



State Highway User Survey 2006

- **Summary report of a survey of approximately 1500 users nationally**
- **Summary report of surveys of 325 truck drivers nationally**
- **Comparisons with 2003 findings**

Contents

	Page
Summary	3
Background	5
Methodology	6
State Highways Overall and Compared with 2 Years Ago and Priorities for Expenditure	8
Ratings of state highway features and design and management of impacts	23
Rating of Transit for maintenance and for developing/designing new state highways/motorways in state highway users region and ratings of construction/completion of state highway projects	52
Driver Exposure	59
Tolling	62
Communication	64
The samples of respondents	70

Appendices

Appendix 1 — Transit State Highway User Survey (Questionnaire 2006)

Appendix 2 — Comments from main general sample

Appendix 3 — Truck Driver comments

Summary

As in 2003, Transit's "product" the state highway system, is well rated overall. Transit's performance is also well rated. There is a perception that Transit is doing a better job in maintaining existing state highways than in developing new ones.

It is also apparent that road users are differentiating the aspects and features. The positive rating of the state highway system overall by over 7 out of 10 road users, is bettered or equalled by the ratings for road markings, signs, environmental impacts and appearance in the landscape. For two aspects, the ratings do not reach the overall rating of the state highway system. Nor do they reach a level of a majority of users being satisfied. These are "reducing congestion and improving traffic flows" and "construction and completion of state highway projects".

Although the overall rating has not increased significantly over the 8 year period four surveys have asked this same question, nearly 6 out of 10 road users rated the state highways "better" than 2 years ago. This appears to indicate that as the state highways improve, expectations also increase and a range of measures is a better indicator of Transit's performance than simply road user satisfaction levels. Some believe there is no change from 2 years ago; few believe the state highways are worse.

"Improving the safety of the road" is still the most important priority for expenditure. This national priority differed from that of the Auckland region. There was a greater preference by Aucklanders for "improving the traffic flow and reducing congestion" as the highest priority for expenditure. Additional questioning in the 2006 survey has identified "other drivers" as a more significant concern than the safety of the design or features of the road itself.

Transit is still not clearly identified with its role. Just under half of state highway users can identify Transit. Supply of information from Transit was generally well rated, and was important. Better communication was shown to link to more positive ratings of Transit and to more positive ratings of the state highway system. Ratings of Transit for consultation and involvement with communities about new proposals did not yet match to ratings for supplying information about road conditions.

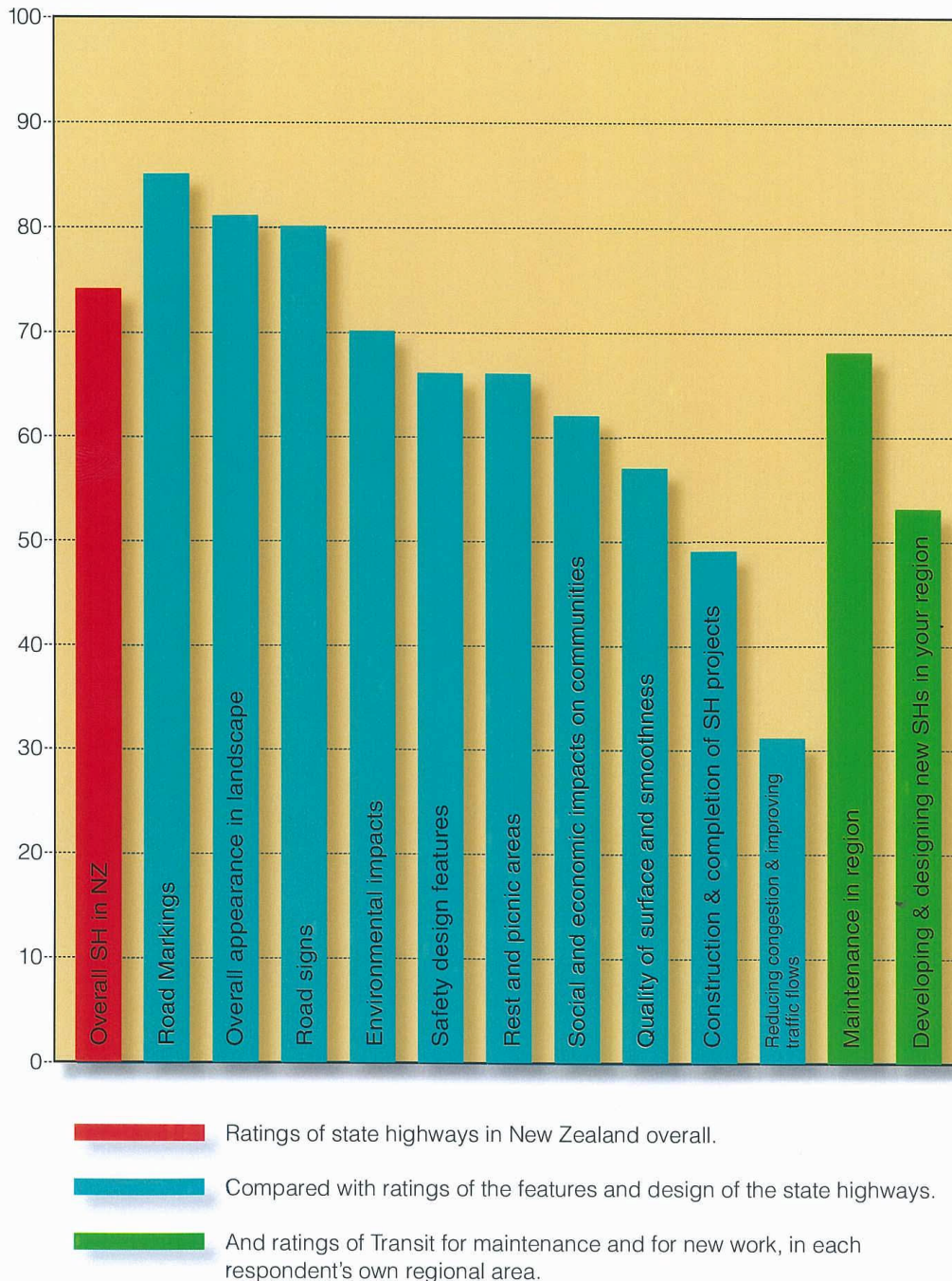
Road users' perceptions vary by region, frequency of use, type of user etc. Thus while in total opinions on tolling are evenly divided, nationally there are some significant regional differences in levels of support/opposition and in numbers of road users with no opinions on tolling.

Truck drivers' ratings match or exceed those of general road users except for the quality and smoothness of the surface. As in earlier surveys, truck drivers' ratings of surface quality were significantly less favourable than other road users.

Much detailed uncovering of trends and relationships is possible by interrogation of the database — the following report is a summary of main findings only.

Satisfaction Comparison 2006

Satisfaction Comparison



Ratings of state highways in New Zealand overall, compared with ratings of the features and design of the state highways and ratings of Transit for maintenance and for new work in each respondent's own regional area .

Background

- The survey fulfils the following objectives:
 - to monitor over a time series overall satisfaction with the state highways
 - to prioritise aspects requiring attention
 - to diagnose reasons for any dissatisfaction and to provide information that can be actioned with better communication, service or engineering solutions (see comments appendix)
 - to document user perceptions and provide understanding of needs between segments by region, type of user, etc
 - to provide a comprehensive reliable database of information that can be analysed for future business needs
 - to provide general data to expedite the design of further specialised research on specific topics as may be required (eg, willingness to pay surveys on tolling)
- In 1998 and 2000, Transit (via AC Nielsen) surveyed road users as to their ratings of a wide range of features of the state highways, plus overall satisfaction. Results were reported for road users in total, in detailed reports on the features of the state highways.
- For 2003, the methodology was reviewed. It was considered important to start looking at road users not just in total, but by segment — commercial drivers, heavy medium or light users in terms of distance travelled per annum, and by looking at demographic characteristics (age and gender). Regional breakdowns were also considered important. For 2006, this ability to segment the sample was increased with the addition of the use of extra methods to recruit a large enough combined sample of truck drivers to enable separate comparisons between the general sample and truck drivers.
- From 2003, questioning has focused on aspects such as “safety” and “traffic congestion” and “impact on the environment”. The project team established to steer the project agreed that detailed features (eg guardrails, extra lanes, markers, etc) should be established as the response by the road and traffic engineers to the prioritisation of broader aspects, rather than being directly rated by road users.
- In 2005, focus groups with road users in Auckland, Wellington and Christchurch, and subsequent consultation within Transit, identified some new questioning around projects, tolling and social and economic impacts on communities.
- More detailed questioning was also included on usage and ratings of information from sources such as phone helplines and websites.
- A new section was included on “driver exposure” in the last 7 days to various types of traffic conditions. This helped put a behavioural context to the attitudes on important issues such as safety and congestion.
- There was also a focus on gaining better understanding of the prioritisation of key aspects by road users. It was considered this would lead to the overall performance ratings of Transit being more transparent.
- This report is a summary of the main results from the 2006 survey. More detailed analysis is available through direct use of the database held in Transit’s national office.

Methodology

- The 2006 survey replicated the methodology of the 2003 survey to ensure results were comparable.
- The “general” sample of approximately 1500 randomly selected households was telephone interviewed. Priority was given to any truck drivers in the household (in 2003 priority was given to drivers of commercial vehicles) then to the main driver in the household.

Note re truck drivers’ results

- To increase the number of truck drivers the research company also used other surveys being carried out at the time as a means of identifying and recruiting extra truck drivers to be telephone interviewed. *Truck and Driver* magazine also assisted by informing readers of the availability of the questionnaire on a survey website. The truck driver results in the survey are based on the 145 randomly included in the national telephone survey, 155 contacted via other surveys and 25 from the questionnaire on the internet.

Note re regional results

- The population of the Transit regions varies considerably. Carrying out interviews on a population basis would have resulted in too few interviews in some regions to provide reliable results. The survey was thus carried out on a quota-sampling basis.
- The sample size was 1500 in total and a “quota sample” of a minimum of 200 interviews was carried out in each region.
- Results were then weighted up (Auckland, Hamilton, Wellington) or down (all others) to true population proportions. The regional base figures shown in the results are the “weighted” true population basis (eg 77 for Napier, 446 for Auckland) not the actual number of interviews — which was a minimum of 200 per region.
- This enabled results to be analysed separately for each region, given the different landscape, population density and networks in each region. Total results for all road users were weighted to reflect true population proportions and to enable comparisons between 2006 results and those for the earlier surveys.
- As most state highway users would be unfamiliar with the geographic boundaries of Transit regions, questioning on regions was linked to “the area covered by your telephone directory”. Thus results for questions about regional maintenance and new projects are based on activity in this localised area within each Transit regional response category.

Results

- Data from the 2006 survey was processed into an Espri database. This can readily be interrogated to provide cross-tabulations and other analysis to meet the needs of diverse potential users within Transit. (Access is via a stand alone PC at Transit national office — the database is not available across Transit’s national computer network.)
- Comments in the report are based on results significant at the 95% confidence level. The “base” figure in the tables shows the size of each subgroup on which percentages are calculated for the results shown. Apart from the report any subsequent analyses from the database should be viewed as indicative only if based on small subgroups.

Reasons

Reasons comments are Listed in Appendices 2 and 3. These are comments made by respondents who rated an item as “needs a lot of improvement” and were asked, “what needs to be done to improve your rating?”

Presentation

Grey shading shows the direction in which to read rows or columns of figure to add to the total 100%.

Results shown in text, tables and graphs may vary by 1 or 2% depending on whether percentages were calculated with/without “don’t know” responses included in the base for calculations.

State Highways Overall and Compared with 2 Years Ago and Priorities for Expenditure

Overall satisfaction had been monitored since 1998. A question comparing the state highways with 2 years prior was introduced in the 2003 survey. Its value was in confirming that there were rising road user expectations of state highway standards making increased satisfaction above 80% difficult to achieve. Thus while the satisfaction ratings have not shown increased satisfaction over the period monitored, nearly 60% of state highway users in both 2003 and 2006 have rated the state highway as “better now compared with 2 years ago”. A further 30% rate them as “no different”. Few rate them as worse. Safety and congestion were the main priorities for expenditure.

In total nearly 6 out of 10 state highway users rated the state highways as “better” than 2 years ago.

By segment there were the following differences among groups:

State highway users rating the state highway as better than 2 years ago were

more likely to be:

- aged under 24
- Northland residents
- state highway users rating surface quality, congestion and construction and completion as “very good”
- rating public consultation as “adequate”
- rating develop/design new SHs and maintenance favourably.

less likely to be:

- drivers of company cars
- motor cyclists
- Napier residents
- SH users rating maintenance and develop/design new SHs as “need improving”
- SH users rating surface quality, signage, managing congestion, appearance in the landscape, construction and completion of projects as “need a lot of improvement”

Thus age, region and type of vehicle have some influence on perception that the state highways are better than 2 years ago. But more significantly, some specific features, as listed above, have been identified as linking to perceptions that the state highways are better. Surface quality and congestion mitigation were two important variables linking to perceptions that the state highways had improved. State highway users who rated the state highway as “worse” than 2 years ago also showed different characteristics that linked to their perceptions. They were more likely to be people who chose “improve traffic flow/congestion” as the first priority for expenditure and less likely to choose “safety”. They were also more likely to be people who rated Transit as poor for availability of information, public consultation and involving users. Improvements on those aspects would therefore be likely to lead to gains in the numbers of users rating the state highways as “better” than 2 years ago.

Another result linking features to satisfaction was that state highway users who rated rest areas as needing improvement were more likely to rate the state highways as better than 2 years ago. This appeared inconsistent but further analysis indicated that rest areas were being selected for improvement by users who were otherwise highly satisfied on the more core elements of safety and congestion.

Q. How would you rate the State highways now compared to 2 years ago?

	2003 General 1459 %	2006 General 1377 %	2006 Truck 325 %
A lot better	18	12	10
A Little better	40	45	38
No different	27	30	32
A little worse	7	7	12
A lot worse	5	5	8

The influence of rising expectations (ie as the state highway standards are increased users have higher expectations and thus do not give higher ratings) is shown in the tables on the next page.

The first column of table (a) illustrates in the first or total column that nearly 6 out of 10 users in total rate the state highways as better (45% + 12%). However, the last column illustrates that among users who rated the state highways as “excellent” overall, nearly 7 out of 10 (42% + 24%) rated them as better.

The second column illustrates how users who rate the state highways as “poor”, are much more likely to perceive the state highways as “a lot worse” than 2 years ago (18% of the “poor” raters rate them as a lot worse). However, many of the “poor” raters rated the state highways overall as a little or a lot better (37% + 6%).

In table (b) the first and second columns illustrate the same relationship between rating the state highways “a lot worse” and being more likely to perceive than to be “poor”. However, the important finding is that even among users rating them as “worse” than 2 years ago (the second and third columns) many users gave favourable ratings overall. Of those who rated the state highways as a little or a lot worse than 2 years ago, over 50% nevertheless rated themselves as satisfied overall.

In total the percentage of state highway users who rated them as “better” or gave a favourable rating overall was 85%, up 2% from 2003.

