | Reporting Period in the Service data file must be same as Service data CSV file name. Reporting period value must be valid as per format and same value in all rows of Service data file Reporting period must be unlocked and/or due based on expected submission for each Provider | N/A |
| TRIP\_ID | Trip ID | Trip ID must be number and zero not accepted as value. Trip ID must be unique i.e. one row per trip id in the Trips data file | Trip ID must be unique across all trip records of that Provider |
| OUTLET\_ACTIVITY\_ID | Outlet Activity ID | Value must be number and zero accepted as value  Valid Outlets Activity ID | Value cannot be Zero when funding source is CHSP, for other funding sources value can be Zero. |
| OUTLET\_NAME | Outlet Name | Must be text – Valid Outlet name | Must provide value when funding source is CHSP. NA is acceptable value when funding source is other than CHSP. |
| TYPE\_OF\_TRANSPORT | Type of Transport | Must be text | Must have code value - as per Reference List A |
| FUNDING\_SOURCE | Funding Source | Must be text | Must have code value - as per Reference List B |
| TRIP\_TYPE | Trip Type | Must be text | Must have code value - as per Reference List C |
| TRIP\_PURPOSE | Trip Purpose | Must be text | Must have code value - as per Reference List D |
| PICK-UP\_DATE | Pick-up Date | valid value as per format | N/A |
| PICK-UP\_TIME | Pick-up Time | valid value as per format | N/A |
| DROP-OFF\_DATE | Drop-Off Date | valid value as per format | N/A |
| DROP-OFF\_TIME | Drop-Off Time | valid value as per format | N/A |
| ORIGIN\_ADDRESS\_LINE1 | Origin Address Line 1 | Must be text and maximum 180 characters | N/A |
| ORIGIN\_ADDRESS\_LINE2 | Origin Address Line 2 | This is an Optional field with maximum of 180 characters | N/A |
| ORIGIN\_SUBURB | Origin Suburb Name | Must be text | Suburb, Postcode and State must have value as per addresses data – Appendix 2.1 |
| ORIGIN\_POST\_CODE | Origin Post Code | Must be number | Suburb, Postcode and State must have value as per addresses data – Appendix 2.1 |
| ORIGIN\_STATE | Origin State | Must be text | Suburb, Postcode and State must have value as per addresses data – Appendix 2.1 |
| ORIGIN\_LONGITUDE | Origin Longitude | Must be +/- number with 10 decimals  Value must be in between -180 to 180 range |  |
| ORIGIN\_LATITUDE | Origin Latitude | Must be +/- number with 10 decimals  Value must be in between -90 to 90 range |  |
| DESTINATION\_ADDRESS\_LINE1 | Destination Address Line 1 | Must be text and maximum 180 characters | N/A |
| DESTINATION\_ADDRESS\_LINE2 | Destination Address Line 2 | Optional field - Must be text and maximum 180 characters | N/A |
| DESTINATION\_SUBURB | Destination Suburb Name | Must be text | Suburb, Postcode and State must have value as per addresses data – Appendix 2.1 |
| DESTINATION\_POST\_CODE | Destination Post Code | Must be number | Suburb, Postcode and State must have value as per addresses data – Appendix 2.1 |
| DESTINATION\_STATE | Destination State | Must be text | Suburb, Postcode and State must have value as per addresses data – Appendix 2.1 |
| DESTINATION\_LONGITUDE | Destination Longitude | Must be +/- number with 10 decimal places  Value must be in between -180 to 180 range |  |
| DESTINATION\_LATITUDE | Destination Latitude | Must be +/- number with 10 decimal places  Value must be in between -90 to 90 range |  |
| VEHICLE\_REGISTRATION\_NUMBER | Vehicle Registration Number | Must be text and maximum 25 characters (String with special chars) | N/A |
| RUN\_ID | Run ID | Run ID must be number and zero not accepted as value. | N/A |
| RUN\_START\_ODOMETER | Run Start Odometer | Must be a number and zero not accepted as value when Type of Transport is DIRECT.  ZERO accepted as a value when Type of Transport is INDIRECT.  Must be same value for all trips with same RUN\_ID | N/A |
| RUN\_END\_ODOMETER | Run End Odometer | Must be a number and zero not accepted as value when Type of Transport is DIRECT.  ZERO accepted when Type of Transport is INDIRECT.  Must be same value for all trips with same RUN\_ID  Must be a number greater than RUN\_START\_ODOMETER for same RUN\_ ID when Type of Transport is DIRECT. | N/A |
| DEAD\_RUNNING\_KMS | Dead Running KMs | Must be a number with maximum 1 decimal and zero accepted as value. Must be same value for all trips with same RUN\_ID | N/A |
| TRIP\_DISTANCE\_KMS | Trip Distance KMs | Must be a number with maximum 1 decimal and zero not accepted as value. | N/A |
| ATTENDANT\_GUESTS\_COUNT | Attendant+ Gusts Count | Must be a single digit number and zero accepted as value. | N/A |
| FEES\_CHARGES | Fees Charges | Must be a currency value with maximum 2 decimals and zero accepted as value. | N/A |
| CUSTOMER\_INTERNAL\_ID | Customer ID | Must be text and maximum 50 characters (String with numbers) | N/A |
| CUSTOMER\_BIRTHDATE | Customer birth Date | valid value as per format | N/A |
| IS\_BIRTHDATE\_ESTIMATED | Is Birth Date Estimated | Must have value “TRUE” or “FALSE” | N/A |
| MOBILITY\_KIND |  | Must be text | Must have code value - as per Reference List E |
| INDIGENOUS\_STATUS | Indigenous Status | Must be text | Must have code value - as per Reference List F |
| GENDER | Gender | Must be text | Must have code value - as per Reference List G |
| COUNTRY\_OF\_BIRTH\_CODE | Country of Birth Code | Must be 4 digits number | Must have value - as per Appendix 2.2 “Column A - Code” |
| CUSTOMER\_PREFERRED\_LANGUAGE\_CODE | Customer Preferred Language Code | Must be 4 digits number | Must have value - as per Appendix 2.3 (Column A – Code” |

