

Appendices



Appendix 1

Significant capital projects

The effects of the COVID-19 shutdown are still being fully assessed on a variety of significant capital projects. Several projects mentioned below, including Transmission Gully, Peka Peka to Ōtaki and the Ōpaoa River Bridge have met, or substantially met, the expected milestones in 2019/20. However, the full impact of COVID-19 is still being assessed and future milestones such as practical completion may be later than originally programmed.

PROJECT	2019/20 MILESTONE	YEAR-END RESULT
Kaikōura earthquake recovery	Construction continues	Achieved
Te Ahu a Tūranga, Manawatū Tararua Highway (Manawatū Gorge replacement)	Consents gained, land acquisition complete and construction commenced	Substantially achieved

Comments

Te Ahu a Tūranga, Manawatū Tararua Highway (Manawatū Gorge replacement): Regional consent for this project is well advanced with the Environment Court. Investigation work has commenced and enabling works are due to start in September 2020.

Significant state highways

Pūhoi-Wellsford

Pūhoi to Warkworth	Continue construction	Achieved
Warkworth to Wellsford	Route protection application (designation and consents) decisions announced	Substantially achieved

Western Ring Route

Western Ring Route – Road of National Significance	Practical completion achieved	Achieved
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Waikato Expressway

Longswamp section	Practical completion achieved	Achieved
Rangiriri section	Place final asphalt surfacing	Substantially achieved
Huntly section	Continue construction / practical completion	Achieved
Hamilton section	Continue construction	Substantially achieved

Wellington Northern Corridor

Ōtaki to Levin	Subject to re-evaluation for programme and funding	Achieved
Transmission Gully	Continue construction	Achieved
Peka Peka to Ōtaki	Continue construction	Achieved

Christchurch Motorways

Christchurch Northern Arterial Rural with QEII Drive	Complete all bridges	Substantially achieved
Christchurch Southern Motorway (stage two)	Complete all bridges	Substantially achieved

Warkworth to Wellsford: The detailed business case has been approved and route protection application decisions are now expected in mid-2021.

Waikato Expressway – Rangiriri section: Final asphalt surfacing has been deferred to the second quarter of 2020/21 to allow analysis of the pavement performance to be undertaken. y section: Opened to traffic 2020.

Waikato Expressway – Hamilton section: The Horsham Downs bridge was completed in December 2019. The Mangaonua/Mangaone bridge has been delayed due to the COVID-19 shutdown and will now be completed in the first quarter of 2020/21.

Christchurch Northern Arterial Rural with QEII Drive and Christchurch Southern Motorway (Stage two): In both projects, all bridges have been completed, although some were not open to traffic at year-end.

Significant investments in Auckland

PROJECT	2019/20 MILESTONE	YEAR-END RESULT
Northern Corridor Improvements	Continue construction	Achieved
Southern Corridor Improvements	Construction completed and handed over to the network team	Substantially achieved
East West Connections	Milestones will be created after direction from the Waka Kotahi Board in July 2019	Not achieved
Auckland Harbour Bridge walking and cycling facility	Complete detailed business case and seek approval and funding for preferred option Commence consenting for preferred option (if consenting unnecessary, complete detailed design for preferred option).	Substantially achieved
City Centre to Māngere Light Rail	TBC following business case development	Not applicable
Additional Waitematā Harbour Connections	Complete business case	Substantially achieved

Southern Corridor Improvements: The key achievement was the opening of all six lanes on the motorway by December 2020. This eased holiday and subsequent commuting congestion.

Estimated completion date is now late 2020 due to the COVID-19 shutdown and weather delays.

East West Connections: The re-evaluation process is ongoing. The appeal process has continued, with two appeals heard in the High Court in June 2020. The appeal with Mercury is still in negotiation. Property purchase has continued on an as-required basis.

Auckland Harbour Bridge walking and cycling facility: The detailed business case is complete for this complex project and funding is approved.

The consenting process has been changed to the new COVID-19 Recovery (Fast Track Consenting) Act 2020. Technical reports for consenting have been drafted. Lodgement is expected to occur in late 2020.

Procurement of an Alliance is well underway. The request for proposal has been issued to the proponent. The interim project alliance agreement is expected to be awarded in late 2020.

City Centre to Māngere Light Rail: At the end of June 2020, the Minister of Transport announced that Cabinet agreed to end the twin-track City Centre to Māngere Auckland light rail process and refer the project to the Ministry of Transport for further work.

Additional Waitematā Harbour Connections: The business case is under review and will be taken to the Board in late 2020 for approval. Consultation with project partners has taken longer than expected due to the complex nature of the project.