(a) Rating of state highways compared with 2 years ago, analysed by overall ratings

Rating of 2 Years Ago	Total	Poor	Fair	Good	Very Good	Excellent
Base	1345	75	285	660	280	46
	%	%	%	%	%	%
A lot better	12	6	7	11	18	24
A little better	45	37	40	49	45	42
No different	31	29	33	31	27	33
A little worse	7	10	13	5	8	0
A lot worse	5	18	7	4	2	1

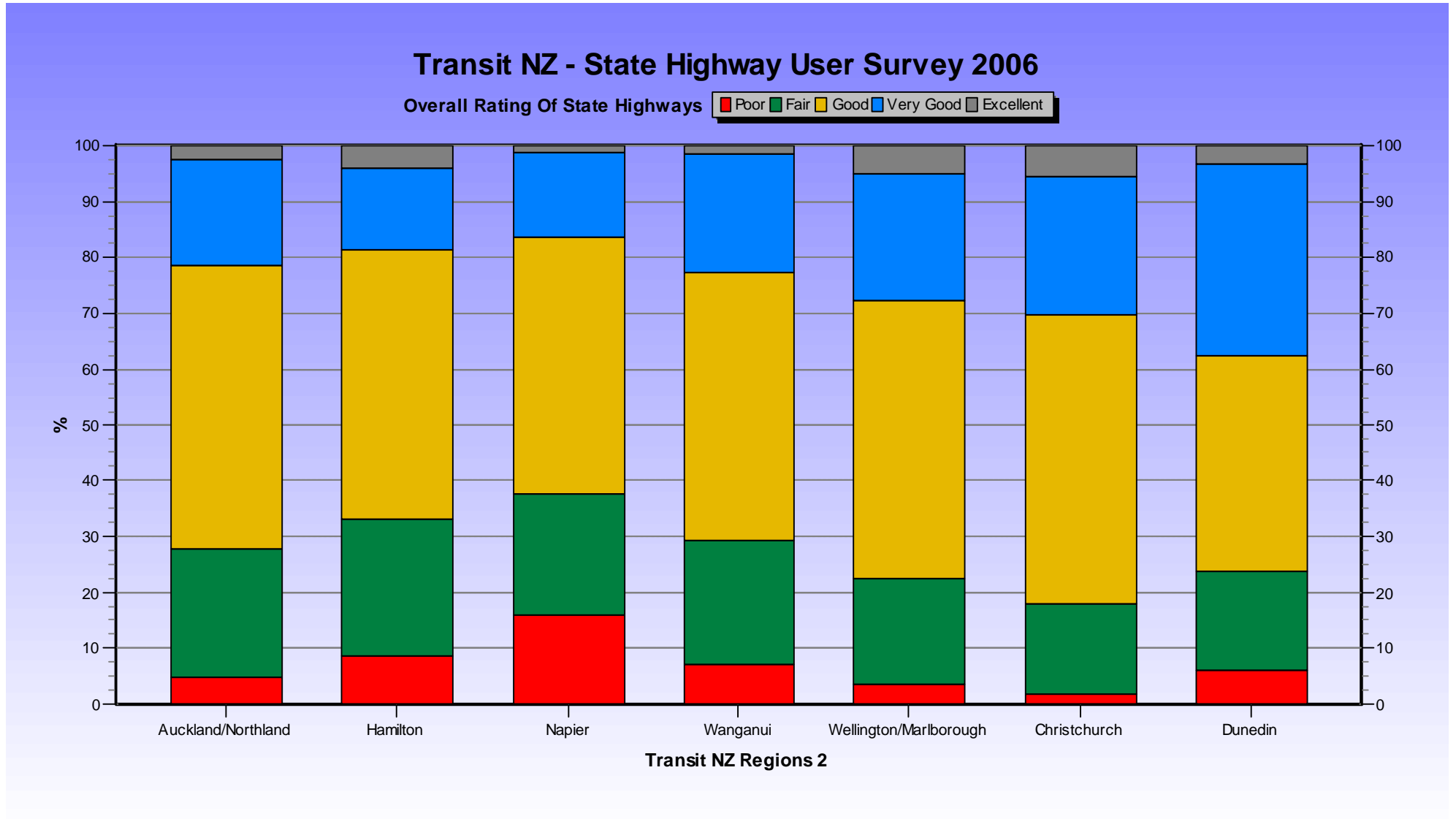
(see graph 2)

(b) Overall rating of state highways analysed by ratings of state highways compared with 2 years ago

Rating of 2 Years Ago	Total	A Lot Worse	A Little Worse	No Different	A Little Better	A Lot Better
Base	1345	64	96	411	612	162
	%	%	%	%	%	%
Excellent	3	1	0	4	3	7
Very Good	21	8	22	18	21	32
Good	49	38	32	50	53	46
Fair	21	33	38	23	19	12
Poor	6	21	8	5	5	3

(see graph 3)

graph 1

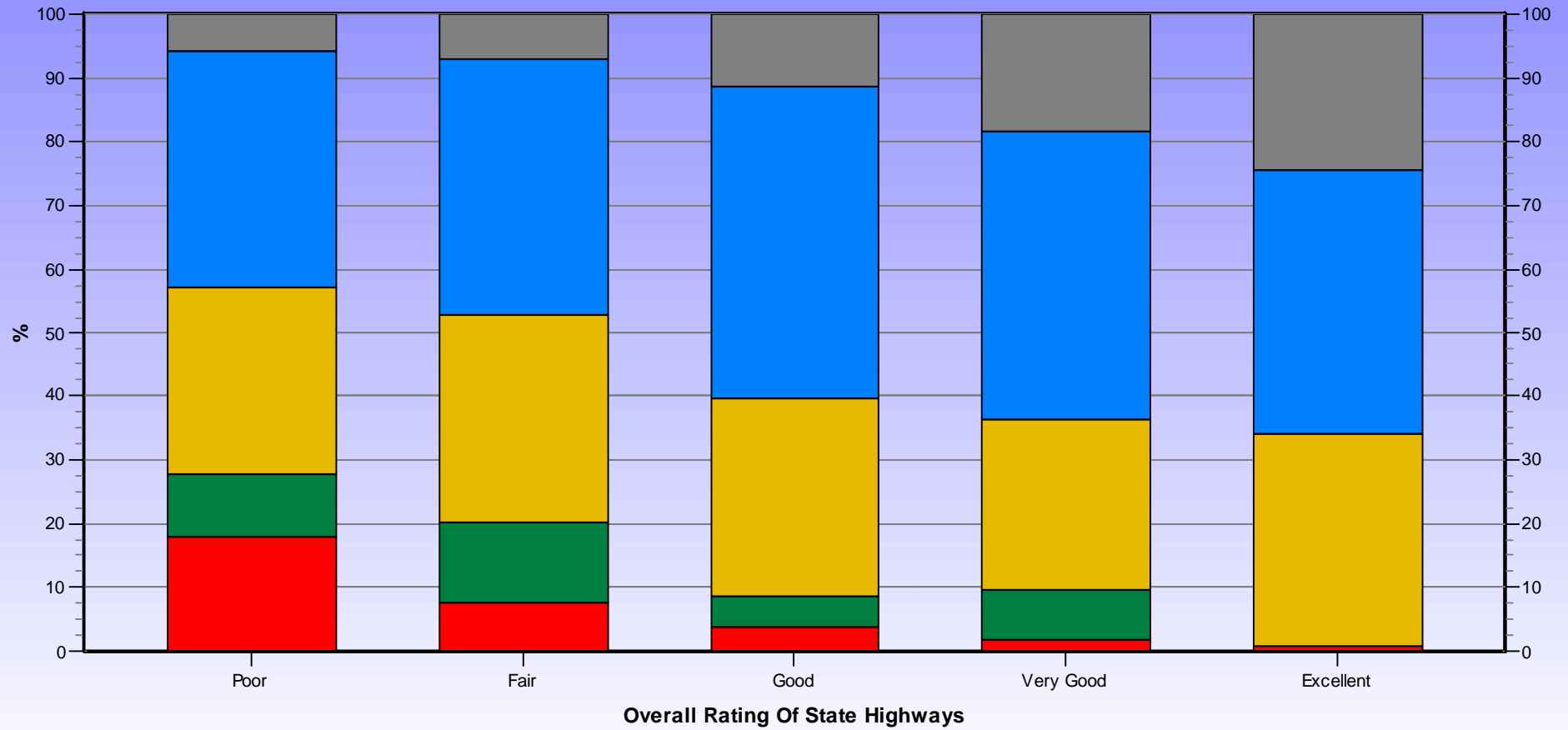


graph 2

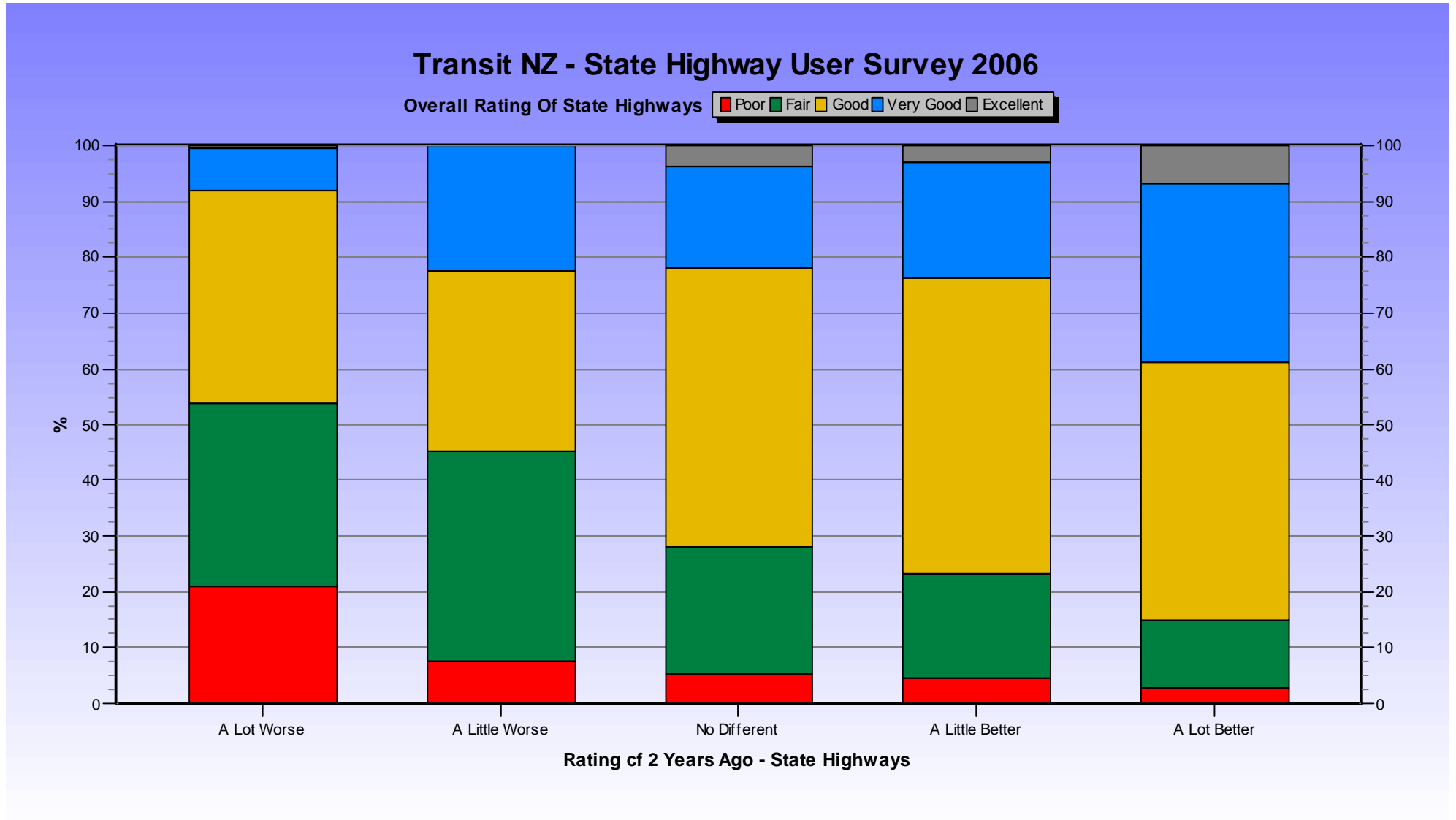
Transit NZ - State Highway User Survey 2006

Rating of 2 Years Ago - State Highways

A Lot Worse A Little Worse No Different A Little Better A Lot Better



graph 3



Overall

The 2006 pattern of rating of the state highways overall was similar to the previous three measures since 1998 but was slightly less positive at 73% of total users. The highest rating was 80% satisfaction in 1998.

The proportion giving an excellent/very good rating had slipped to 24% but an increase in the proportion rating as “good” (49%) had partly compensated for this. There are now similar proportions of users rating the state highways above and below the level of “good”. In previous measures, particularly in 1998 and 2003, the excellent/very good ratings had outnumbered the poor/fair.

Overall Ratings — Comparison with Previous Measures

Q. Thinking about the state highways with which you are most familiar, how would you rate the state highways in New Zealand?

	1998	2000	2003	2006
	1000	1000	1459	1377
	%	%	%	%

;

Excellent	6	3	5	3
Very Good	32	26	32	21
Good	43	47	42	49
Fair/Poor	18	23	22	24

The overall rating of the state highways linked to ratings of features. This is further analysed in the section on each feature, which follows next. Safety, congestion and surface quality were particularly relevant to overall satisfaction, as were social/economic aspects.

The table below simplifies these relationships and only notes where a significant link is recorded. Thus in the first row, satisfaction with safety is shown to link to a user being more positive in their rating of the state highways. Dissatisfaction with safety is shown to link both to being more likely to be less positive overall and to being more negative overall.

Rating of each feature analysed by overall rating of satisfaction with state highways

Features	Rating Feature as Satisfactory		Rating Feature as Not Satisfactory	
	More Likely to be +ve overall	Less Likely to be -ve Overall	Less Likely to be +ve Overall	More Likely to be -ve Overall
Safety design	✓	—	✓	✓
Surface quality	✓	✓	✓	✓
Road markings	—	—	—	—
Signs	—	—	✓	—
Managing congestion	✓	✓	✓	—
Rest areas	—	—	✓	—
Appearance/landscape	—	—	✓	✓
Environment	—	—	✓	—
Construct/complete projects	✓	—	✓	—
Social/economic impacts	—	✓	✓	✓

This table illustrates the ways in which each individual feature or impact is significant (or not) to the overall rating of the state highways. To improve the overall rating, attention to features that are significant in all four potential relationships would maximise the likelihood of an improved satisfaction score overall. Surface quality is identified in the table as relating most closely to overall satisfaction with the state highways, followed by safety, congestion and social and economic impacts. Ratings on road markings do not relate to overall state highway ratings and thus attention to this aspect is less likely to impact on overall satisfaction. Signs, rest areas and impact on the environment only have a relationship in that state highway users dissatisfied with these aspects are less likely to be as positive overall.

Key Links to Overall Satisfaction

Overall Rating	Total	Mileage pa		Maintenance		Developing New SH	
		Under 10,000k	Over 25,000k	Satisfied	Not Satisfied	Satisfied	Not Satisfied
	1345 %	386 %	297 %	927 %	445 %	689 %	583 %
Excellent	3	5	1	4	2	4	2
Very Good	21	26	16	26	10	28	12
Good	49	50	48	50	46	48	50
Fair	21	15	25	16	31	15	29
Poor	6	4	9	4	10	4	7

The overall rating was also closely linked to ratings of Transit “in your region, that is the area covered by your telephone directory” for maintenance and for developing new state highways. Twice as many users were satisfied overall if they were satisfied with maintenance or with new work in their area. Conversely, twice as many were dissatisfied overall if they were dissatisfied with these activities.

Analyses on demographic links to overall satisfaction revealed that mileage travelled per year was a key link (this in turn linked to age, types of vehicle, etc). The less frequent drivers were more satisfied.