### Reference Lists

| Reference List | Attribute | Code | Name |
| --- | --- | --- | --- |
| A | Type of Transport | DIRECT | Direct Transport |
| INDIRECT | Indirect Transport |
| B | Funding Source | CHSP | Commonwealth Home Support Programme |
| CTP | Community Transport Programme |
| HRT | NSW Health NGO Grant |
| C | Trip Type | INDIVIDUAL | Individual |
| GROUP | Group |
| D | Trip Purpose | Medical - Allied Health | Medical - Allied Health |
| Medical - Community Health | Medical - Community Health |
| Medical - Dentist | Medical – Dentist |
| Medical - Dialysis | Medical - Dialysis |
| Medical - GP/Medical Centre | Medical - GP/Medical Centre |
| Medical - Hospital | Medical - Hospital |
| Medical - Oncology/Cancer Treatment | Medical - Oncology/Cancer Treatment |
| Medical - Other | Medical - Other |
| Medical - Rehabilitation | Medical – Rehabilitation |
| Medical - Specialist | Medical - Specialist |
| Social - Group Outing | Social - Group Outing |
| Social - Independent | Social - Independent |
| Social - Visiting Friends and Relatives | Social - Visiting Friends and Relatives |
| Shopping/Personal business | Shopping/Personal business |
| Education - Assisted School Travel Program | Education - Assisted School Travel Program |
| Education – School Vocational | Education – School Vocational |
| Education – Tertiary | Education – Tertiary |
| Access/Community | Access/Community |
| Childcare | Childcare |
| Day Program | Day Program |
| Funerals | Funerals |
| Respite | Respite |
| Volunteer Work | Volunteer Work |
| Work/Work Related Business | Work/Work Related Business |
| E | Mobility Kind | AMBULATORY | Ambulatory |
| AMBULATORY\_REQUIRING\_LIFT | Ambulatory Requiring Lift |
| WHEEL\_CHAIR | Wheel Chair |
| F | Indigenous Status | No | Not Aboriginal |
| ABORIGINAL | Aboriginal |
| TSI | Torres Strait Islander |
| BOTH | Aboriginal and Torres Strait Islander |
| NOTSTATED | Not stated/inadequately described |
| G | Gender | MALE | Male |
| FEMALE | Female |
| INTERSEX | Intersex/indeterminate |
| NOTSTATED | Not stated or inadequately described |

## KPI Reports

The following tables detail the format and rules for content required in the KPI Reports.