Investment in regional connections

FUNDING SOURCE	PROJECT	2019/20 MILESTONE	YEAR-END RESULT
AARP	Whirokino Trestle Bridge Replacement	Open to traffic and practical completion	Substantially achieved
AARP	State Highway 2 Motu Bridge Replacement	Construction completed	Achieved
AARP	New Ōpaoa River Bridge (formerly Opawa Bridge Replacement)	Practical completion	Substantially achieved
AARP	Loop Road North to Smeatons Hill safety improvements	Loop Road North Roundabout constructed	Substantially achieved
AARP	Awakino Tunnel Bypass	Construction start	Achieved
AARP	Mt Messenger and Awakino Gorge Corridor	Complete construction	Not achieved, but some progress made
AARP	Mt Messenger Bypass	Resource Management Act appeals resolved, property rights and pest mitigation area secured	Not achieved, but some progress made

AARP	Napier Port Access Package		
	<ul style="list-style-type: none"> Hawke's Bay Expressway Safety Treatments 	Practical completion achieved on main contract works	Achieved
	<ul style="list-style-type: none"> Prebensen Hyderabad intersection upgrade 	Re-evaluation of the project scope and benefits	Achieved
AARP	Nelson Future Access (formerly Nelson Southern Link)	Develop detailed business case(s)	Not achieved, but some progress made
NLTF	Waiōeka Gorge	Complete detailed business case	Not achieved
PGF	Waipapa intersection (Northland)	Designation and consents, land acquired, construction started	Achieved
PGF	Twin Coast Discovery Route business cases	Business case completed	Achieved
PGF	SH43 Forgotten World Highway business case	Business case completed	Achieved
PGF	SH35 Route Security	First year design and enabling work completed	Substantially achieved

Notes: AARP = Accelerated Regional Rooding Programme; NLTF = National Land Transport Fund; PGF = Provincial Growth Fund.

Whirokino Trestle Bridge Replacement: The project opened to traffic in February 2020. However, COVID-19 has delayed practical completion, which is expected to be in August 2020.

New Ōpaoa River Bridge (formerly Opawa Bridge Replacement): The project was on track for practical completion, but the COVID-19 shutdown has pushed pavement construction into more unfavourable winter working conditions. The project sought to mitigate this with a redesigned pavement that allows construction to continue over winter. We are now targeting a late 2020 completion.

Loop Road North to Smeatons Hill safety improvements: In December 2019, a decision was made to change the scope of the project to a dual lane design and to include a new bridge. The detailed design for the dual lane roundabout and new bridge construction is 80 percent complete. Works were slowed due to COVID-19 lockdown. Dual laning and bridge construction is now expected to begin in November 2020. ypass: Construction is well underway.

Mt Messenger and Awakino Gorge Corridor: The construction programme was on target to achieve the annual milestone, but due to COVID-19 delays it will now be completed in late 2020.

Mt Messenger Bypass: Resource Management Act decisions were delayed during the COVID-19 shutdown, until the end of August 2020. Legal and property acquisition issues continue to be resolved. It is hoped most issues will be resolved by end 2020. efits has been

Nelson Future Access (formerly Nelson Southern Link): Development of the detailed business case is underway, with community engagement on the short list due to take place in July 2020. Estimated completion of the detailed business case has been revised to March 2021.

Waiōeka Gorge: Currently programmed to start August 2020.

State Highway 35 Route Security: Accelerated timelines agreed with government as part of the state highway component of the Tairāwhiti Roading Package. The business case has been completed and the contracting process is nearing completion.

Appendix 2 – Technical notes for non-financial performance measures

These notes explain our non-financial performance measures for our output classes.

State highway improvements

SH11 Proportion of state highway improvement activities delivered to agreed standards and timeframes assesses the delivery of state highway improvement programmes and projects against milestones and budget, as well as property acquisition programmes which are assessed against budget. Within each programme, delivery to milestones and budget are equally weighted. Aggregation to the overall result is based on the weighted programme expenditure across the entire programme in the given year. Delivery to quality standards are tested through the different gateways in the project management process. The measure includes programmes and projects funded by the National Land Transport Fund permanent legislative authority (PLA) and the National Land Transport Fund Capital PLA Crown appropriations.

SH12 Proportion of state highway network modified to align with safe and appropriate speed tracks the proportion of the state highway network that has speed limit reductions completed during the year to ensure travel speeds are safe at current or higher speed limits where appropriate. This is measured in kilometres and reported as a percentage of the total state highway network.

SH13 Proportion of regional state highway activities delivered to agreed standards and timeframes assesses the delivery of regionally important state highway projects against milestones and budget. Within each programme, delivery to milestones and budget are equally weighted. Aggregation to the overall result is based on the weighted programme expenditure across the entire programme in the given year. Delivery to quality standards are tested through the different gateways in the project management process. The measure includes Crown-funded packages or projects from the Regional State Highways Appropriation.

Local road improvements

LRI1 Proportion of the local road network modified to align with safe and appropriate speed tracks the proportion of the local road network that has speed limit reductions completed during the year to ensure travel speeds are safe at current or higher speed limits where appropriate. This is measured in kilometres and reported as a percentage of the total state highway network.

LRI2 Provincial Growth Fund enabling infrastructure projects – average number of days to release Provincial Growth Fund infrastructure funding once approved is determined by how long it takes, on average, to release Provincial Growth Fund infrastructure funds after funding approval. Days to release refers to the number of working days between the date a claim is authorised for release in the Transport Investment Online system and the date payment was made.