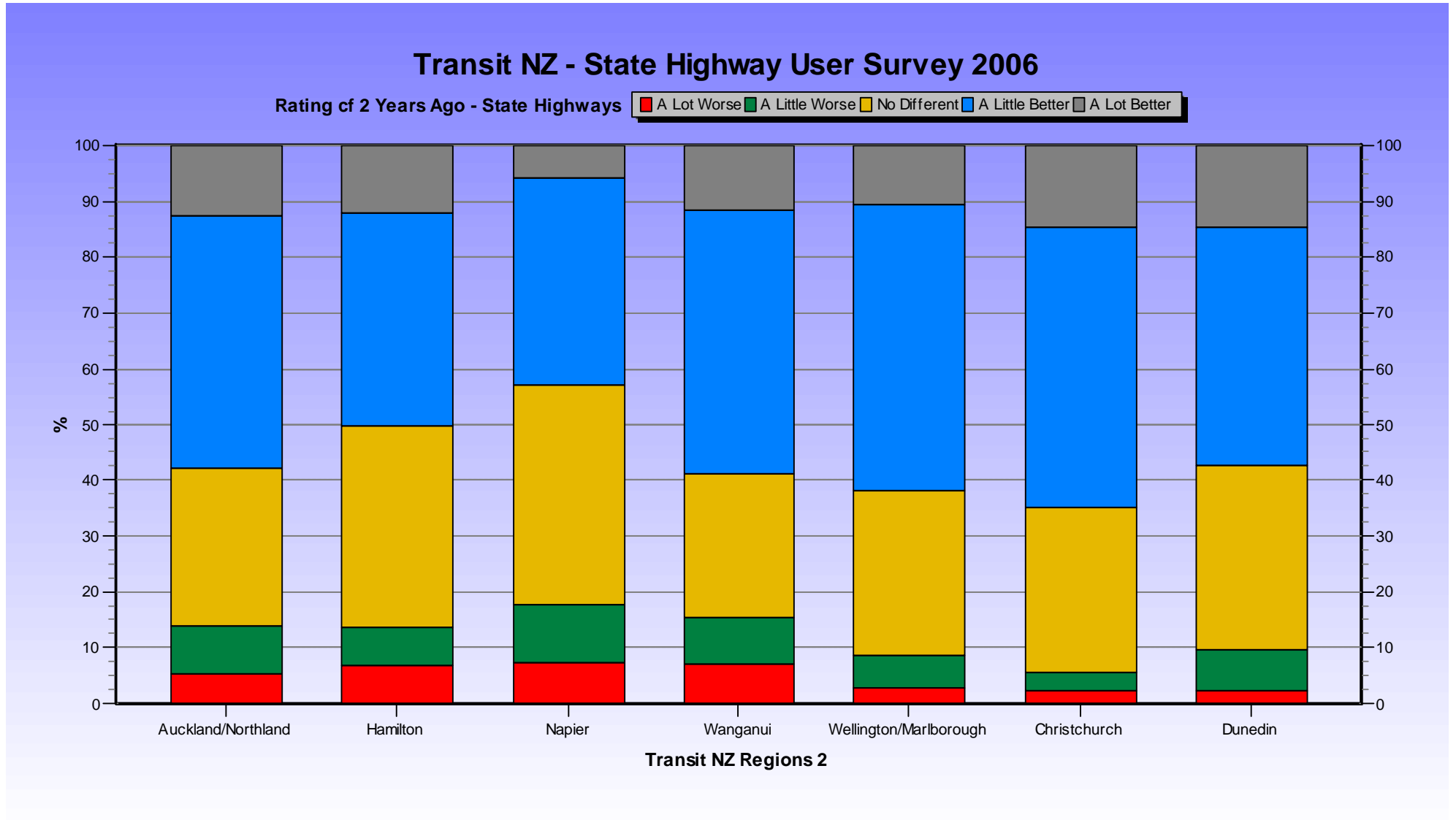
By region satisfaction was at a consistent pattern throughout the country with Dunedin being slightly more satisfied, Napier slightly less satisfied (see next table) (see graph 1).

Overall rating of state highways by Transit region

Rating of 2 Years Ago	Total	Auckland/ Northland	Hamilton	Napier	Wanganui	Wellington/ Marlborough	Christchurch	Dunedin
	1377	495	205	68	114	206	187	103
	%	%	%	%	%	%	%	%
Excellent	3	2	4	1	2	5	6	3
Very Good	21	23	24	22	22	19	16	18
Good	49	50	48	46	48	49	52	39
Fair	21	19	15	15	21	22	25	34
Poor	6	5	9	16	7	3	2	6

(see graph 4)

graph 4



Truck Drivers Comparison 2003-2006

	2003 (Drive Truck)	2006 Truck
	90	325
	%	%
Excellent	5	1
Very Good	20	10
Good	42	29
Fair	22	39
Poor	11	20

The truck driver combined sample gave significantly less favourable results on the main state highway rating question than did the general sample.

Truck driver combined sample results were compared with those of the 90 respondents in the 2003 general sample who in answer to questions on vehicle drivers replied that they drove trucks.

The 2006 truck driver combined sample was also more negative than the truck response in 2003 though there was less of a difference than to the 2003 general sample.

In total nearly 6 out of 10 truck drivers rated the state highway as poor or fair. The number rating the state highway as poor, 2 out of 10, was twice that of the number rating them very good — 1 out of 10.

Priorities for Expenditure

In total nearly 8 out of 10 road users chose safety as either first or second priority for expenditure and 7 out of 10 chose congestion mitigation as either first or second priority. The only other feature prioritised first or second for expenditure (by just over 3 out of 10 road users) was “improve smoothness/straightness”.

As noted in 2003, there was a significant difference between Auckland and the rest of New Zealand (see table below). For first priority 52% of Aucklanders chose congestion mitigation, 35% chose safety. For the rest of the road users safety was chosen first by between 47-58% depending on the region. Congestion was less popular as a first choice outside Auckland at 23-39%.

For total mention as either first or second priority the difference between Auckland and the rest of the country was not so marked. First or second prioritisation of congestion was slightly higher in Auckland than was first or second mention of safety. For the rest of the country safety was still mentioned significantly more than was congestion (see second table).

(a) General Sample

	Total %	Auckland (ex Northland) %	Rest of NZ % range
Chosen 1st			
Congestion	39	52	23-39
Safety	45	35	47-58
(other choices not shown)			
Chosen 1st or 2nd			
Congestion	69	78	54-71
Safety	78	76	76-86
(other choices not shown)			

The only other regional differences in prioritisation of expenditure were as follows:

Fewer prioritised congestion mitigation	1st	Dunedin, Napier
	total	Dunedin, Napier
More prioritised “something else”		Auckland
More prioritised “smoothness, straightness”	total priority	Dunedin, Napier
Fewer prioritised “smoothness, straightness”	total priority	Wellington
	1st	Napier, Dunedin,
More prioritised safety	total priority	Wellington

There were no significant differences in overall satisfaction scores for users choosing different priorities for expenditure, ie choice of a priority was not linked to overall satisfaction.

However, there was a significant difference in comparisons with 2 years ago for state highway users choosing different priorities for expenditure. State highway users who chose “improve smoothness/straightness” as the main priority were slightly less likely to say the state highways were a little better, and slightly more likely to say they were a little worse compared with 2 years ago than were state highway users who chose other priorities for expenditure.

(b) Truck drivers

Truck drivers chose safety or congestion (35% each) as the most important priority for expenditure followed by “improve smoothness/straightness” (26%). A further 4% chose other improvements, including 1% “reduce impact on the environment”. More Auckland based truck drivers chose congestion than safety but this was also true of all other regions except Christchurch and Napier. Napier truck drivers were significantly more likely to choose safety (56%) than any other region. Napier was also less likely (31%) than other regions to choose congestion as either a 1st or 2nd priority.

Note: In total 10% of truck drivers chose “something else” as 1st or 2nd priority. However, this did not reflect other preferences but rather a tendency to write in specific features, eg passing lanes, rather than including them under the existing categories (see tables next page).

Priorities for expenditure by Transit region — Truck Drivers

Rating of 2 Years Ago	Total	Auckland/ Northland	Hamilton	Napier	Wanganui	Wellington/ Marlborough	Christchurch	Dunedin
Base	324	74	49	36	32	38	54	41
	%	%	%	%	%	%	%	%
Chosen first								
Improve safety on the road	35	28	31	56	31	34	39	29
Improve traffic flow/ congestion	35	41	41	8	34	42	33	37
Improve smoothness/ straightness	26	23	29	36	31	21	20	29
1st or 2nd priority — total								
Improve safety on the road	64	54	67	81	53	66	69	63
Improve traffic flow/ congestion	62	66	65	31	78	66	63	59
Improve smoothness/ straightness	57	55	63	72	53	55	46	59

Ratings of state highway features and design and management of impacts

State highway users rated the state highways on ten different aspects. 80% or more were satisfied with road markings, signs, and the appearance of state highways in the landscape. 60% or more were satisfied with safety design and features, rest areas, management of environmental impacts, and the social and economic impacts on communities. For the quality of the road surface/smoothness, 57% of general road users were satisfied but only 37% of truck drivers. Slightly less than a majority was satisfied with construction and completion of projects (a new measure), and only 30% were satisfied with management of congestion/traffic flows.

For the eight for which there were previous scores for 2003 only safety showed a significant improvement; most showed a slight decrease.

The next two tables provide an overview of the ratings 2003, 2006 and for the truck sample.

Then the following tables 4(a) to (j) show any significant relationships between the ratings of a particular feature and any other variables asked about in the questionnaire, such as the region the respondent lives in, their age group, vehicle user category, or their responses to other questions, including the rating of other features. The top part of each table analyses the feature by the main other satisfaction ratings. The lower part of each table shows only those variables that show significance to that particular feature. Thus in the first example 4(a), safety, the bold figures across the page in the first line show the total 2006 response. Then the next lines show how state highway users who are satisfied with the state highway give more favourable ratings on safety than do users who are not satisfied with the state highway, ie satisfaction with safety is linked to overall satisfaction. These figures set the basis for comparisons with subgroups of the total sample. The figures in the last lines across the page show variations significant to this particular state highway feature. In this example, 4(a), it shows that poor perceptions of safety are linked to poor perceptions of public consultation, whereas state highway users who rate Transit as “good” for availability of information are the subgroup most likely to give Transit a favourable rating on safety compared with all state highway users.

The base for percentages, ie the size of each subgroup as described, is shown in brackets on the left. Reading the rating scale across the page in each row, “don’t knows” have not been shown so some rows may add to a little less than 100%.

See graphs 5 (general sample) and 6 (truck sample) for regional breakdowns.

Ratings of state highway features and design and management of impacts

(a) Summary of net satisfied/dissatisfied

	Safety Design Features			Quality of the Surface & Smoothness			Road Markings			Road Signs			Reducing Congestion & Improving Traffic Flows		
	2003	2006	Truck	2003	2006	Truck	2003	2006	Truck	2003	2006	Truck	2003	2006	Truck
Satisfied	61	66	62	66	57	37	90	85	87	85	80	82	33	31	30
Not satisfied	39	34	38	34	43	63	10	15	13	15	20	18	67	69	70

	Rest & Picnic Areas			Overall Appearance of SH in the Landscape			Environmental Impacts of SH			Construction & Completion of SH Projects*		Social & Economic Impacts on Communities*	
	2003	2006	Truck	2003	2006	Truck	2003	2006	Truck	2006	Truck	2006	Truck
Satisfied	75	66	58	87	81	81	69	70	72	49	46	62	66
Not satisfied	25	34	42	13	19	19	31	30	28	51	54	38	34

Note: “Satisfied” includes all who gave a rating of “excellent”, “very good” or “good”.

“Not satisfied” includes all who gave a rating of “needs some improvement” or “needs a lot of improvement”

} percentaged on total; respondents giving a rating, excluding don’t knows etc.

*New question in 2006

(b) Detailed ratings

Ratings of state highway features/design and management of impacts

Features/design	Don't Know			Needs a Lot of Improvement			Needs Some Improvement			Good			Very Good			Excellent		
	2003 ¹	2006 ²	Truck ³	2003	2006	Truck	2003	2006	Truck	2003	2006	Truck	2003	2006	Truck	2003	2006	Truck
Safety design	—	1	—	9	8	11	30	26	27	41	43	39	17	19	18	2	3	4
Surface quality	—	1	1	9	11	24	25	32	39	48	41	29	16	14	6	2	2	2
Road markings	—	—	—	2	3	2	8	12	11	43	41	41	36	36	37	12	8	9
Signs	—	—	—	2	6	8	13	14	11	45	41	42	32	30	33	8	8	7
Managing congestion	6	4	2	26	31	34	37	35	34	25	23	26	5	6	3	1	1	—
Rest areas	10	9	6	5	9	14	17	22	25	45	42	38	19	15	13	4	3	3
Appearance/landscape	3	3	2	3	3	5	10	16	13	52	54	53	28	22	23	5	3	3
Environment	4	4	4	5	6	7	24	23	19	48	50	52	16	15	16	2	2	2
Construct/complete projects	NA ⁴	4	2	NA	17	21	NA	32	32	NA	33	31	NA	12	12	NA	2	2
Social/ economic impacts	NA ⁴	12	10	NA	8	7	NA	26	23	NA	44	47	NA	9	12	NA	1	—