### KPI Report - File Details

|  |  |
| --- | --- |
| File Name format | KPIData\_ProviderID\_ReportingPeriodStart\_ReportingPeriodEnd.csv |
| File Type format | CSV – Comma Separated Values |
| Record delimiter | New Line |
| Field separator | Comma (“,”)  **Note:** All field values to be enclosed in double quotes |
| Primary Key | Provider ID |
| Validation | File format must be CSV (Comma Separated)  File name must be "KPIData\_ProviderID\_ReportingPeriodStart\_ReportingPeriodEnd.csv" format (Example: KPIData\_99\_JAN-2021\_JUN-2021.csv)  File schema i.e. field column names must match as in section 1.5.3  All fields of KPI data file are mandatory so cannot be blank  Field specific validations are detailed below in section 1.5.3, 1.5.4 and 1.5.5  Example CSV file is provided in Appendix 2.4  **Note:** This Report is considered as received only when it has successfully met all validation tests. |

### KPI Report - Data Fields

The following sections outline the files required and specifications of each field including:

|  |  |
| --- | --- |
| Header Column Name | Column name for each field presented in the file |
| Attribute | Name of each field |
| Description | Description of field |
| Data Type | Data type of field (including length, precision and scale where applicable) |
| Format/Units | Format and unit for particular data types, |
| Example | Example of data type, format and unit |
| File Rejection Rules | Refer to 1.5.1 for first level file rejection validation rules – the whole report will be rejected if the file does not conform to the File Details |
| Data Rejection Rules | Refer to 1.5.4 for second level file and data rejection validation rules – whole report will be rejected as per File Rejection Rules |

### KPI Report - Data Specification

The **KPI Report** includes the KPI data for the trips delivered by a Service Provider for the first half or second half of the Calendar year.

*Frequency: Biannual. Mandatory*

| Header Column Name | Attribute | Description | Data Type | Format/ Units | Example |
| --- | --- | --- | --- | --- | --- |
| PROVIDER\_ID | Provider ID | Unique identifier as provided to each Provider by TfNSW | Integer | NNNN | 20 |
| REPORTING\_PERIOD\_START | Reporting Start Period | Reporting start period for which submitting the KPI Data | String | MMM-YYYY | JAN-2021 |
| REPORTING\_PERIOD\_END | Reporting End Period | Reporting end period for which submitting the KPI Data | String | MMM-YYYY | JUN-2021 |
| FUNDING\_SOURCE | Funding Source | Identifier for the funding source approved to each eligible customer used to deliver the trip.  This should be prefilled in Template for each KPI with values specified in section “1.5.5 Reference Lists”. | String | AAAAAAAAAA | CHSP |
| KPI\_CODE | KPI Code | Unique identifier of each KPI value required from Provider.  This should be prefilled in Template for each KPI with values specified in section “1.5.5 KPI Reference Lists below. | String | AAAAAAAAAA | TOTAL\_FEES\_COLLECTED |
| KPI\_VALUE | KPI Value | KPI data value for respective KPI code  Data type and format are different depending on expected value. Refer to section “1.5.5 KPI Reference Lists” below. | Date  Integer  Decimal | MMM-YY  NNNN  NNN.NN | FEB-2021  7  1460.00 |

### KPI Report – File and Data Validations

The Portal system first applies a File Rejection Rules validation test to KPI Reports. The Report will be rejected if it fails the file level validation test. The system then applies a Data Rejection Rules validation test and per the file level test the Report will be rejected if the Report fails the data validation test. The report will be only be accepted if the Report passes all file and data validations tests.

| Header Column Name | Attribute | File Rejection Rules | Data Rejection Rules |
| --- | --- | --- | --- |
| PROVIDER\_ID | Provider ID | Provider ID in the KPI data file must be same as KPI data CSV file name  Provider ID must be a valid ID from the Provider reference data Provider ID will be same in all rows of KPI data file | N/A |
| REPORTING\_PERIOD\_START | Reporting Start Period | Reporting Period Start in the KPI data file must be same as KPI data CSV file name. Reporting period start value must be valid as per format and same value in all rows of KPI data file | N/A |
| REPORTING\_PERIOD\_END | Reporting End Period | Reporting Period End in the KPI data file must be same as KPI data CSV file name. Reporting period end value must be valid as per format and same value in all rows of KPI data file | N/A |
| FUNDING\_SOURCE | Funding Source | Must be text | Must have code value - as per section “1.5.5 Reference Lists” |
| KPI\_CODE | KPI Code | Must be text | Must have code value - as per section “1.5.5 KPI Reference Lists” below.  All KPI codes must be included in the file as per “1.5.5 KPI Reference Lists” |
| KPI\_VALUE | KPI Value | Must have value cannot be blank  Rules are different depending on expected value. Refer to section “1.5.5 Reference Lists” below. | N/A |