LRI3 Housing Infrastructure Fund Loans – the loan will be drawn down for the purposes and on the terms agreed between NZ Transport Agency and the Minister of Transport is the proportion of the total loan drawn against the Housing Infrastructure Fund that meets the purposes and the terms agreed between Waka Kotahi and the Minister of Transport.

Road safety promotion and demand management

RSP1 Proportion of road safety advertising campaigns that meet or exceed their agreed success criteria assesses the number and breadth of advertising campaigns used, the varied media in which they are presented, and the different aspects of the campaigns that are measured (including likeability, relevance, message takeout, likelihood to change attitude and prompted recall) against success criteria. The success of each individual campaign is assessed using weighted scores based on strategy priority.

RSP2 Proportion of road safety education programmes meeting targets for access to road safety information assesses accessibility of road safety information under our road safety education programmes. Each programme is assessed against a success criterion and given a rating of 'achieved' or 'not achieved'. This measure is the total number of road safety education programmes rated 'achieved', divided by the total number of road safety education programmes assessed during the same period.

RSP3 Proportion of travel demand management activities delivered to agreed timelines compares delivery of travel demand activities to programme milestones.

RSP4 Proportion of travel demand management strategies in high-growth centres approved jointly with councils compares the number of travel demand management strategies contributing to mode shift in Auckland, Hamilton, Tauranga, Wellington, Christchurch and Queenstown that are approved, and the number of travel demand management strategies contributing to mode shift that are programmed to be approved in the year.

Regional improvements

RI1 Proportion of regional improvement activities delivered to agreed standards and timeframes assesses the delivery of regional improvement programmes and projects against milestones and budget. Within each programme, delivery to milestones and budget are equally weighted. Aggregation to the overall result is based on the weighted programme expenditure across the entire programme in the given year. Delivery to quality standards are tested through the different gateways in the project management process. The measure includes programmes and projects funded by the National Land Transport Fund PLA.

RI2 Provincial Growth Fund infrastructure projects - Proportion of Transport Agency projects funded by the Provincial Growth Fund delivered to standards and timeframes is the total number of Waka Kotahi projects funded by the Provincial Growth Fund that compares agreed time, cost and quality standards with the actual delivery of the project.

Public transport

PT1 Number of boardings on urban public transport services (bus, train and ferry) is the sum of all public transport passenger boardings by bus, train and ferry across all regions. It includes boardings using SuperGold card concessions. A boarding is a single trip made on public transport, for example from when a person boards a bus to when they get off.

PT2 Number of boardings on urban public transport services (bus, train and ferry) per capita is the sum of all public transport passenger boardings by bus, train and ferry across all regions divided by the population. It includes boardings using SuperGold card concessions.

PT3 Proportion of people with access to frequent public transport services at peak times in Auckland, Wellington and Christchurch reflects the number of people that is within 500m walking distance of a frequent bus-stop or ferry terminal, or within 1km of a frequent rapid transit stop (mainly trains, but also includes grade-separated bus ways). This covers public transport services scheduled every 15 minutes (or 30 minutes for ferry) during the morning peak Monday to Friday (7am–9am). The overall result is the weighted average based on population across the three centres.

PT4 Costs per passenger kilometre by bus, train and ferry examines the change in service costs toward carrying an individual passenger across bus, train, and ferry over time. Cost reflects spend against the National Land Transport Fund (NLTF) and does not include local share, fare revenue, SuperGold cardholder payments and third-party revenue.

PT5 Mode share of people into Auckland central business district compares the number of people travelling by public transport (bus, train and ferry) car, bike, on foot into the Auckland central business district. Data is collected through a combination of sources: HOP card for public transport, vehicle data count and vehicle occupancy surveys for cars and surveys/counts pedestrians and cyclists.

PT6 Punctuality of public transport services (bus, train and ferry) in Auckland measures the reliability of arrival of public transport services (bus, train and ferry) against scheduled trips in Auckland. It is calculated by the percentage of scheduled services operating 1 minute before and 5 minutes after scheduled time. It is average across all these modes, combined and weighted according to patronage.

SuperGold card – administration of the Public Transport Concessions Scheme and SuperGold card – public transport concessions for cardholders

SG1 Proportion of 'on time' payment of Crown SuperGold bulk allocation to approved organisations is the total number of authorised organisations that were paid SuperGold allocation for the forward year during the first quarter of the financial year, divided by the total number of authorised organisations with SuperGold allocation for the forward year.

SG2 Number of boardings using SuperGold concessions is the sum of all public transport passenger boardings across all regions where SuperGold card concessions were used. A boarding is a single trip made on public transport, for example from when a person boards a bus to when they get off.

Walking and cycling

WC1 Network kilometres of walking and cycling facilities delivered is the total length of new walking and cycling facilities added to the network during the year and includes lengths of existing pathways and cycleways where improvements were made.

WC2 Cycling count in Auckland, Wellington and Christchurch reflects the number of cyclists counted in the annual cycling cordon count in each centre.

Rapid transit

RPT1 Proportion of rapid transport activities delivered to investment requirements timeframes assesses the delivery of rapid transit activities against budget. The measure includes programmes and projects funded by the National Land Transport Fund Capital PLA Crown appropriation.