Note: % add to 100% reading across the page

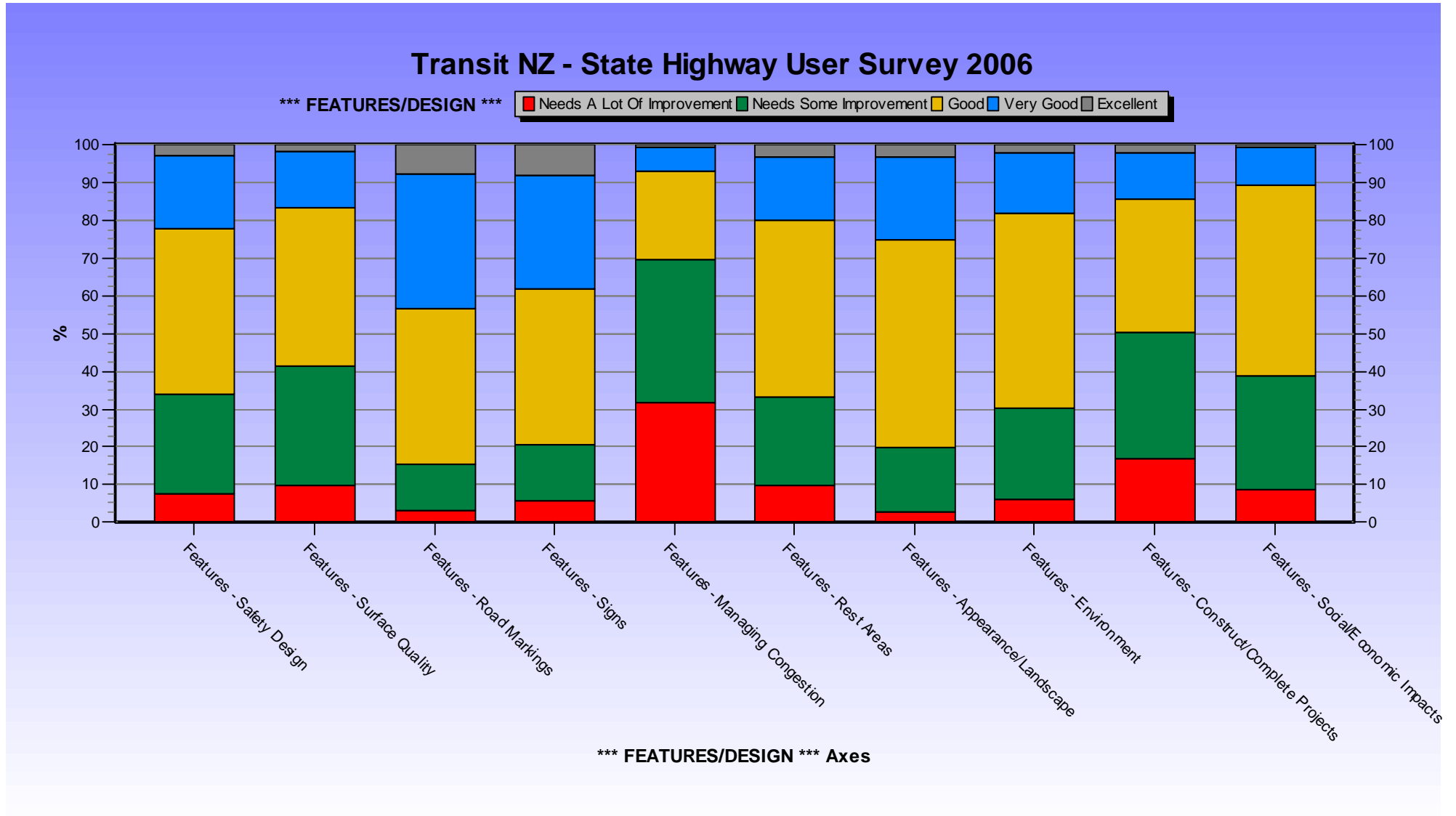
¹ 2003 Road User Survey total 1509

² 2006 State Highway User Survey total 1517

³ 2006 Truck driver combined sample total 325

⁴ NA = not asked

graph 5

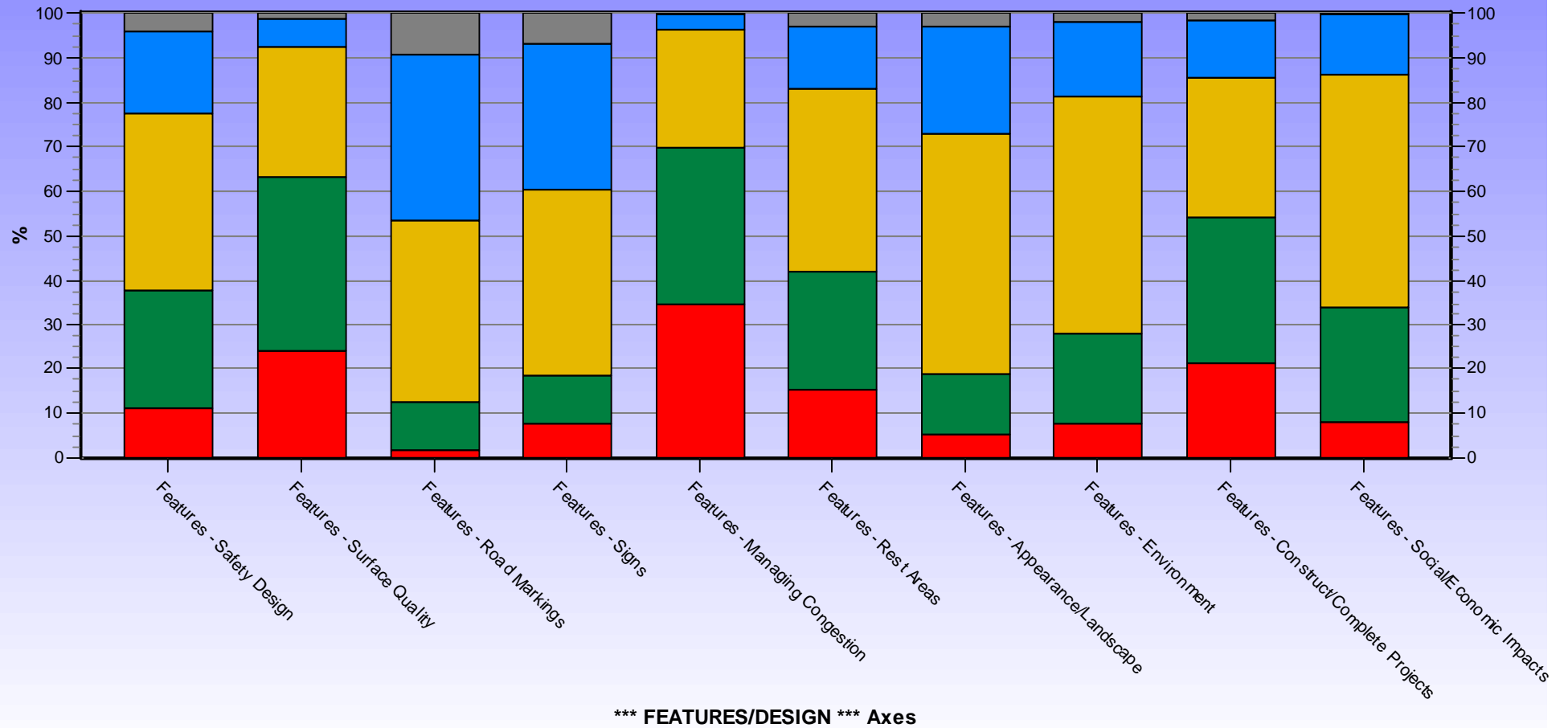


graph 6

Transit NZ - State Highway User Survey (Truckers) 2006

*** FEATURES/DESIGN ***

Needs A Lot Of Improvement Needs Some Improvement Good Very Good Excellent



*** FEATURES/DESIGN *** Axes

4(a) Thinking firstly about the safety design and features of the State highways, such as the design of the bends and the provision of guardrails and other safety features, how would you rate these?

Type of SH User	(Base)	Rating of Feature				
		Needs a Lot of Improvement	Needs Some Improvement	Good	Very Good	Excellent
Total 2006 General	(1377)	7	27	43	19	3
Truck 2006 combined	(325)	11	27	39	18	4
Satisfied SH	(1004)	5	25	45	21	3
Not satisfied SH	(366)	13	32	37	15	3
Better cf 2 years ago	(779)	6	25	44	21	3
Worse cf 2 years ago	(161)	8	31	40	15	4
Not satisfied maintenance in own area	(445)	10	36	40	12	1
Not satisfied develop/design new in own area	(583)	10	34	39	15	2
Significant links to this feature:						
Not satisfied road markings	(208)	15	43	28	9	3
Not satisfied signs	(281)	16	36	36	10	1
Not satisfied social and economic impacts	(467)	11	36	38	12	3
Good availability of information	(463)	7	19	45	24	5
Poor public consultation	(430)	11	32	38	16	3
Poor involving users in improvement proposals	(458)	10	33	40	14	3
Personal contact Transit in last year	(113)	11	36	33	13	5
Taken alternative route to avoid a town etc	(364)	9	32	37	18	4
Felt unsafe road design	(255)	13	34	35	15	3

4(a) Thinking firstly about the safety design and features of the State highways, such as the design of the bends and the provision of guardrails and other safety features, how would you rate these?

66% satisfied

- Safety was rated slightly better than in 2003.
- Truck driver and general perceptions of safety were similar.
- Satisfaction with safety linked to overall satisfaction with the state highways, to perceptions that the state highways were better than 2 years ago and to good availability of information about highway conditions and closures.
- Dissatisfaction with safety linked to dissatisfaction with signage, road markings, maintenance in one's own area and having felt unsafe as a result of road design in the last 7 days (all shown above in table 4(a)).
- Ratings of safety were linked to ratings of all other features with rest areas and appearance being the least strongly linked.
- Communication was important to perceptions of safety. Information, consultation and involving users in proposals for improvement, were all linked. State highway users who rated the availability of information as good were more likely to rate safety design and features favourably, less likely to rate them as needing improvement. State highway users who rated Transit as poor for involving users in proposals for improvement were more likely to rate safety as needing improvement. This indicated that a lack of confidence in Transit designing safe roads had followed from a feeling of not being informed/involved. There was also an indication that users who contacted Transit were at least partly motivated by concerns re safety. Users who had had contact with Transit in the last year were less likely to rate safety as good and more likely to rate it as needing improvement.

“Needs a lot of improvement”

- Comments (see appendix) were mainly to do with passing lanes or more lanes, camber of corners and medians/guardrails/ barriers.

4(b) And the quality of the surface and smoothness of the state highways. How would you rate these?

Type of SH User	(Base)	Rating of Quality of Surface & Smoothness				
		Needs a Lot of Improvement	Needs Some Improvements	Good	Very Good	Excellent
Total 2006 General	(1377)	10	31	42	15	2
Truck 2006 combined	(325)	24	39	29	6	2
Satisfied SH	(1004)	19	40	33	8	—
Not satisfied SH	(366)	7	28	45	17	2
Better cf 2 years ago	(779)	7	30	44	17	2
Worse cf 2 years ago	(161)	18	37	33	10	—
Not satisfied maintenance in own area	(445)	18	45	30	5	1
Not satisfied develop/design new in own area	(583)	12	39	38	9	1
Significant links to this feature:						
Drive “other” vehicle	(166)	17	30	36	14	2
Motor cyclist	(103)	16	36	46	2	—
High mileage pa	(297)	13	39	38	8	1
Age 70 or over	(167)	8	21	46	22	4
Able to name Transit as SH supplier	(678)	12	36	40	11	1
Improve smoothness 1 st priority expenditure	(152)	24	40	28	7	—
Live in Napier	(687)	20	35	31	12	1
Live in Christchurch	(187)	4	34	48	12	1
Live in Wellington	(160)	7	30	40	22	—
Live in Marlborough	(45)	12	38	22	22	6
Not satisfied rest areas	(415)	15	33	36	14	2

4(b) And the quality of the surface and smoothness of the state highways. How would you rate these? (continued)

Type of SH User	(Base)	Rating of Quality of Surface & Smoothness				
		Needs a Lot of Improvement	Needs Some Improvements	Good	Very Good	Excellent
Total 2006 General	(1377)	10	31	42	15	2
Significant links to this feature:						
Not satisfied construct/complete	(662)	13	36	39	10	1
Not satisfied managing congestion	(915)	11	34	42	11	1
Felt unsafe road design	(289)	19	39	30	10	1
Support tolling	(623)	14	31	38	15	2
Poor involving users in improvement proposals	(458)	16	34	39	9	1
Poor public consultation	(430)	15	37	35	11	1
Poor availability of information	(463)	17	39	34	8	—

4(b) And the quality of the surface and smoothness of the state highways. How would you rate these?

59% satisfied

- Surface quality was less well rated than in 2003. It was one of the three least well rated aspects and was a key factor in overall satisfaction.
- Truck drivers rated surface quality second worst only to congestion — a majority was dissatisfied. Truck driver ratings were significantly less positive than the general sample – only 37% were satisfied.
- Surface quality was a distinguishing factor in whether users rated the state highways as better than 2 years ago or worse.
- There were marked regional differences in perceptions of surface quality with Wellington region, for example, being mainly satisfied, Napier region being mainly dissatisfied.
- Surface quality linked to a wider range of variables than did other road design features. For example, motor cyclists and high mileage users gave significantly less favourable ratings; people aged over 70 were more favourable about road surface.

“Needs a lot of improvement”

- Comments (see appendix). A variety of comments concerning maintenance, patching, doing it right, having the expertise, better standards.

4(c) And the road markings on state highways, such as painted lines, cat's eyes, and reflection marker posts, how would you rate these?

Type of SH User	(Base)	Rating of Road Markings				
		Needs a Lot of Improvement	Needs Some Improvements	Good	Very Good	Excellent
Total 2006 General	(1377)	3	12	42	35	8
Truck 2006 combined	(325)	2	11	41	37	9
Satisfied SH	(1004)	2	12	40	38	9
Not satisfied SH	(366)	5	13	46	30	6
Better cf 2 years ago	(779)	3	11	40	37	9
Worse cf 2 years ago	(161)	4	19	42	29	6
Not satisfied maintenance in own area	(445)	6	18	48	24	4
Not satisfied develop/design new in own area	(583)	5	14	43	31	7
Significant links to this feature:						
Not satisfied signs	(281)	9	27	45	18	1
Not satisfied managing congestion	(915)	3	13	45	31	7
Not satisfied construct/complete	(662)	5	13	43	32	7

4(c) And the road markings on state highways, such as painted lines, cat's eyes, and reflection marker posts, how would you rate these?

85% satisfied

- Road markings were slightly less favourably rated than in 2003.
- Truck and general users gave similar ratings.
- Road markings appeared relatively “uncontroversial” in that there were few variations in ratings among different subgroups of users.
- More Hamilton users rated markings as “excellent” than did other areas (not shown).

“Needs a lot of improvement”

- Comments (see appendix). Comments mainly concerned visibility.

4(d) And the road signs on state highways, such as warning and direction signs, how would you rate these?

Type of SH User	(Base)	Rating of Signs				
		Needs a Lot of Improvement	Needs Some Improvements	Good	Very Good	Excellent
Total 2006 General	(1377)	5	15	41	30	8
Truck 2006 combined	(325)	8	11	42	33	7
Satisfied SH	(1004)	5	14	40	32	9
Not satisfied SH	(366)	7	17	44	24	8
Better cf 2 years ago	(779)	4	14	42	32	8
Worse cf 2 years ago	(161)	8	18	39	28	6
Not satisfied maintenance in own area	(445)	7	21	46	21	4
Not satisfied develop/design new in own area	(583)	7	19	43	24	7
Significant links to this feature:						
Live in Christchurch	(187)	4	13	37	31	16
Pedestrian	(279)	7	10	46	30	7
Not satisfied road markings	(208)	15	33	34	14	4
Not satisfied managing congestion	(915)	6	17	43	26	7
Not satisfied construct/complete	(662)	6	17	43	27	6
Poor public consultation	(430)	9	20	39	25	7
Poor involving users in improvement proposals	(458)	8	19	38	26	8

4(d) And the road signs on state highways, such as warning and direction signs, how would you rate these?

80% satisfied

- Road signs were slightly less favourably rated than in 2003.
- Truck drivers were a little more satisfied than the general sample.
- Pedestrians also showed a very low level (under 20%) of dissatisfaction with signage.
- Road signage was relatively “uncontroversial” in the ratings achieved across most subgroups, except for an expected link between signage and road markings and a significantly higher rating in the Christchurch region.
- Users who had taken an alternative route to avoid a town (shown in table 4d) and those rating availability of information as “poor” were more likely to rate signs as “needs a lot of improvement”.
- Users who felt unsafe as a result of road design were more likely to rate signs as “needs some improvement”.
- The small number who had used the Auckland traffic information website were more likely to rate signage as very good (60%). (not shown)

“Needs a lot of improvement”

- Comments (see appendix). Bigger, more informative, more consistent signs were wanted.

4(e) And thinking about reducing congestion and improving traffic flows, how would you rate the management of this?

Type of SH User	(Base)	Rating of Feature				
		Needs a Lot of Improvement	Needs Some Improvements	Good	Very Good	Excellent
Total 2006 General	(1377)	30	36	22	6	1
Truck 2006 combined	(325)	34	34	26	3	—
Satisfied SH	(1004)	25	38	24	7	1
Not satisfied SH	(366)	44	33	15	3	1
Better cf 2 years ago	(779)	25	36	27	7	1
Worse cf 2 years ago	(161)	56	28	9	4	—
Not satisfied maintenance in own area	(445)	40	38	13	4	—
Not satisfied develop/design new in own area	(583)	43	39	12	3	—
Significant links to this feature:						
Live in Auckland	(411)	42	34	17	3	1
Live in Dunedin	(103)	14	29	38	13	1
Live in Christchurch	(187)	22	34	27	10	1
High mileage pa	(297)	39	38	14	4	2
Congestion 1 st priority for expenditure	(531)	39	34	17	4	1
Safety 1 st priority for expenditure	(622)	24	36	26	7	1

4(e) And thinking about reducing congestion and improving traffic flows, how would you rate the management of this? (continued)

Type of SH User	(Base)	Rating of Management of Congestion				
		Needs a Lot of Improvement	Needs Some Improvements	Good	Very Good	Excellent
Total 2006 General	(1377)	30	36	22	6	1
Significant links to this feature:						
Satisfied safety	(900)	26	34	27	8	1
Satisfied construct/complete	(654)	24	34	28	9	1
Taken alternatives route to avoid congestion	(535)	43	35	15	4	—
Taken alternative route to avoid town	(364)	42	33	18	5	—
Delayed more than 10 minutes	(411)	39	39	14	5	—
Poor availability of information	(262)	45	35	13	2	1
Poor public consultation	(430)	44	30	17	3	—
Poor involving users proposals for improvement	(458)	40	34	17	4	1
Tried for traffic report vehicle radio	(213)	47	32	11	4	—

4(e) And thinking about reducing congestion and improving traffic flows, how would you rate the management of this?

31% satisfied

- Congestion was the least well rated feature.
- Ratings were similar to 2003.
- Truck driver ratings were similar to the general sample.
- Perceptions that the state highways were worse than 2 years ago were strongly linked to unfavourable ratings on congestion.
- Ratings of congestion linked to ratings of maintenance and develop/design in one's area — these two elements obviously being seen as congestion mitigation. Around 8 out of 10 who were dissatisfied with maintenance and development/design were also dissatisfied with congestion.
- There were significant regional variations with Dunedin region giving mainly favourable ratings, Auckland region mainly unfavourable ratings (shown Table 4e).
- Congestion rating linked not only to taking alternative routes but also to trying for a traffic report, availability of information, consultation and involvement of users (2nd page of table 4e).
- Congestion shows a strong link to safety and to the construction/completion of projects (which may have reflected a safety concern).
- More under 24 year olds gave a “good” rating on congestion. More 70 year olds gave a “don't know” response (perhaps because of less travel at peak times). (Base sizes small, not shown in table.)