### KPI Report - Reference Lists

| KPI | | | KPI Value | | | |
| --- | --- | --- | --- | --- | --- | --- |
| Funding Source | KPI Code | KPI Code Name | Data Type | Format/ Units | Example\* | Data Rejection Rules |
| NA | TOTAL\_MAJOR\_NOTICES | KPI-1 | Integer | NNNN | 2 | Must be a number and zero is accepted |
| NA | TOTAL\_VEHICLES\_IMPACTED | KPI-1 | Integer | NNNN | 2 | Must be a number and zero is accepted. |
| NA | MONTHS\_OF\_MAJOR\_DEFECTS | KPI-1 | String | MMM-YYYY | FEB-2021, APR-2021 | If the TOTAL MAJOR NOTICES is greater than 0 (zero), must have value formatted as "MMM-YYYY", and include multiple months separated by comma if required.  0 (zero) should be used where no MAJOR\_NOTICES occurred |
| NA | TOTAL\_PREVENTABLE\_INCIDENTS | KPI-2 | Integer | NNNN | 2 | Must be a number and zero is accepted |
| NA | MONTHS\_OF\_PREVENTABLE\_INCIDENTS | KPI-2 | String | MMM-YYYY | FEB-2021, APR-2021 | If the TOTAL\_PREVENTABLE\_INCIDENTS is greater than 0 (zero), must have value formatted as "MMM-YYYY", and include multiple months separated by comma if required.  0 (zero) should be used where no PREVENTABLE\_INCIDENTS occurred |
| NA | TOTAL\_COMPLAINTS | KPI-5 | Integer | NNNN | 2 | Must be a number and zero is accepted as value. |
| NA | COMPLAINTS\_RESOLVED\_30DAYS | KPI-5 | Integer | NNNN | 2 | Must be a number and zero is accepted |
| CHSP | TOTAL\_COST\_PASSENGER\_KMS\_DIRECT | KPI-6 | Decimal | NNNN.N | 10.50 | Must be a currency value with maximum 2 decimals (does not require $ symbol or 000s separator), zero is accepted |
| CTP | TOTAL\_COST\_PASSENGER\_KMS\_DIRECT | KPI-6 | Decimal | NNNN.N | 10.50 | Must be a currency value with maximum 2 decimals (does not require $ symbol or 000s separator), zero is accepted |
| CHSP | TOTAL\_INDIRECT\_COSTS | KPI-7 | Decimal | NNNN.N | 10.50 | Must be a currency value with maximum 2 decimals (does not require $ symbol or 000s separator),  zero is accepted |
| CHSP | TOTAL\_DIRECT\_COSTS | KPI-7 | Decimal | NNNN.N | 10.50 | Must be a currency value with maximum 2 decimals (does not require $ symbol or 000s separator), zero is accepted |
| CTP | TOTAL\_INDIRECT\_COSTS | KPI-7 | Decimal | NNNN.N | 10.50 | Must be a currency value with maximum 2 decimals (does not require $ symbol or 000s separator), zero is accepted |
| CTP | TOTAL\_DIRECT\_COSTS | KPI-7 | Decimal | NNNN.N | 10.50 | Must be a currency value with maximum 2 decimals (does not require $ symbol or 000s separator), zero is accepted |
| CHSP | TOTAL\_FEES\_COLLECTED | KPI-8 | Decimal | NNNN.N | 10.50 | Must be a currency value with maximum 2 decimals (does not require $ symbol or 000s separator), zero is accepted. |
| CTP | TOTAL\_FEES\_COLLECTED | KPI-8 | Decimal | NNNN.N | 10.50 | Must be a currency value with maximum 2 decimals (does not require $ symbol or 000s separator), zero is accepted |

\*Where a currency value has no cents, a trailing zero is not required. For example 100.00 can be entered as 100

# Appendix

## Address Data

Please note, data will be refreshed quarterly from Australia Post in the system.



## Australian Classification of Countries



## Australian Classification of Languages



## Sample Monthly Service Data Report

Monthly Service Data Report



**NOTE:** Please open this file only in Notepad / text editor to view the formatting required.

## Sample KPI Data Report

KPI Report



Please open the sample files in Notepad / text editor to view the formatting.

## Community Transport Portal User Guide

The Community Transport Portal User Guide is available from Contract Officers and via download http:// <https://www.transport.nsw.gov.au/operations/community-transport-operators#Resources>