Transitional rail

TR1 Proportion of transitional rail projects approved for implementation is the number of transitional rail business cases approved for implementation each year, divided by the total number of transitional rail business cases received for the same year.

State highway maintenance

SHM1 Proportion of state highway maintenance activities delivered to agreed standards and timeframes compares the physical achievement of pavement and surfacing renewals and maintenance activities against plan. Achievement on activities is measured in trackers (lane kilometres or sites) and assessed against programme baseline. Where programme information is not available, a financial proxy is used by comparing actual spend against budget allocation. Aggregation to the overall result is based on weighted programme expenditure for each asset type against the total spent for the financial year.

SHM2 Safe stopping: proportion of network meeting surface texture standards reflects efficiency in meeting surface texture standards (to ensure safe stopping) as per sector research. Maintenance of the state highway focuses on ensuring skid resistance (to ensure safe stopping). Minimum acceptable levels of skid resistance are set in relation to the road environment. The annual programme of reseals (surface renewals) is driven, in part, by the need to maintain network skid resistance.

SHM3 Network resilience: proportion of rutting $\geq 20\text{mm}$ over state highway network is the proportion of rutting (long shallow channels generally found in wheel paths) above the 20mm threshold over the length of the state highway network. Rutting in the road surface is one of the key indicators of the health of the underlying pavement and the need for pavement renewal. Ruts often also hold water, so lower skid resistance.

SHM4 Safe stopping: proportion of network above skid threshold reflects efficiency in meeting surface texture standards (to ensure safe stopping) as per sector research. Minimum acceptable levels of skid resistance are set in relation to the road environment. The annual programme of reseals (surface renewals) is driven, in part, by the need to improve skid resistance.

SHM5 Smooth ride: proportion of travel on network classed as smooth is the proportion of travel (proportion of vehicle kilometres travelled on the network surveyed) that occurs on pavements smoother than a nominated surface texture standard over the length of the network surveyed.

SHM6 Availability of state highway network: proportion of unplanned road closures resolved within standard timeframes is the sum of all unscheduled road closure incidences during the year (both urban and rural) that have a significant impact on road users addressed within standard protocol and timeframes (that is urban less than 2 hours and rural less than 12 hours), divided by the total number of road closure incidents. Performance against this measure is influenced by the frequency and severity of extreme weather events.

SHM7 State highway maintenance cost per lane kilometre delivered is calculated by dividing the amount spent on the maintenance of state highways by the total number of lane kilometres in the network. This is adjusted for inflation based on the network outcomes index.

SHM8 Restoration and rebuild of State Highway 1 between Picton and Christchurch – proportion of activities delivered to agreed standards and timeframes compares is the percentage of State Highway 1 between Picton and Christchurch projects delivered against plan across the four-year programme. Delivered projects are the individual projects that are handed over by the North Canterbury Transport Infrastructure Recovery alliance to Waka Kotahi following practical completion. The projects include recovery and resilience activities (restoration), as well as improvements (rebuild) on the corridors. The projects are funded from different sources including Crown funding for the Reinstatement of the South Island Transport Corridors.

Local road maintenance

LRM1 Pavement integrity index of the sealed network utilises information from the Pavement Integrity Index (PII), a combined index of the pavement faults in sealed road surfaces used widely for local roads in New Zealand.

LRM2 Surface condition index of the sealed network utilises information from the Surface Condition Index (CI), an overall condition value that reports an aggregation of a number of surface defects over a specified length of sealed road.

LRM3 Smooth ride: proportion of travel on smooth roads is technically referred to as 'smooth travel exposure' and is the proportion of total vehicle kilometres travelled that occurs on 'smooth' roads.

LRM4 Local road maintenance cost per local road lane kilometre delivered is calculated by dividing the amount spent on the maintenance of local roads by the total number of lane kilometres in the network. This includes maintenance operations and renewals, but excludes emergency works, and is adjusted for inflation based on the network outcomes index.

Driver licensing and testing

DLT1 Unit cost of providing user-facing driver licensing and testing services is the sum of expenditure on driver licensing or driver testing transactions, divided by the total driver licensing and testing transaction volumes.

DLT2 Proportion of driver licence tests booked online is the number of practical test bookings and rescheduled test bookings completed through the Waka Kotahi Transact website, divided by the total number of test bookings completed for driver licence tests in the same period.

DLT3 Proportion of accuracy of data entry into registers is a measure of the data input accuracy of the driver licence register based on monthly audit checks from a random sample of 100 callers and a selection of agents' work processed against what is written on the form and recorded in the register. The measure reflects the average of the audit results.

DLT4 Proportion of practical tests taken within 30 working days of booking is the number of driver licence applicants who took practical tests within 30 working days of booking, divided by the total number of driver licence applicants who took a practical test in the same period.

DLT5 Proportion of audits for driver licence course providers completed against target is the total number of audits for driver licence course providers completed, divided by the total number of planned audits for driver licence course providers for the same period.

DLT6 Proportion of non-compliance actions for driver licence course providers resolved on time is the total number of non-compliance actions for driver licence course providers that are resolved within acceptable timeframes, divided by the total number of non-compliance actions undertaken for driver licence course providers for the same period.