“Needs a lot of improvement”

- Comments (see appendix). A wider range of comments included funding, know-how, driver education and more public transport in addition to solutions such as more lanes and other design aspects.

4(f) And the rest and picnic areas at the roadside on the state highways, how would you rate these?

Type of SH User	(Base)	Rating of Picnic Areas				
		Needs a Lot of Improvement	Needs Some Improvements	Good	Very Good	Excellent
Total 2006 General	(1377)	9	21	42	15	3
Truck 2006 combined	(325)	14	25	38	13	3
Satisfied SH	(1004)	8	21	42	17	3
Not satisfied SH	(366)	11	24	43	10	3
Better cf 2 years ago	(779)	8	24	42	14	3
Worse cf 2 years ago	(161)	12	16	39	20	3
Not satisfied maintenance in own area	(445)	13	27	40	9	1
Not satisfied develop/design new in own area	(583)	11	24	40	13	2
Significant links to this feature:						
Poor involving users in improvements	(458)	12	26	35	13	3
Unsafe road design	(253)	11	29	41	12	8
Tried for traffic report vehicle radio	(213)	16	23	35	12	4
Cell phoned about a traffic incident	(206)	14	23	35	9	5

4(f) And the rest and picnic areas at the roadside on the state highways, how would you rate these?

66% satisfied

- Rest and picnic areas were slightly less well rated than in 2003.
- Truck driver ratings were slightly less positive than the general sample.
- Rest and picnic area ratings linked to appearance in the landscape, signs, markings, social and economic impacts and environment. There was some link to safety and to construct/complete projects.
- Groups more satisfied with rest and picnic areas were users in Marlborough, Manawatu 55-69 age group and those with 4 plus drivers in the household.
- Groups less satisfied were high mileage drivers and those 25-39 years old. (not shown)

“Needs a lot of improvement”

- Comments (see appendix). More of them, better access, better amenities, cleaner.

4(g) Thinking about the overall appearance of state highways in the landscape, how would you rate the management of this?

Type of SH User	(Base)	Rating of Management of Overall Appearance				
		Needs a Lot of Improvement	Needs Some Improvements	Good	Very Good	Excellent
Total 2006 General	(1377)	2	16	54	21	3
Truck 2006 combined	(325)	5	13	53	23	3
Satisfied SH	(1004)	2	15	53	25	4
Not satisfied SH	(366)	4	21	58	12	2
Better cf 2 years ago	(779)	2	15	54	23	3
Worse cf 2 years ago	(161)	9	24	56	10	1
Not satisfied maintenance in own area	(445)	3	21	56	14	2
Not satisfied develop/design new in own area	(583)	3	20	53	18	2
Significant links to this feature:						
Live in Marlborough	(45)	—	16	38	38	6
Motor cyclist	(103)	7	12	50	17	9
Reduce impact on environment 1 st or 2 nd priority	(203)	5	24	44	22	4
Poor availability of information	(262)	6	20	57	12	2

4(g) Thinking about the overall appearance of state highways in the landscape, how would you rate the management of this?

Appearance 81% satisfied

- Ratings were less favourable than in 2003.
- Truck driver ratings were similar to the general sample.
- Few rated appearance as needing improvement. The three most dissatisfied subgroups were those who rated the state highway as worse than 2 years ago, those not satisfied with the state highways overall and those who chose reduce impact on the environment as first or second priority for expenditure. The proportion rating appearance as unsatisfactory was only 3 out of 10 users in even these subgroups.
- There was a small base size for Marlborough but a clear pattern of high satisfaction.

“Needs a lot of improvement”

- Comments (see appendix). A range of suggestions from planting to redesign.

4(h) Thinking about the environmental impacts of State highways, such as noise, pollution, rubbish, how would you rate the management of these impacts?

Type of SH User	(Base)	Rating of Management of Environmental Impact				
		Needs a Lot of Improvement	Needs Some Improvements	Good	Very Good	Excellent
Total 2006 General	(1377)	6	23	49	15	2
Truck 2006 combined	(325)	7	19	52	16	2
Satisfied SH	(1004)	5	23	49	17	3
Not satisfied SH	(366)	8	25	51	10	1
Better cf 2 years ago	(779)	5	24	49	16	2
Worse cf 2 years ago	(161)	8	26	47	14	3
Not satisfied maintenance in own area	(445)	8	29	47	11	1
Not satisfied develop/design new in own area	(583)	7	26	50	13	2
Significant links to this feature:						
Age 70 plus	(167)	8	31	44	10	1
Live in Napier	(68)	10	31	42	16	1
Pedestrian	(279)	10	26	40	16	2
Reduce impact on environment 1 st or 2 nd priority	(203)	7	30	46	8	3
Not satisfied appearance in landscape	(261)	12	44	30	8	1
Poor availability of information	(262)	9	33	41	11	2
Good public consultation	(307)	5	17	56	15	4
Good involving users in proposals for improvement	(345)	4	15	56	18	3

4(h) Thinking about the environmental impacts of State highways, such as noise, pollution, rubbish, how would you rate the management of these impacts?

70% satisfied

- The pattern of rating of environmental impacts was the same as in 2003.
- Truck driver ratings were slightly more positive than the general sample.
- The most positive group on environmental impacts was users who rated Transit as good for involving users in proposals for improvement. This appeared to reflect a view that user input was linked to getting right the management of environmental impacts.
- The most negative group was those who were not satisfied with the management of the overall appearance of state highways in the landscape. As might be expected, these two attributes were closely linked.
- Napier residents and those aged 70 plus were more likely to rate environmental impacts as needing improvement than were other regions/ages.
- Poor availability of information linked to poor perceptions on environmental impacts.

“Needs a lot of improvement”

- Comments (see appendix). Better control of rubbish and more responsible road user attitudes were two main points in the suggestions.

4(i) And the construction and completion of state highway projects, how would you rate the management of this?

Type of SH User	(Base)	Rating of Feature				
		Needs a Lot of Improvement	Needs Some Improvements	Good	Very Good	Excellent
Total 2006 General	(1377)	16	32	34	12	2
Truck 2006 combined	(325)	21	32	31	12	2
Satisfied SH	(1004)	13	31	36	13	2
Not satisfied SH	(366)	24	34	28	8	1
Better cf 2 years ago	(779)	13	32	36	14	2
Worse cf 2 years ago	(161)	32	24	31	8	2
Not satisfied maintenance in own area	(445)	25	39	26	5	1
Not satisfied develop/design new in own area	(583)	24	39	26	7	2
Significant links to this feature:						
Low mileage pa	(388)	12	26	41	14	2
High mileage pa	(297)	20	39	24	11	3
Poor availability of information	(262)	27	35	25	7	2
Poor public consultation	(430)	24	36	27	9	1
Poor involving users in proposals for improvements	(458)	23	37	25	9	1
Aged under 24	(59)	9	24	28	29	7
Live in Waikato	(132)	30	34	26	8	1

4(i) And the construction and completion of state highway projects, how would you rate the management of this?

49% satisfied

- This question was first asked in 2006.
- Truck driver ratings were similar to the general sample.
- A majority rated this as good or needs some improvement.
- Unlike some of the other features this question provoked a range of different answers among different subgroups.
- Users aged under 24 and users who did a low mileage gave higher ratings than others.
- Construction/completion was strongly relevant to perceptions of whether the state highways were better or worse than 2 years ago. Those who rated the state highways worse were twice as likely to rate construction/completion as “needs a lot of improvement” (32%) than was the total (16%).
- Waikato-based users were significantly more likely to rate construction/completion negatively (30% + 34%) than any other group. (The survey was carried out in May 2006.) (shown in table 4i)
- Satisfaction with completion/construction linked to more satisfaction with surface quality and with managing congestion.
- Dissatisfaction with completion/construction linked to more dissatisfaction with all other features except rest or picnic areas.
- Users who had felt unsafe in the last 7 days, or had tried to get a traffic report on a vehicle radio, or had had contact with Transit in the last 12 months were more likely to perceive construction/completion as needing a lot of improvement.

“Needs a lot of improvement”

- Comments (see appendix). Better funding, planning, doing the job quicker and specific projects were mentioned.

4(j) Thinking about the social and economic impacts on communities of state highways, such as development spreading along the roadside, how would you rate the management of those impacts?

Type of SH User	(Base)	Rating of Feature				
		Needs a Lot of Improvement	Needs Some Improvements	Good	Very Good	Excellent
Total 2006 General	(1377)	7	27	44	9	1
Truck 2006 combined	(325)	7	23	47	12	—
Satisfied SH	(1004)	7	23	46	10	1
Not satisfied SH	(366)	10	36	40	7	—
Better cf 2 years ago	(779)	7	26	45	10	1
Worse cf 2 years ago	(161)	13	27	43	6	—
Not satisfied maintenance in own area	(445)	9	31	44	4	1
Not satisfied develop/design new in own area	(583)	10	31	40	7	1
Significant links to this feature:						
Aged 70 plus	(167)	12	19	42	6	2
Live in Napier	(68)	12	22	44	12	1
Low mileage pa	(388)	8	21	45	12	—
Pedestrian	(279)	9	32	41	9	—
Passenger commercial bus/van	(298)	12	26	39	11	1
Unsafe result another driver	(568)	7	23	46	10	1
Unsafe road design	(253)	10	34	36	7	1
Visited Transit website	(132)	10	37	35	10	1
Poor availability of information	(262)	12	35	38	4	1

4(j) Thinking about the social and economic impacts on communities of state highways, such as development spreading along the roadside, how would you rate the management of those impacts?

62% satisfied

- This question was first asked in 2006.
- Truck drivers gave slightly more positive ratings than the general sample.
- There was not a lot of variation between subgroups on ratings of social and economic impacts.
- There appeared to be some uncertainty/a range of interpretations around the meaning of this measure (see comments section).

“Needs a lot of improvement”

- Comments (see appendix). Bypasses, separation of roads and development and a wide range of other comments were made. Better funding, planning, doing the job quicker and specific projects were mentioned.

Tables showing links between safety and congestion

(a) Safety ratings (first column) according to ratings of congestion

Safety Design	Total	Needs a Lot of Improvement	Needs Some Improvement	Good	Very Good	Excellent
Base:	1306	413	499	303	79	12
	%	%	%	%	%	%

Excellent	3	2	2	4	13	18
Very good	19	17	15	25	38	34
Good	43	38	44	50	41	43
Needs some improvement	27	32	33	16	7	5
Needs a lot of improvement	7	11	7	5	2	—

This table is an analysis of ratings of safety design according to ratings by the same respondent of managing congestion. Strong links were found between the two sets of ratings. In total (first column) a third of state highway users rated safety design as “needs some or a lot of improvement”. In the last column, state highway users who rated managing congestion favourably were much less likely to rate safety design unfavourably. In total nearly 25% rated safety design as very good or excellent. This increased to over 50% very good/excellent among those who rated managing congestion as very good or excellent. (Top two figures in last two columns.)

(b) Congestion ratings (first column) according to ratings of safety

Managing congestion	Total	Needs a Lot of Improvement	Needs Some Improvement	Good	Very Good	Excellent
Base:	1306*	95	350	567	253	40
	%	%	%	%	%	%
Excellent	1	—	—	1	2	5
Very good	6	2	1	6	12	25
Good	23	14	14	27	30	34
Needs some improvement	38	34	47	39	29	19
Needs a lot of improvement	32	50	38	28	28	17

This table is an analysis of ratings of managing congestion according to ratings by the same respondent of safety. Strong links were found between the two sets of ratings. In total (first column) a third of state highway users rated managing congestion as “needs a lot of improvement”. However, for the subgroup that rated safety as “needs a lot of improvement” a half of these state highway users rated managing congestion as “needs a lot of improvement”. By contrast, the top right cell of the table shows how state highway users rating safety as “excellent” were five times more likely to rate managing congestion as “excellent” than were state highway users in total.

* General sample, “don’t know” excluded.

Rating of Transit for maintenance and for developing/designing new state highways/motorways in state highway users region and ratings of construction/completion of state highway projects

Ratings of maintenance at two-thirds satisfied with Transit, nearly matched 2003 ratings and maintained higher satisfaction levels than for developing and designing new state highways/motorways in the state highways users' regions.

A new question on construction and completion of state highway projects set a satisfaction benchmark of half state highway users satisfied.

Truck drivers rated Transit similar to the general pattern but with slightly less satisfaction over maintenance.

Maintenance achieved excellence or very good ratings among one in four state highway users.

Ratings for each of the three aspects of state highway work were interrelated, ie many state highway users gave a similar score for each. If one aspect of state highway work was viewed positively there was a higher likelihood the other aspects would be viewed positively.

The development/design of new state highways/motorways was rated less well than maintenance and less well than in 2003. Nearly half of the state highway users who were truck drivers rated development/design as needing improvement. Over half the truck drivers rated construction/completion as needing improvement.

(Note: the new measure around construction/completion was rated very similarly to the development/design measure. The value of having both questions will be evaluated for inclusion in further surveys.)

There was a strong and expected link between development/design ratings and ratings around "involving users in proposals for development". A positive rating on one increased the likelihood of a positive rating on the other, ie communication was important to satisfaction.

There were differences among groups of state highway users in their ratings.

Users who lived in Waikato/Hamilton region, had contact with Transit in the last year, or said they lived in rural areas were more likely to rate Transit as needing a lot of improvement over construction/completion.

Drivers of company cars, males and those under 24 were more likely to give excellent ratings.

For maintenance "a lot of improvement" was mainly sought by high mileage drivers, drivers of company cars, drivers of commercial cars/vans/taxis/other vehicles and people who have not been a passenger in a car.

Similarly a lot of improvement to development/design was sought by drivers of company cars more than by other types of drivers.

Regional differences are shown in graphs 7 (maintenance), 8 (development/design) and 9 (construct/complete). These graphs included “don’t know” responses, which were significant for development/design possibly indicating some users considered themselves unaware of new work in their region.

Table (a) Comparison of ratings with 2003, truck driver ratings and with the ratings of project construction/completion.

Features/design	Needs a Lot of Improvement			Needs Some Improvement			Good			Very Good			Excellent		
	2003	2006	Truck	2003	2006	Truck	2003	2006	Truck	2003	2006	Truck	2003	2006	Truck
Develop/design	8	8	16	21	24	29	44	42	39	24	22	16	3	4	1
Maintenance	12	18	21	21	28	27	45	36	36	18	14	15	3	3	1
Construct/complete SH projects	NZ	17	21	NZ	33	33	NA	35	31	NA	13	13	NZ	2	2

- Q. In your regional area, that is the area covered by your telephone directory, overall, how would you rate Transit for doing its job of maintenance on the existing State highways?
- Q. In your regional area, that is the area covered by your telephone directory, overall, how would you rate Transit for developing and designing new State highways and motorways?
- Q. And the construction and completion of state highway projects, how would you rate the management of this?