DLT7 Number of drug or alcohol assessments funded is the total number of drug or alcohol assessments funded based on the number of attendances at drug and alcohol assessment centres. Attendance is depended on the number of drivers convicted by the courts under section 65 of the Land Transport Act 1998 for repeat driving offences involving drugs or alcohol for the year, that are required to attend assessments.

DLT8 Number of older driver licences subsidised is the total number of older driver licence renewals subsidised. Drivers must renew their driver licences at age 75, then at 80 and every two years after that.

Vehicle safety and certification

VSC1 Unit cost of providing user-facing motor vehicle licencing services is the sum of expenditure on motor vehicle registration transactions, divided by the total motor vehicle registration transaction volumes.

VSC2 Proportion of motor vehicle licencing completed online is the total number of annual motor vehicle licencing (including reversals), new registrations and register maintenance actions (including vehicle licencing exemptions, change of ownership (buyer), change of ownership (seller), change of name or address, registered person name and address) completed on the Waka Kotahi Transact website, via Direct Connect or via an industry agent, divided by the total number of completed motor vehicle transactions that are available online.

VSC3 Proportion of accuracy of data entry into registers is the accuracy of the information entered into the Motor Vehicle Register. Data-verification activities are focused on confirming vehicle attributes, vehicle ownership and address information in the Motor Vehicle Register. The measure combines the result of regular audit checks by regional staff, unverified owner and address information returns.

VSC4 Proportion of vehicles relicensed on time is a measure of the proportion of vehicles that have been relicensed on or before the licence expiry date. The measure is calculated as the number of active or current licences for the period, divided by the total number of vehicles due for relicensing for the same period.

VSC5 Proportion of audits and reviews for inspecting organisations and vehicle inspectors completed against target is the total number of audits and reviews for inspecting organisations and vehicle inspectors completed, divided by the total number of planned audits and reviews for inspecting organisations and vehicle inspectors for the same period.

VSC6 Proportion of non-compliance actions for inspecting organisations and vehicle inspectors resolved on time is the total number of non-compliance actions for inspecting organisations and vehicle inspectors that are resolved within acceptable timeframes, divided by the total number of non-compliance actions undertaken for inspecting organisations and vehicle inspectors for the same period.

Regulation of commercial transport operators

CTO1 Proportion of commercial operators reviewed or audited against target is the total number of commercial operators investigated or audited during the period, divided by the total number of planned reviews, audits or investigations for commercial operators for the same period.

CTO2 Proportion of non-compliance actions for commercial operators resolved on time is the total number of non-compliance actions for commercial operators that are resolved within acceptable timeframes, divided by the total number of non-compliance actions undertaken on non-compliant commercial operators for the same period.

CTO3 Proportion of standard permits issued within approved timeframes (less than or equal to 10 working days) is the total number of commercial transport operator standard permits issued within 10 working days from the date of receipt of application, divided by the total of commercial transport operator standard permit applications received for the same period. This excludes applications that are on hold, queried and rejected.

Regulation of the rail transport system

RTS1 Proportion of rail participants reviewed or audited against target is the total number of assessments or inspections of rail participants completed, divided by the total number of planned assessments or inspections of rail participants for the same period.

RTS2 Proportion of non-compliance actions for rail participants resolved on time is the total number of non-compliance actions for rail participants that are resolved within acceptable timeframes, divided by the total number of non-compliance actions undertaken for rail participants for the same period.

Revenue collection and administration

REV1 Unit cost of providing user-facing road tolling services is the unit cost of delivering a toll service. Cost excludes write-offs, bad debts, and net of administration fees recovered from toll payment notices.

REV2 Proportion of chargeable toll trips paid on time is the total chargeable toll trips paid, divided by the total chargeable toll trips. It excludes exempt trips (for example, emergency services), technical loss (for example, camera fault) and unidentified toll trips.

REV3 Proportion of road user charges licences completed online is the number of light and heavy vehicle road user charges licences purchased online, divided by the total number of road user charges licences purchased. Online refers to transactions via industry agents, Direct Connect, Waka Kotahi Transact website, e-RUC and automatic tellers.

REV4 Unit cost of providing user-facing road user charges services is the sum of expenditure of collecting road user charges, divided by the total volume of road user charges.

REV5 Proportion of road user charges operators that are investigated or audited against target is the total number of Transport Service Licence holders investigated or audited during the period, divided by the total number of Transport Service Licence holders profiled as likely to be non-compliant with their road user charges obligations for the same period.

REV6 Proportion of non-compliance actions for road user charges evasion resolved is the total number of non-compliance actions for road user charges evasion that are resolved, divided by the total number of non-compliance actions for road user charges evasion for the same period.

REV7 Proportion of identified evaded road user charges repaid is the total number of identified evaded road user charges repaid, divided by the total number of identified evaded road user charges.

REV8 Proportion of road user charges refund claims processed within 20 working days is determined by how long it takes, on average, to process road user charge claims between the date a claim was received and the date where a decision of the application outcome is made, divided by the total number of road user charges refund claims processed.

REV9 Average number of days taken to process refunds of fuel excise duty is determined by how long it takes, on average, to process fuel excise duty refund applications. Days to deliver refers to the number of working days between the date an application was received and the date when a decision of the application outcome is made. It excludes applications that are rejected, queried or audited.

REV10 Average number of days to process regional fuel tax rebate claims is determined by how long it takes, on average, to process regional fuel tax rebate claims. Days to deliver refers to the number of working days between the date an application was received and the date when a decision of the application outcome is made. It excludes applications that are rejected, queried or audited.

Investment management

IM1 Total cost of managing the funding allocation system as a percentage of National Land Transport Programme expenditure is the service cost of managing the Investment Funding Allocation System (IFAS). IFAS activities are funded from the National Land Transport Fund and the Crown. It excludes local authority funding contributions for investments in local transport activities. This is reported cumulatively over the three-year period of the National Land Transport Programme.

IM2 Proportion of investments that meet the Transport Agency's investment thresholds level is an aggregate of two measures to monitor the quality and efficiency of investment approval and decision activities: proportion of investments that meet the investment threshold level (priority) for the relevant National Land Transport Programme and proportion of reviewed investment decisions which meet required process standards (post-approval reviews). All components of the measure have targets of 100 percent. Aggregation to the overall result is based on the arithmetic average of the components.

IM3 Proportion of planned transport system planning activities delivered compares the number of transport planning activities in the published National Land Transport Programme that are delivered, with the number of transport planning activities planned to be delivered in the same National Land Transport Programme. This is reported cumulatively over the three-year period of the National Land Transport Programme.

IM4 Proportion of transport system planning activities delivered that were not planned compares the number of transport planning activities delivered that are not included in the published National Land Transport Programme (NLTP) with the number of all transport planning activities delivered. This is reported cumulatively over the three-year period of the National Land Transport Programme.

IM5 Proportion of sector research activities delivered to agreed standards and timeframes is a measure that compares planned or contracted time, cost and quality of research investment with actual performance. Assessment against time and cost standards is based on contracted timeframes and cost. Assessment against quality standards is done through peer review. All aspects contribute equally to the overall result.

IM6 Proportion of investment audit activities completed is the average of two components: investment audit programme and benefits realisation programme completed on time. Investment audit activities assess the performance of approved organisations in relation to activities approved by Waka Kotahi and the operation of the land transport disbursement accounts of approved organisations under section 95(1)(e) of the Land Transport Management Act 2003. Reporting is based on the latest assurance programme approved by the Board's Risk and Assurance Committee.

IM7 Average number of days to action new funding approvals is determined by how long it takes, on average, to process and approve funding of a new National Land Transport Programme activity. Days to funding approval is defined as the number of working days between the date of receipt and the date the approval was recorded in the Transport Investment Online system.

IM8 Stakeholder satisfaction demonstrates the proportion of approved organisations and stakeholders (regional, local and unitary authorities, and other organisations that Waka Kotahi interacts with) that were satisfied with the relationship between their organisation and Waka Kotahi. This is measured through an independently conducted survey.

IM9 Proportion of requests completed within specified timeframes – ministerial correspondence is the proportion of ministerial correspondence requests received by Waka Kotahi that are completed within agreed timeframes. The timeframes for responses to ministerial correspondence are agreed with each minister's office.

IM10 Proportion of requests completed within specified timeframes – parliamentary questions is the proportion of parliamentary questions received by Waka Kotahi that are completed within agreed timeframes. The timeframes for responses to written parliamentary questions are agreed with each minister's office.

IM11 Proportion of requests completed within statutory timeframes – Official Information Act is the proportion of Official Information Act requests received by Waka Kotahi that are completed within statutory timeframes. The Official Information Act 1982 sets a statutory timeframe for decisions to be made on information requests.

IM12 Provincial Growth Fund regional projects and capability – proportion of project business cases completed to standard (approved organisations and Transport Agency) is the total number of project business cases funded by the Provincial Growth Fund developed by approved organisations and by Waka Kotahi that are completed to agreed cost and quality standards, divided by the total number of such project business cases completed for the same period.

IM13 Provincial Growth Fund regional projects and capability – proportion of Transport Agency project business cases completed to timelines is the total number of project business cases funded by the Provincial Growth Fund developed by Waka Kotahi that are completed to agreed timelines, divided by the total number of such project business cases completed for the same period.

IM14 Provincial Growth Fund supporting regional and infrastructure projects – Average number of days to provide feedback on Provincial Growth Fund funding applications is determined by how long it takes, on average, for Waka Kotahi to provide feedback on Provincial Growth Fund funding applications. Days to provide feedback is defined as the number of working days between the date Waka Kotahi receives the funding application from the Provincial Development Unit (PDU) and the date feedback is provided to the PDU, excluding the time the application is placed on hold by the PDU.

IM15 Average number of days taken to enter fatal crash reports into the Crash Analysis System measures the number of days taken to enter fatal crash reports into the Crash Analysis System from the date the reports are received.

Appendix 3 – Vote transport appropriation measures

Waka Kotahi is required to provide year-end performance information on appropriations that it is funded for. This section delivers against our reporting requirements under *Vote Transport Estimates of Appropriations 2019/20 - Economic Development and Infrastructure Sector* and *Vote Transport Supplementary Estimates of Appropriations 2019/20*.