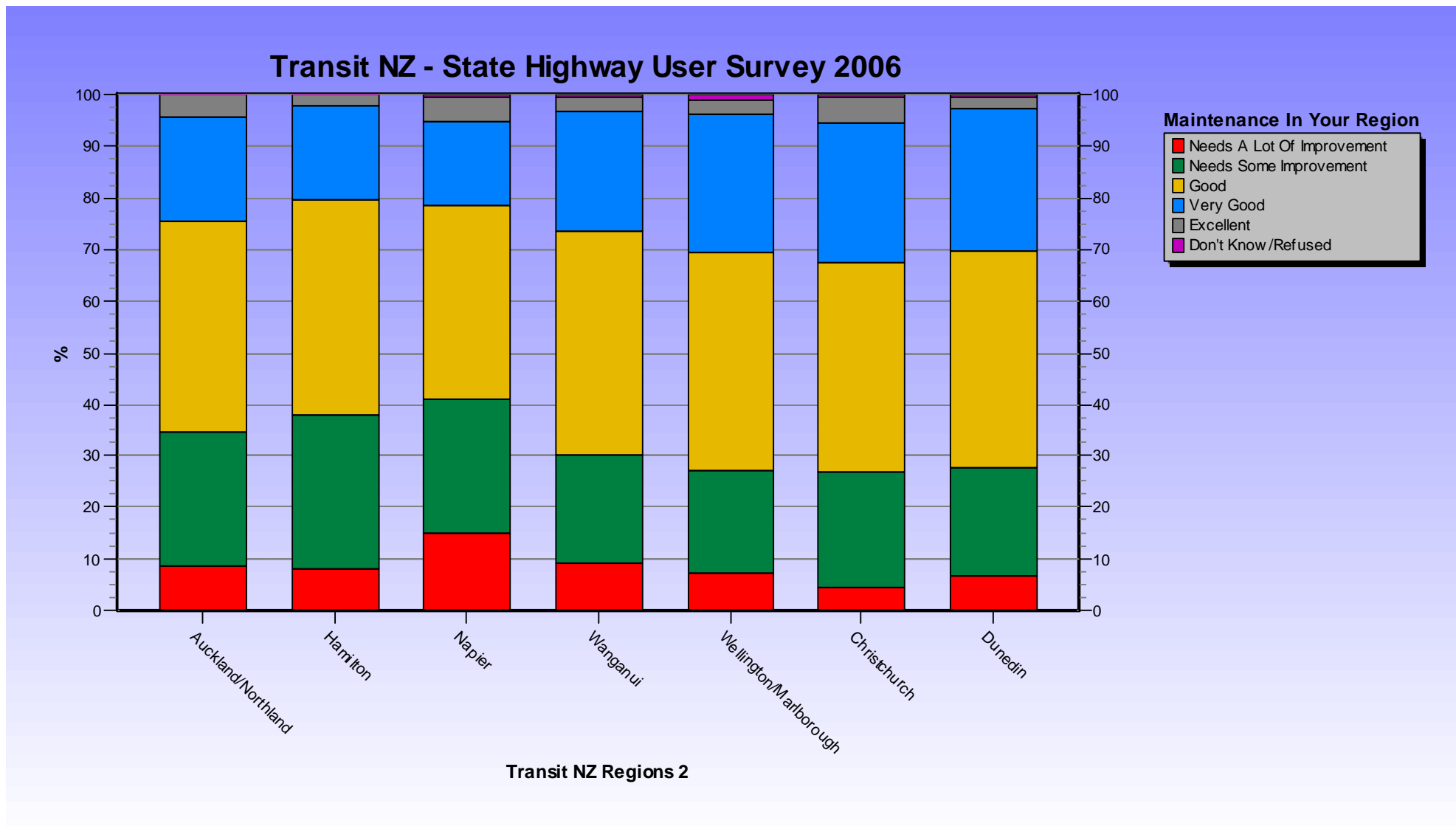
Table (b) Ratings of maintenance analysed by ratings of develop/design new state highways

Maintenance	Develop/design new				
	Needs a Lot of Improvement	Needs Some Improvement	Good	Very Good	Excellent
	%	%	%	%	%
Excellent	1	2	1	7	43
Very good	10	14	23	51	26
Good	29	37	55	34	25
Needs some improvement	33	42	16	8	1
Needs a lot of improvement	27	5	4	1	5

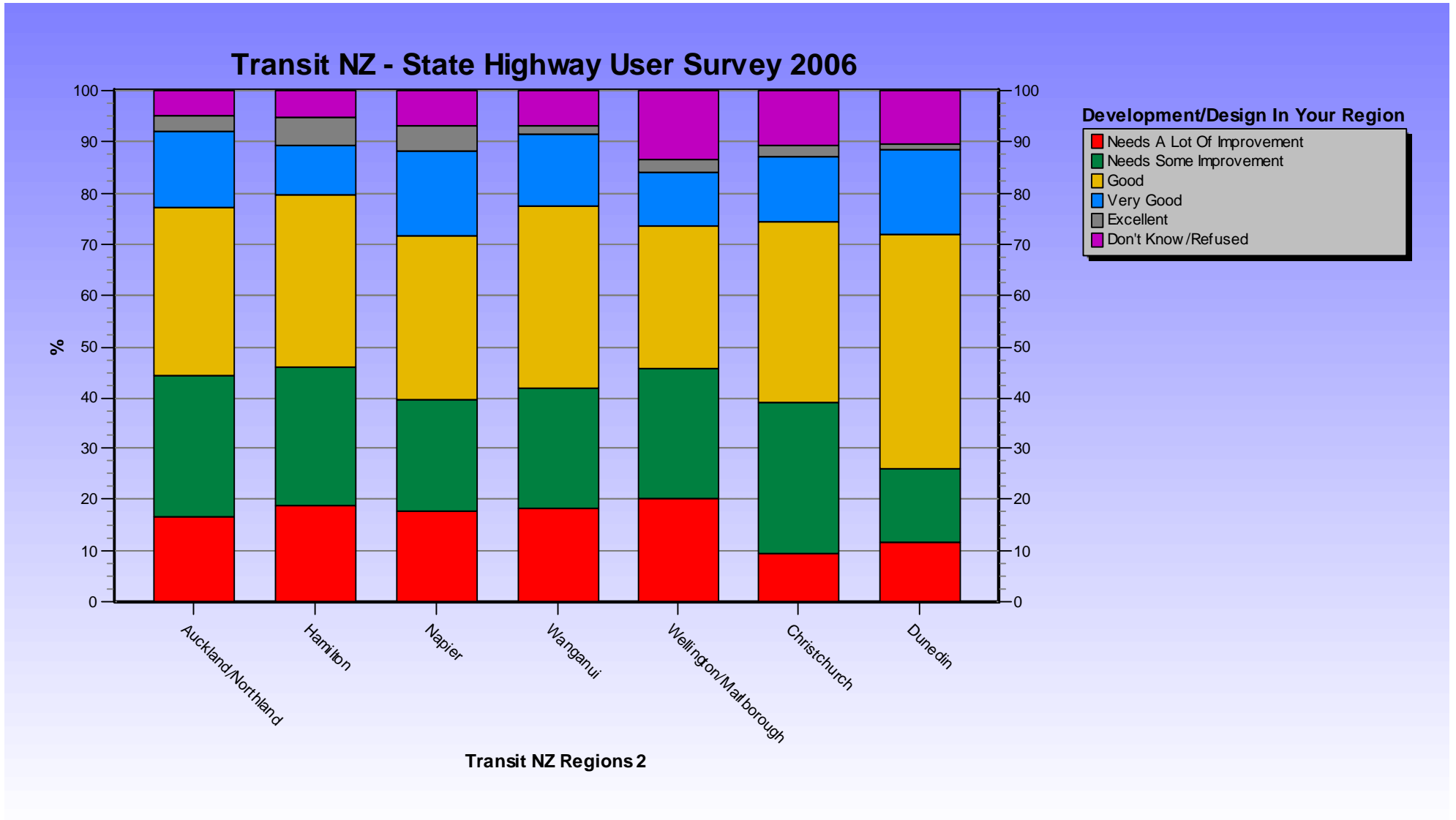
Table (c) Ratings of develop/design new state highways analysed by ratings of maintenance

Develop/design new	Maintenance				
	Needs a Lot of Improvement	Needs Some Improvement	Good	Very Good	Excellent
	%	%	%	%	%
Excellent	2	—	2	4	41
Very good	2	4	12	32	28
Good	19	24	49	38	10
Needs some improvement	17	48	25	18	19
Needs a lot of improvement	60	24	12	8	3

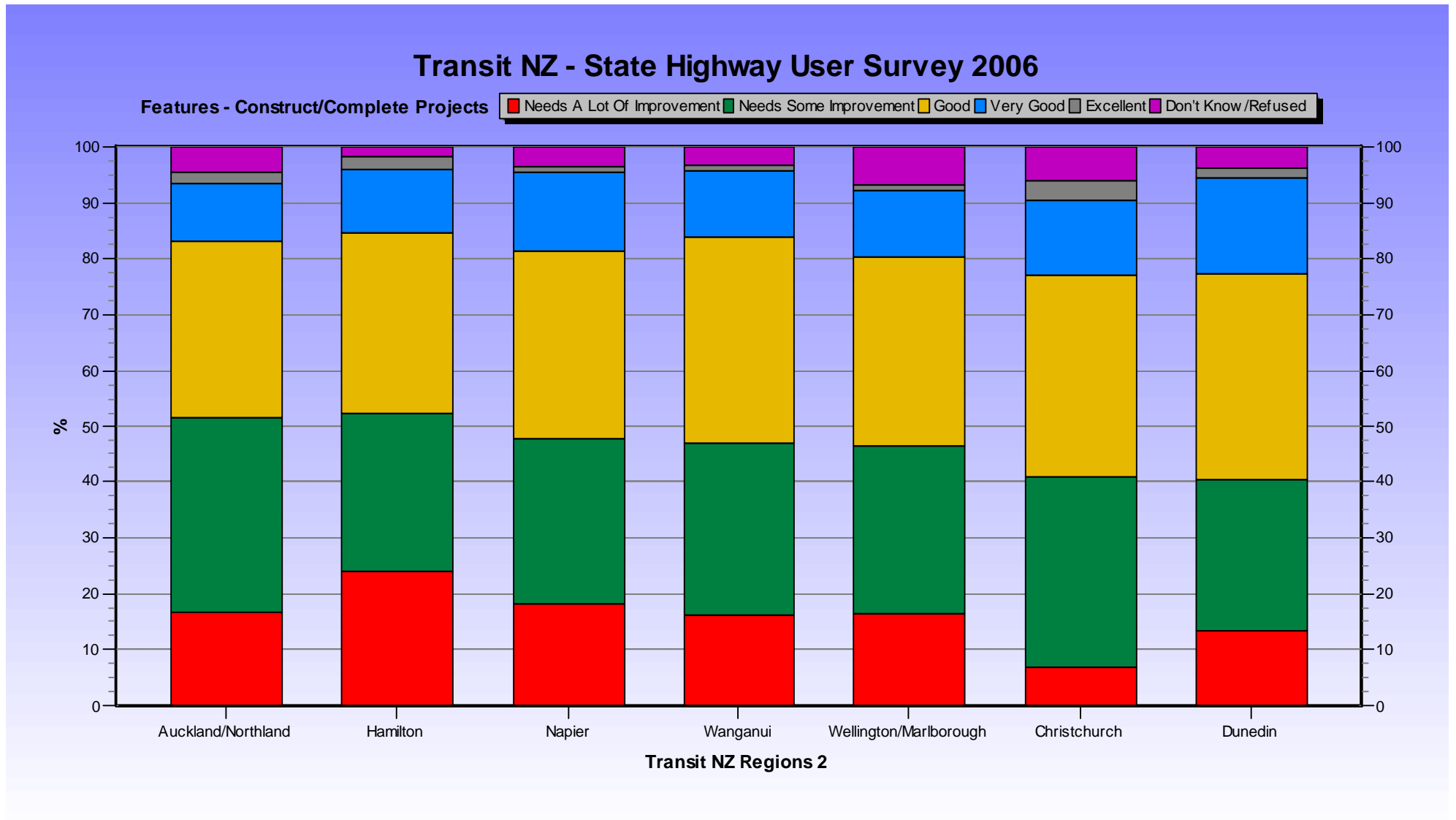
graph 7



graph 8



graph 9



Driver Exposure

It was apparent from this series of new questions that situations of congestion and perceptions around safety were impacting on many state highway users and on their attitudes overall. Feeling unsafe as a result of another driver was a majority experience.

Experiences of respondents who have driven a vehicle on a state highway or motorway in the last 7 days

	General	Truck
Have you driven a vehicle on a state highway or motorway in the last 7 days?	1377 %	324 %
Yes	86	96
No	14	4
(If driven in last 7 days) Base:	1189* %	310* %
Taken an alternative route to avoid congestion?		
Yes	45	50
No	55	50
Taken an alternative route to avoid a town or other built up development?		
Yes	31	40
No	69	60
Experienced a delay or slowdown of more than 10 minutes?		
Yes	35	44
No	65	56
Felt unsafe as a result of another driver?		
Yes	52	57
No	48	43
Felt unsafe as a result of the features or design of the road?		
Yes	21	34
No	79	66

*The net number who had driven in the last 7 days.

Driver exposure — experiences in the 7 days prior to interview

- Only 14% of the sample had not driven a vehicle on a state highway or motorway in the last 7 days. These 14% were not asked the “driver exposure” questions.
- Over half the users had felt unsafe in the last 7 days as a result of another driver — twice more than had felt unsafe as a result of the features or design of the road, ie safety on the roads is perceived more as a driver issue than as a road engineering issue.
- Nearly half the users have taken an alternative route in the last 7 days to avoid congestion. A third have taken an alternative route to avoid a town or other built up area.
- A third (and nearly half of truck drivers) have experienced a slow down of more than 10 minutes during the 7 days prior to interview.
- This questioning was introduced by the researcher in 2006 as a means of identifying and validating some factors underlying any perceptions of dissatisfaction as expressed on the attitudinal rating questions. For example, the driver exposure questions were used to analyse satisfaction with congestion mitigation. This showed that over 6 out of 10 users who had rated congestion as “needs a lot of improvement” had actually taken an alternative route to avoid congestion and nearly 5 out of 10 had experienced a delay or slow down of more than 10 minutes. By contrast, fewer than 2 out of 10 who rated congestion as “excellent” had had either of these experiences in the past 7 days.
- The link between the satisfaction rating of congestion and taking an alternative route to avoid congestion was a little stronger than the link to a delay or slow down of more than 10 minutes. There was a strong geographic pattern to both experiences (see below). Most Aucklanders had taken an alternative route and experienced a delay. Most other regions had not (see last two rows reading across the page in table (a)).

(a)

Q. Taken an alternative route to avoid congestion?

Q. Experienced a delay or slow down of more than 10 minutes?

	Yes %	No %	Yes %	No %
Total	45	55	35	65
Rating congestion as needs a lot of improvement	62	38	47	53
Rating congestion as excellent	18	82	19	81
Auckland residents	60	40	56	18-33
Rest of New Zealand (range for all other regions)	24-47	53-76	44	67-87

(b)

The link between ratings of safety and perception of actual safety in the last 7 days was stronger for the design of the road than for other driver behaviour. This may reflect the fact that the rating question on safety was based specifically on the safety design features.

Q. Felt unsafe as a result of another driver?

Q. Felt unsafe as a result of the features or design of the road?

	Yes %	No %	Yes %	No %
Total	52	48	22	78
Satisfied with safety	50	50	18	82
Not satisfied with safety	58	42	30	70
Chose safety as 1 st priority for expenditure	52	48	21	79

Tolling

Opinions on tolling were evenly divided with one in five having no opinion.

Do you support or oppose or do you have no opinion on the idea of tolling as a means of constructing new alternative routes in your region?

Opinions on tolling varied between groups of state highway users (see below) (see graph 10).

	Support	Oppose	No Opinion
General sample	41	40	19
Truck drivers	38	46	16
Named Transit	51	35	13
Auckland region	37	48	15
Wellington region	57	30	12
Northland	53	20	27
Christchurch	28	47	25
Dunedin	27	43	30
Motor cyclists	49	33	18
Not drive on SH in last 7 days	36	37	27
Driver of a company car	48	41	11
Low mileage driver	31	40	29

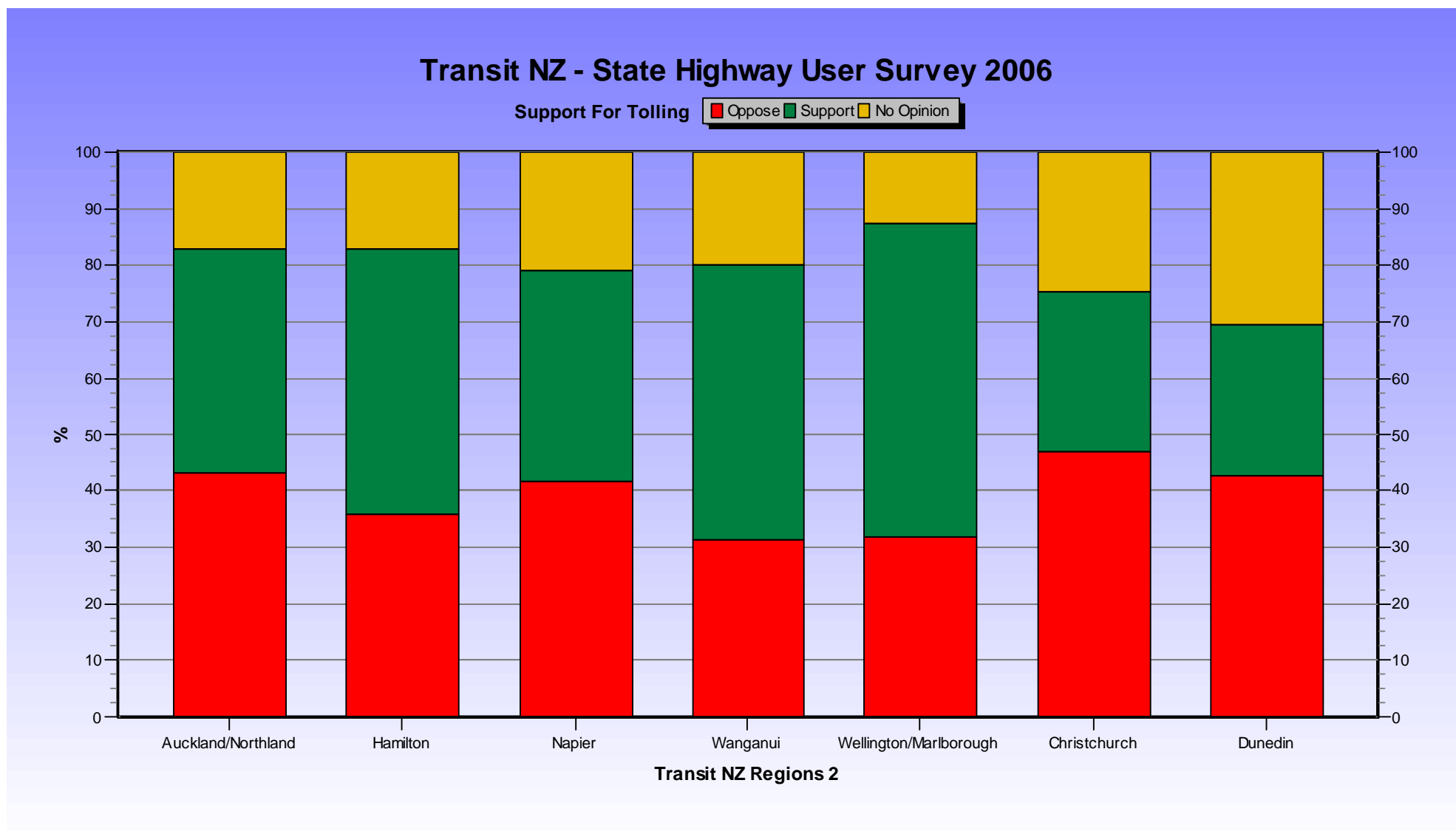
In total, support and opposition levels were each even at 4 out of 10 state highway users. There was little variation to these levels by demographics, eg age group. However, there was variation by region and by driving habits and vehicle type. Wellington region, for example, was more supportive than Auckland. Christchurch and Dunedin were more in opposition. Truck drivers were more opposed to tolling than supportive. The difference between the two groups of truck drivers was less than the number who had no opinion.

Support/opposition to tolling did not appear to be related to current opinions of the state highways — state highway users who rated the state highway as excellent were just as likely to support tolling (46%) as were state highway users who rated them poor and presumably wanted more state highways developed (43% supported).

Support/opposition to tolling was related to opinions on the state highway compared to two years ago. Those who rated state highways “worse” than 2 years ago were 51% opposed to, 35% supported of, tolls.

Those who rated state highways “better” than 2 years ago were 38% opposed to, 43% supportive of, tolls. This possibly reflected a view that tolls/a remedy to improve state highways was not needed.

graph 10



Communication

Awareness of Transit has increased to nearly half of state highway users. Information has become more important but is not rated as more available. State highway users are evenly divided as to whether consultation and involvement is good, adequate or poor.

Awareness of Transit and communication/consultation

	General	Truck
Do you know the name of the organisation responsible for developing, designing and maintaining the state highways in New Zealand?*	1377 %	300* %
Transit New Zealand	44	57
Other	18	13
Don't know	39	29
How important is it to you to get the information you need on conditions and closures and new State highway projects?	1377 %	324 %
Very important	40	53
Important	37	31
Not very important	20	14
Not at all important	3	2
How would you rate Transit for making available information to road users about highway conditions and closures?	1377 %	324 %
Good	34	33
Adequate	42	41
Poor	19	23
Don't know	5	3
How would you rate Transit for consultation with the public?	1377 %	324 %
Good	22	26
Adequate	35	33
Poor	31	33
Don't know/refused	12	7

* Internet respondents were not asked this question as they were aware it was a Transit survey.

How would you rate Transit for keeping road users in your community involved and informed about proposals for improvements to the State highways?

	1377 %	324 %
Good	25	29
Adequate	35	38
Poor	33	29
Don't know/refused	7	3

Contact with Transit

	General	Truck
Personal contact with Transit	1377 %	324 %
Had personal contact last year	8	21
No personal contact last year	92	79

Contacted Transit in last year	113 %	70 %
Phone	39	43
Public meeting	26	11
Direct	20	27
Other	15	19

Visited Transit New Zealand website	1377 %	324 %
Have visited Transit New Zealand website	10	18
Not visited Transit New Zealand website	90	81
Unsure		1

Was contact helpful?	160 %	98 %
Helpful	65	56
Not helpful	27	22
Unsure	8	21

Communication/information

Good communication/information was an important component of satisfaction with the state highways overall.

Ratings of the availability of information, public consultation and keeping communities involved and informed about proposals for improvement linked to ratings of the state highways overall and to ratings on construct/complete projects.

Communication tended to be viewed as “adequate” rather than good. Availability of information on conditions and closures was more favourably rated than consultation or community involvement.

Awareness of Transit as the organisation responsible for the development, design and management of the state highways is not high — just under half of state highway users can name Transit. Awareness has increased to 46% from 37% in 2003.

There was higher awareness of Transit among males, Wellington residents, people who drive a company car, people who support tolling, people who had personal contact with Transit, visited the website or used the 0900 service.

		Rated availability of information as:			
		Total	Poor	Adequate	Good
	Base	1377	262	582	463
Information on conditions and closures			%	%	%
Very important		40	53	33	43
Important		37	32	40	36
Not very important		20	10	25	17
Not at all important		3	4	1	4

Among those who rated information on conditions and closures as very important, ie had high expectations, there was a higher proportion of state highway users who rated the availability of such information as “poor”.

Information was becoming more important — 40% “very important” compared with 36% in 2003. Information was more important to truck drivers — 53% “very important” than to the general sample.

Information on Conditions & Closures			
General			
%			
	2003	2006	Truck
Ratings	1459	1377	324
	%	%	%

Very important	36	40	53
Important	35	37	31
Not very important	25	20	14
Not at all important	4	3	2

Availability of Information			
General			
%			
	2003	2006	Truck
Ratings	1459	1377	324
	%	%	%

Good	37	34	33
Adequate	40	42	41
Poor	18	19	23

Community Involvement			
General			
%			
	2003	2006	Truck
Ratings	1459	1377	324
	%	%	%

Good	26	25	29
Adequate	40	35	38
Poor	26	33	29

	Public Consultation General %	
	2006 1377 %	Truck 324 %
Ratings		
Good	22	26
Adequate	35	33
Poor	31	33

Communication and Overall Satisfaction

	Availability of Information		Public Consultation		Community Involvement	
	Satisfied Overall	Not Satisfied Overall	Satisfied Overall	Not Satisfied Overall	Satisfied Overall	Not Satisfied Overall
	1044 %	366 %	1044 %	366 %	1044 %	366 %
Good	34	32	24	18	27	18
Adequate	45	35	36	30	37	30
Poor	16	27	27	43	30	43

Information/communication links to overall satisfaction. State highway users who were satisfied overall were more likely to rate the information/communication by Transit as good across all three measures, ie availability, consultation and community involvement.

There were 161 responses to a further question as to whether contact with Transit (including website) had been helpful or not helpful. The majority, 105, rated contact as helpful, 43 said unhelpful and 13 were unsure.

Note: A higher proportion of “poor” raters had visited the website or tried to get a traffic report on the vehicle radio, than of state highway users who gave excellent or very good ratings. This presumably reflected that users experiencing congestion or problems were both more likely to have “poor” perceptions of the state highways and more likely to seek extra information.

86% of the sample had driven on the state highways in the last 7 days. The following questions were asked to document actual sources of information:

	Traffic Report Vehicle radio 1189 %	Cellphone 0800 1189 %	Cellphone 0900 1189 %	Cellphone About Incident 1189 %	Used AkI Website before Journey 443 %
Yes	18	1	1	17	6
No	82	99	99	83	94

Sources of information used in last 7 days

(by respondents who have driven a vehicle on a state highway or motorway in the last 7 days)

	General	Truck
Tried to get a traffic report on the vehicle radio?	1189 %	310 %
Yes	18	27
No	82	73
Used your cellphone to call an 0800 traffic service for information?	1189 %	310 %
Yes	1	7
No	99	93
Used your cellphone to call an 0900 traffic service for information?	1189 %	310 %
Yes	1	4
No	99	96
Used your cell phone to tell someone about a traffic incident or conditions?	1189 %	310 %
Yes	17	39
No	83	61
Used, before your journey, the AK traffic website (AK only respondents)?	443 %	49 %
Yes	7	4
No	93	96

The samples of respondents

Transit Regions	Total %	General		Truck
		Total Weighted	Actual Number Interviewed	No of Respondents
Total	100	1517	1517	324
Auckland/Northland	35	536	314	74
Hamilton	15	233	200	49
Napier	5	77	200	36
Wanganui	8	125	203	32
Wellington/Marlborough	15	224	200	38
Christchurch	14	209	200	54
Dunedin	7	113	200	41

Region Code for Appendices

1	=	Auckland/Northland
2	=	Hamilton
3	=	Napier
4	=	Wanganui
5	=	Wellington/Marlborough
6	=	Christchurch
7	=	Dunedin

Driver vehicle types

Do you use the state highways as:

	General %	Truck %
	1377 %	324 %
Driver of a private car	98	95
Passenger in a car	58	54
Driver of a company car	28	53
Passenger commercial bus/van	22	20
Pedestrian	20	22
Cyclist	14	18
Commercial car/van/taxi	10	18
Motor cyclist	7	19
Driver other vehicles	12	40

Appendix 1 – Transit State Highway User Survey (Questionnaire 2006)

Transit State Highway User Survey (Questionnaire 2006)

Good my name is from

We are surveying peoples' opinions of driving on the State highways in New Zealand.

Does anyone in this household drive a heavy vehicle of over 3,500 kilos? Yes/No

If No: Are you the main person in the household who drives on the State highway? Yes/No

May I speak with that person please?

What is a suitable time to call back? _____

(Repeat introduction)

By "State highways" what we mean are the main roads between towns and cities, including motorways, but not local roads such as residential streets and rural roads. State highways all have a number, like State highway 1 or 73.

1: Thinking about the State highways with which you are most familiar.

On a scale from 1 to 5, where 1 is poor and 5 is excellent, how would you rate the 'State highways' in New Zealand?

<i>(Read out)</i>	Excellent	Very good	Good	Fair	Poor	D/k/Refused
<i>(Circle)</i>	5	4	3	2	1	9

(Don't read out)

2: In deciding what to spend the money for State highways on, which of these do you think is the most important?

(Read all and Rotate)

1st 2nd

And the next most important? *(Repeat list)*

(Read out)

improving the traffic flow and reducing congestion	1	1
improving the smoothness of the surface and the straightness and the comfort of the ride	2	2
reducing the impact on the environment and improving the appearance in the landscape	3	3
improving the safety of the road	4	4
Or is something else more important to you?	5	5

3(a): And how would you rate the State highways now compared to 2 years ago?

<i>(Read out)</i>	SH
A lot better	1
A little better	2
No different	3
A little worse	4
A lot worse	5
<i>(Do not read out)</i> Don't know/Refused	9

(if '5') Why is that _____

Rating the features and design of State highways which you travel on, as either excellent, very good, good, needs some improvement, needs a lot of improvement.

- (a) Thinking firstly about the safety design and features of the State highways, such as the design of the bends and the provision of guard rails and other safety features, how would you rate these?

(Rotate) *(Don't read out)*

	Excellent	Very good	Good	Needs some imprvt	Needs a lot of imprvt	D/k/Refused
<i>(Read out)</i>						
<i>(Circle)</i>	5	4	3	2	1	9

(if '1') What needs to be done to improve your rating?

- (b) And the quality of the surface and smoothness of the State highways. How would you rate these?

(Read out) *(Don't read out)*

	5	4	3	2	1	9
--	----------	----------	----------	----------	----------	----------

(Circle)

(if '1') What needs to be done to improve your rating?

- (c) And the road markings on State highways, such as painted lines, cat's eyes, and reflection marker posts, how would you rate these?

(Read out) *(Don't read out)*

	5	4	3	2	1	9
--	----------	----------	----------	----------	----------	----------

(Circle)

(if '1') What needs to be done to improve your rating?

- (d) And the road signs on State highways, such as warning and direction signs, how would you rate these?

(Read out) *(Don't read out)*

	5	4	3	2	1	9
--	----------	----------	----------	----------	----------	----------

(Circle)

(if '1') What needs to be done to improve your rating?

- (e) And thinking about reducing congestion and improving traffic flows, how would you rate the management of this?

(Read out) *(Don't read out)*

	5	4	3	2	1	9
--	----------	----------	----------	----------	----------	----------

(Circle)

(if '1') What needs to be done to improve your rating?

- (f) And the rest and picnic areas at the roadside on the State highways, how would you rate these?

(Read out) *(Don't read out)*

	5	4	3	2	1	9
--	----------	----------	----------	----------	----------	----------

(Circle)

(if '1') What needs to be done to improve your rating?

- (g) Thinking about the overall appearance of State highways in the landscape, how would you rate the management of this?

(Read out) *(Don't read out)*

	5	4	3	2	1	9
--	----------	----------	----------	----------	----------	----------

(Circle)

(if '1') What needs to be done to improve your rating?

(h) Thinking about the environmental impacts of State highways, such as noise, pollution, rubbish, how would you rate the management of these impacts?

(Read out) 5 4 3 2 1 9

(Circle)

(if '1') What needs to be done to improve your rating?

(i) And the construction and completion of state highway projects, how would you rate the management of this?

(Read out) 5 4 3 2 1 9

(Circle)

(if '1') What needs to be done to improve your rating?

(j) Thinking about the social and economic impacts on communities of state highways, such as development spreading along the roadside, how would you rate the management of those impacts?

(Read out) 5 4 3 2 1 9

(Circle)

(if '1') What needs to be done to improve your rating?

5(a): Do you know the name of the organisation that is responsible for developing, designing, managing and maintaining the State highways in New Zealand?

Transit (NZ) 1

Other 2

No, D/K 9

The organisation responsible for developing, designing, managing and maintaining the State highways in New Zealand is Transit New Zealand.

In your regional area, that is the area covered by your telephone directory, overall, how would you rate Transit for

(b): doing its job of maintenance on the existing State highways?

(c): developing and designing new State highways and motorways?

(Read out)	Excellent	Very good	Good	Needs some imprvt	Needs a lot of imprvt	(Don't read out) D/k/Refused
(Circle)	5	4	3	2	1	9
(b)						
(Circle)	5	4	3	2	1	9
(c)						

6(a): Thinking now about information about State highways. How important is it to you to get the information you need on conditions and closures and new State highway projects?

	Very important	Important	Not very important	Not at all important	<i>(Don't read out)</i>
	4	3	2	1	D/k/Refused
					9

(b): How would you rate Transit for making available information to road users about highway conditions and closures?