REFERENCE	APPROPRIATION MEASURE	RESULT	2019/20 BUDGET STANDARD	2019/20 ACTUAL	VARIANCE*	2018/19 ACTUAL
Bad debt provision - motor vehicle registration/licences and road user charges						
BDP1	Proportion of bad debt for road user charges against forecast revenue	Achieved	0.47% or less	0.41%	0.06%	0.47%
Urban cycleways - local routes						
UC1	Proportion of expenditure to agreed purpose	Achieved	100%	100%	-	100%
NLTF borrowing facility for short-term advances						
NLTF1	The loan will be drawn down for the purposes and on the terms agreed between Waka Kotahi NZ Transport Agency and the Minister of Transport	Achieved	100%	100%	-	100%
Reinstatement of the South Island transport corridors						
SHM8a	Restoration of State Highway 1 between Picton and Christchurch - Percentage of activities that are delivered to agreed standards and timeframe	Achieved	90% or greater	97%\$	7%	99%
SHM8b	Rebuild of State Highway 1 between Picton and Christchurch - Percentage of activities that are delivered to agreed standards and timeframes	Achieved	90% or greater	100%\$	10%	29%
Urban cycleways - crown assets						
UC2	Proportion of expenditure to agreed purpose	Achieved	100%	100%	-	100%

Enhanced road maintenance - state highways

ERM1	Number of forestry workers employed to complete hazardous tree removal and enhanced road maintenance on state highways under the Tairāwhiti redeployment package	Not measured ●	≥8 forestry workers	Not measured	-	New measure
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We were not able to commence work in quarter four as planned because of the programme scope review, led by Treasury, to allow employment of non-forestry workers. The review was triggered by the upturn of the forestry employment market after COVID-19 alert levels were downgraded. The scope changes were approved by Cabinet in May 2020 which meant our programme of work needed to be adjusted and work carried out in 2020/21 instead.

Capital investment package - roads, walking and cycling

CIP1	Proportion of roads and walking and cycling infrastructure delivered to agreed standards and timeframes	Not achieved	90% or greater	81%	9%	New measure
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Protection of Waka Kotahi NZ Transport Agency's core regulatory functions

REGP1	Funding is drawn down and utilised for the purposes and on the terms agreed to by Cabinet	Achieved	100%	100%	-	New measure
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COVID-19 NLTF borrowing facility

NLFC1	The loan will be drawn down for the purposes and on the terms agreed between Waka Kotahi NZ Transport Agency and the Minister of Transport	Achieved	100%	100%	-	New measure
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Waka Kotahi NZ Transport Agency regulatory loans

REGL1	The loan will be drawn down for the purposes and on the terms agreed between Waka Kotahi NZ Transport Agency and the Minister of Transport	Achieved	100%	100%	-	New measure
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Waka Kotahi NZ Transport Agency Palmerston North premises

PNP1	Proportion of operational expenditure spent to budget	Achieved	100%	100%	-	New measure
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Waka Kotahi NZ Transport Agency capital contribution for Palmerston North premises

PNP2	Proportion of the building refurbishment programme delivered as planned	Achieved	90% or greater	95%	5%	New measure
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The following results are also reported under the output class section of the annual report on pages 33-103.

REFERENCE	APPROPRIATION MEASURE	RESULT	2019/20 BUDGET STANDARD	2019/20 ACTUAL	VARIANCE ^o	2018/19 ACTUAL
Crash analysis						
IM15	Average number of days taken to enter fatal crash reports into the Crash Analysis System	Achieved	10 working days	3 working days	7 working days	10 working days
Licensing activities						
DLT7	Number of drug or alcohol assessments funded	Not achieved	1,200-1,400	634	566	1,051
DLT8	Number of older driver licences subsidised	Not achieved	39,000-41,000	83,164	42,164	New measure
Ministerial servicing by the Waka Kotahi New Zealand Transport Agency						
IM9	Proportion of requests completed within specified timeframes - Ministerial correspondence	Achieved	100%	100%	-	90%
IM10	Proportion of requests completed within specified timeframes - Parliamentary questions	Not achieved	100%	99%	1%	99%
IM11	Proportion of requests completed within statutory timeframes - Official Information Act	Not achieved	100%	99%	1%	99%
National Land Transport Programme PLA						
IM1	Investment Management - Total cost of managing the funding allocation system as a percentage of National Land Transport Programme expenditure	Achieved	1.1% or less	1.03%	0.07%	1.03%
RSP1	Road Safety Promotion - Proportion of road safety advertising campaigns that meet or exceed their agreed success criteria	Achieved	80% or greater	90%	10%	89%

LR11	Local Road Improvements - Proportion of the local road network modified to align with safe and appropriate speed	Not available	Baseline setting	Not available	-	Not available
SHI1	State Highway Improvements - Proportion of state highway improvement activities delivered to agreed standards and timeframes [†]	Not achieved	90% or greater	71%	17%	88%
SHI2	State Highway Improvements - Proportion of state highway network modified to align with safe and appropriate speed	Achieved	0.6% or greater	1.1%	0.5%	0.6%
LRM1	Local Road Maintenance - Pavement integrity index of the sealed network	Not achieved	94 or greater	93	1	94
LRM2	Local Road Maintenance - Surface condition index of the sealed network	Achieved	98 or greater	98	-	98
LRM3	Local Road Maintenance - Smooth ride: proportion of travel on smooth roads	Achieved	86% or greater	87%	1%	87%
LRM4	Local Road Maintenance - Local road maintenance cost per local road lane kilometre delivered	Not achieved	\$3,000 or less	\$3,628	\$628	\$3,455
SHM1	State Highway Maintenance - Proportion of state highway maintenance activities delivered to agreed standards and timeframes	Achieved	90% or greater	95%	5%	94%
SHM5	State Highway Maintenance - Smooth ride: proportion of travel on network classed as smooth	Achieved	97% or greater	99%	2%	99%
SHM7	State Highway Maintenance - State highway maintenance cost per lane kilometre delivered	Achieved	\$24,000-\$28,000	\$25,352	-	\$22,997
RI1	Regional Improvements - Proportion of regional improvement activities delivered to agreed standards and timeframes	Not achieved	90% or greater	88%	2%	98%

TR1	Transitional rail - Proportion of transitional rail projects approved for implementation	Achieved	Increasing	100%	20%	80%
PT1	Public transport - Number of boardings on urban public transport services (bus, train, ferry)	Not achieved due to COVID-19 ●	165 million or greater	139 million	26 million	168 million
PT2	Public transport - Number of boardings on urban public transport services (bus, train and ferry) per capita	Not achieved due to COVID-19 ●	34 boardings per capita or greater	28 boardings per capita	6 boardings per capita	New measure
PT3	Public transport - Proportion of people with access to frequent public transport services at peak times in Auckland, Wellington and Christchurch	Not achieved	Increasing	24%	2%	26%‡
WC1	Walking and cycling - Network kilometres of walking and cycling facilities delivered	Achieved	Increasing	63.2km	-	104.8km
Road user charges investigation and enforcement						
REV5	Proportion of road user charges operators that are investigated or audited against target	Achieved	100%	113%	13%	New measure
Road user charges refunds						
REV8	Proportion of road user charges refund claims processed within 20 working days	Baseline set	Baseline to be set	98%	-	New measure
SuperGold card - administration of the public transport concessions scheme						
SG1	Proportion of 'on time' payment of Crown SuperGold bulk allocation to approved organisations	Not achieved	100%	0%	100%	64%

SuperGold card - public transport concessions for cardholders

SG2	Number of boardings using SuperGold concessions	Not achieved due to COVID-19 ●	15.2 million or greater	12.6 million	2.6 million	15.7 million
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Housing infrastructure fund loans

LRI3	The loan will be drawn down for the purposes and on the terms agreed between Waka Kotahi NZ Transport Agency and the Minister of Transport	Achieved	100%	100%	-	100%
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National Land Transport Programme Capital PLA

RPT1	Proportion of rapid transit activities delivered to investment requirements	Not achieved	90% or greater	17%	73%	Not available
SHI1	Proportion of state highway improvement activities delivered to agreed standards and timeframes†	Not achieved	90% or greater	71%	19%	88%

Regional state highways

SHI3	Proportion of regional state highway activities delivered to agreed standards and timeframes	Not achieved	90% or greater	60%	30%	61%
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Reinstatement of the South Island transport corridors

SHM8	Restoration and rebuild of State Highway 1 between Picton and Christchurch - proportion of activities delivered to agreed standards and timeframes	Achieved	90% or greater	97% ^s	7%	81%
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Tuawhenua Provincial Growth Fund - transport projects

R12	Infrastructure projects - Proportion of Waka Kotahi NZ Transport Agency projects funded by the Provincial Growth Fund delivered to standards and timeframes	Not measured	90% or greater	Not measured	-	Not measured
LRI2	Enabling Infrastructure projects - Average number of days to release Provincial Growth Fund infrastructure funding once approved	Achieved	20 working days or less	10 working days	10 working days	13 working days

IM12	Regional projects and capability – proportion of regional project business cases completed to standard (approved organisations and Transport Agency)	Achieved	90% or greater	100%	10%	100%
IM13	Regional projects and capability – proportion of Transport Agency regional project business cases completed to timelines	Achieved	90% or greater	100%	10%	100%
IM14	Supporting Regional and Infrastructure projects - Average number of days to provide feedback on Provincial Growth Fund funding applications	Achieved	20 working days or less	9 working days	11 working days	20 working days

● The result was affected by COVID-19.

° The variance is a percentage point change unless stated otherwise.

† This reports against 2 appropriations: National Land Transport Programme PLA and National Land Transport Programme Capital PLA.

‡ This year, we used Statistics New Zealand population estimates rather than population data from the census. We back casted the 2013 census-based 29 percent result last year for comparability.

§ Activities delivered are based on the number of projects completed rather than activities delivered. The methodology was changed this year to address last year's audit recommendations on improving robustness of the performance report. The result is not comparable to the 2018/19 result.