	Good	Adequate	Poor	<i>(Don't read out)</i>
<i>(Read out)</i>	3	2	1	D/k/Refused
				9

(c): How would you rate Transit for consultation with the public?

	Good	Adequate	Poor	<i>(Don't read out)</i>
<i>(Read out)</i>	3	2	1	D/k/Refused
				9

(d): How would you rate Transit for keeping road users in your community involved and informed about proposals for improvements to the State highways?

	Good	Adequate	Poor	<i>(Don't read out)</i>
<i>(Read out)</i>	3	2	1	D/k/Refused
				9

(e): Have you yourself had any contact with Transit, during the last year, such as by phone or in a public meeting or direct contact?

yes	no	(if yes)	
		Phone	1
		Public Meeting	2
		Direct	3
		Other	4

'if yes' Did you find that contact helpful or not helpful?

Helpful	1
Not helpful	2
Other	3

(f): Have you looked at the Transit website during the last year?

yes	no	unsure
------------	-----------	---------------

7: Have you driven a vehicle on a state highway or motorway in the last 7 days? **Yes/no**
(if yes)

Please tell me yes or no, whether you have experienced any of the following in the last 7 days: *(rotate order)*

Taken an alternative route to avoid congestion? **Yes No**

Taken an alternative route to avoid a town or other built up development? **Yes No**

Experienced a delay or slowdown of more than 10 minutes? **Yes No**

Felt unsafe as a result of another driver? **Yes No**

Felt unsafe as a result of the features or design of the road? **Yes No**

(do not rotate)

Tried to get a traffic report on the vehicle radio? **Yes No**

Used your cellphone to call an 0800 traffic service for information? **Yes No**

Used your cellphone to call an 0900 traffic service for information? **Yes No**

Used your cell phone to tell someone about a traffic incident or conditions? **Yes No**

Used, before your journey, the AK traffic website (AK only respondents)? **Yes No**

8: And the region you are in, from your telephone directory is? *(Circle)*

Northland	1	Auckland	2	Waikato	3
Bay of Plenty	4	Gisborne	5	Hawke's Bay	6
Taranaki	7	Wanganui	8	Manawatu	9
Wairarapa	10	Wellington	11	Nelson & Bays	12
Marlborough	13	West Coast	14	Christchurch	15
Timaru/Oamaru	16	Otago	17	Southland	18

9: Do you support or oppose, or do you have no opinion, on the idea of tolling as a means of constructing new alternatives routes in your region?

- support 1**
- oppose 2**
- no opinion 9**

10: Now I just need to ask some questions so we can group the answers for different types of people.

Age groups

Male	1	<i>(read out)</i>	Under 24	25 – 39	40 – 54	55 – 69	70+
Female	2		1	2	3	4	5

How many vehicle drivers are there in your household? Including yourself?

(Circle) **1 2 3 4 5 6 7 8 9 0+(write in)** _____

Could you please tell me about how many kilometres you drive a year in total on all roads?

(Read out)

Less than 10,000k a year that is up to about 200k a week or \$30 a week on petrol 1

Over 10,000k a year but less than 25,000k a year that is up to about 500k a week or about \$75 a (week on petrol 2

Over 25,000k a year or more than 500k a week and more than \$75 a week on petrol 3

(Don't read Don't know/ Refused out)

9

And lastly, please tell me for each of these do you use the State highways as:

	Yes	No
Driver of a private car?		
A driver of a company car?	1	2
A passenger in a private or company car?	1	2
Do you use it as a:		
A pedestrian?	1	2
A cyclist	1	2
A motor cyclist?	1	2
A passenger in a bus or commercial van?	1	2
A commercial car, van or taxi driver?	1	2
A commercial truck driver?	1	2
As driver of some other type of vehicle	1	2

Appendix 2 — Comments main general sample

This appendix is a list of comments made by respondents who gave unfavourable ratings in the State Highway User Survey 2006 (see main report). These respondents were asked to give reasons or to give suggestions for improvement.

- 1 = Auckland/Northland
- 2 = Hamilton
- 3 = Napier
- 4 = Wanganui
- 5 = Wellington/Marlborough
- 6 = Christchurch
- 7 = Dunedin

And how would you rate the state highways now compared with 2 years ago? Reasons why state highways now were rated “a lot worse” than 2 years ago (5% of state highway users)

More traffic/congestion, increased traffic flow

Where we live there is a lot of people coming from Auckland so a lot more congestion. (1)

There is so much traffic and no one will get on the public transport. (1)

More and more people use the highway. (1)

I don't know I just think they need to be wider there's so much traffic, too full. (1)

Because there are too many people in Auckland-too many people driving who don't know how to drive, too many people. (1)

The congestion, the lack of passing lanes and there are more vehicles on the road. (1)

Mainly because of congestion-just in general there's more traffic on the road so it takes longer to get anywhere. (1)

Traffic volume. (1)

Too much traffic used to be a lot easier to travel on now it isn't. (1)

Just because the volume of traffic going out of Auckland. (1)

The increase in vehicles is not keeping up with the road, not quick enough to handle the increase in the number of vehicles. (1)

Because 2 years ago we could leave home at 6.30 in the morning we could drive 80 kmh. Now we have to leave at 6.10 in the morning the latest every morning. (1)

- The number of drivers and heavy trucks. (2)
- A lot of heavy traffic, more than there used to be. (2)
- Just the congestion. (2)
- There is so much traffic and the roads are not enough to accommodate them. (2)
- Because of congestion. (3)
- Increase in traffic congestion. (3)
- The amount of traffic on the road. (4)
- Much more traffic. Streets are too narrow. (4)
- The increase of traffic flow on them. (4)
- The roads are not sufficient enough to allow the traffic on the road to pass, so many bits of the motorway convert from 2 lanes to 1 lane, and there is congestion. (4)
- Because we just seem to have so much more traffic on the road especially big trucks. (5)
- The congestion from the coast to Wellington is appalling. We need an alternative road. (5)
- Because there is more traffic on them. (5)
- More traffic. (5)
- There's more traffic on the road, more trucks. (6)
- Because I've been here for 4 years and the amount of traffic doubled. (6)
- Because of the traffic. (6)
- Because of traffic congestion there are more vehicles on the road. (6)

Maintenance, the condition of the roads

- The standard of the work that's being done is not very good at all. (1)
- Because of pot holes - should do it at night-time not to stop traffic, people swearing at you taking too long. (1)
- Low maintenance and bad road design. (1)
- The condition of the road, the potholes, the waviness, SH 3 not kept up to scratch. (2)
- Because of the floods and weather it's only nature-caused deterioration, maintaining (2)

- and all the slips on the road and the time they taken to clear them, they've taken about 2 years to clear them.
- Mainly with the shiny patches appearing in the seal in places. Potholes appearing in the roads. Patches in road start to break up. (2)
- Because they are doing so much work on them. (2)
- Because they start work and never finish it, they take too long to complete contracts. (2)
- Because of the uneven surface, no repairs being maintained. (3)
- Because they don't look after them around here, all they do is the bare minimal maintenance. (3)
- Because they don't do anything to them and they are not good at all - our roads are full of potholes, lots of corners, rough. Lots of slumps that go for months without getting fixed. There seems to be ruts in the road where all the trucks travel all the time. There are not enough pull-off areas. Not enough passing bays. (3)
- Lot of erosion. (3)
- Because of all the road works, that continue on. (4)
- They've got all these road works which they're doing but I think they're going to be a waste of time, you can't go from a 100km zone to 50km without having hold ups. I think the engineers should go back to school. (4)
- Because they have not been looked after for years and the hold-ups are worse than they were 2 yrs ago. (4)
- Just seems to be patching things rather than fixing things. (4)
- The road surfaces are much rougher today due to poor repairs and maintenance. (4)
- On a long weekend they close the passing lanes, the roads are poorly kept, not maintained-there's tarseal lifting because of the heat they just patch it so when you're driving along it's bumpy. (5)
- Maintenance issue. (6)
- As far as I know nothing is being done south of Dunedin to improve the smoothness it is still the same as 10 years ago. (7)
- Pulled into pieces, not being maintained. They concentrate too much on Auckland. Auckland should be paying for it. (7)

More wear and tear — roads not being maintained to keep pace with impact of traffic/logging trucks

Congestion, the state of the roads — the structure and the congestion has increased a lot. (1)

They haven't kept up with the traffic flows; there are more cars so they have got worse. (2)

Increase in logging trucks. Delays with road works. (3)

More potholes it's just the condition of the road really more logging trucks on the road, how incompetent drivers are now. (3)

Amount of traffic and less on the work on the road. (3)

They are not being maintained like they used to be there is a lot more traffic especially heavy traffic and they need to do something about that. (3)

Because more traffic/inadequate repairs - the surface of the road is not even and the condition of the road deteriorate and traffic continue to worsen. (3)

Too much heavy traffic. SH 3 is basically just a cart track, it's been needing major maintenance and all the money's going to Auckland and Wellington. (4)

They are not maintaining the maintenance in comparison with the amount of traffic; they're not keeping up with the volume and variety of traffic. (4)

Because there are so many more cars on the roads and not much has been done to the roads. (4)

They aren't made for the number of cars that are on the road. (7)

Amount of traffic, roads aren't up to standard to take weight of the traffic, aren't constructed properly. (7)

Safety/speeding/planning/funding/other

The bad planning and length of time in fixing. (1)

Because the people go faster, making it too easy for speeding drivers to go faster, by straightening the roads, with more corners people drive slower. (2)

More accidents, more congestion, the conditions of the roads are a lot worse - the road works that are being done make it more uneven. (2)

- State highway one is a classic example between Auckland and Hamilton, to the point of being incompetent by our government, state highway between Bombay and Maramarua. (2)
- Because of the driver. Modern technology, fast cars on bad roads. Bad drivers. (3)
- Safety speed is too high. (3)
- Because of the congestion and the safety doesn't seem to be built into the roads, they are concentrating more on the big cities than the state highways. (3)
- The penetration- not spending much money- the money is transferred to place and it's all crap. (3)
- I could pass 20 logging trucks in 1 hr. It takes me an hour from here to town. I could pass at least 20 logging trucks coming & going & you can't even pass half of them. Halfway between Napier & Wairoa, widening of the road & more passing lane. It's not fun following this big vehicle for miles, it's not nice & it's not safe. (3)
- We have been waiting for a bypass for 23 years and the accident toll here is diabolical. (4)
- The state highway 1 between Levin and Wellington speaks for it self. (4)
- Small population base and lack of funding to improve it. (7)
- That is because of the big trucks crashing the edges of the road. (7)

Q4 Rating the features and design of State highways which you travel on, as either excellent, very good, good, needs some improvement, needs a lot of improvement.

(Verbatim comments when state highway users who gave a rating of “needs a lot of improvement” were asked, “*What needs to be done to improve your rating?*”

4(a) Thinking firstly about the safety design and features of the State highways, such as the design of the bends and the provision of guardrails and other safety features, how would you rate these?

I think there are state highways with very sharp bends; the warning isn't sufficient for the sharp bends. I think it's too easy for people to cross the centre lines on bends and on humps on undulating roads. (1)

Because I think it was designed long ago and they haven't taken into consideration the advances in motorcars. For example, it tells you to take a bend at 45, maybe it's ok in an old car but in a new car you take it at 60. (1)

Again straightening out the roads protection on slippery roads not enough protections on the bends. (1)

The main thing is like road, cambers on bends I suppose there is a lack of passing areas. (1)

Quality of the surface and the engineering of the base. (1)

The median barriers need to be improved. (1)

The design needs to be such that there's a good length of time so you don't arrive at a bend immediately after seeing the sign. Sufficient warning time. They need to be taken up to European standards. The roads the camber needs to be more appropriate. Overall there needs to be a greater level of investment in the quality of the roads in a design and constructions perspective. They just need to do what Europe does and then we'd have proper roads. They need to, if they start a project they need to finish it, small projects just drag out interminably. And large ones also. They just take far too long. (1)

The drains are too deep, so if you do fall off then there's more damage. Crowns are too steep. (1)

They need to learn how to design corners so cars wont fall off. They need to go to Europe to learn to design roads to have a better success rate. (1)

More guardrails; middle of the motorway. (1)

I think more passing lanes more signage. Less bends that sort of thing. More control of people's speeds. More illuminated signage. (1)

Needs to be widened so that they can travel. (1)

Design of the highway has to be improved to wider corners and better surface. (1)

- Improving the visibility, the places like blind brows. Some hills and places like that. And State highway 1 and 2 needs a lot of attention. (1)
- Well up here we haven't got many barriers at all you have got banks that split down. Uneven tarseal very bumpy plus we get flooding out here, which sometimes takes tarseal away. (1)
- On most corners they have all the handles, barriers not enough, it should be in conjunction with the usage of the materials for road works. (1)
- Well I'd like to see a lot of guardrails in every steep drop. (1)
- More passing lanes required. (1)
- Bends to be straightened, lane markings. (1)
- Straighten off dangerous corners. (1)
- Get a move on with bypasses, especially Cambridge. (2)
- Have a look at anyone else's except ours. Better quality and standards. (2)
- A lot of the roads camber the wrong way. (2)
- They need double highways, nice straight, wide roads, less curves. (2)
- Over the years they haven't put bugger all back into the highways. When they plan for and upgrade the roads they don't plan for the future, like the south Auckland ones they build them now and in the future they'll be too small and the spend they money in the wrong places. When they design and contract the roads the process is all wrong. (2)
- More guard rails and more markings. (2)
- Need to be designed properly, two lines going to one line, lines overtaking in safe areas rather than on top of the hills, funding projects well. (2)
- The safety of the roads is not good, some of the corners are not signposted. (2)
- More road markings. (2)
- More passing lanes, when they come together cars converge and you get cars in the wrong places. (2)
- It's a main highway and it needs finishing now and not in 10 years time. (2)
- Employ some experts who know a lot about safety of roads and take their advice on new and existing roads. (2)
- They need to get rid of narrow bridges, and obvious black spots. (2)
- More median rails. (2)
- Need to make roads consistent. (3)

- I actually think need to spend a lot more on guard rails and overtaking areas. (3)
- Lots more money spent on the road. (3)
- In high-density areas they need they medium strip. (3)
- Camber mainly. (3)
- Well just there's more of them I can see they've done a lot but there's still much more places that could be done like if we're talking about guard rails and that type of thing, more of everything really. (3)
- Prioritise a bit better. Look at Auckland and the money there for no results. They could spend money around the country. We go begging. (3)
- Road service within the roads and straightening the few corners out, the danger roads. (3)
- The government should put more money into the roads and instead of worrying about the Auckland roads, worry about the outer districts like Napier, Gisborne. Instead of putting tolls on the Auckland roads and if they were to do that, that money should be used for the outer districts as well. (3)
- Passing lanes, nowhere near enough. (3)
- Widen bridges, and we've got one-lane bridges. And corners maybe safer corners. (3)
- Once again it's patch ups again. Patch ups of slips etc is just patched up and stays that way indefinitely. (3)
- A few more signs, and a few more railings, here and there. (3)
- Still a lot of improvement needs to be done in certain areas. We're waiting for an amendment on an S bend over a railway bridge but it gets put on the backburner. (3)
- Get the cams on the corners. (3)
- Should be a guardrail in the middle of the each highway. (3)
- They have to have a look at the cornering of highways for bigger and faster vehicles the cam is on the road. (3)
- Designer corners - none of our corners have much camber on them. I think they are trying to squeeze too many things into a small area. The guardrails seem to be intruding onto the road. They need to be moved from the edge of the road, at least another metre. (3)
- More signs. (3)
- Wire medium barrier are a hazard to motorcyclists, especially in windy or wet conditions. (4)
- To try and straighten out the bends and separate the traffic. (4)

- By actually upgrading the state highway system so all the vehicles can continually travel at 100km/hr. (4)
- Widened safety barriers, four-lanes, better surface. (4)
- I think road works the amount of curvature in the road, some roads have tight curves which make driving awkward, the up and down, rises and falls in the road, rather than bulldoze through land, cheap way go up and down. Driving becomes difficult, because of going up and down or on tight curves. Because the roads are narrow, we have a lot of accidents on the roads in wet conditions. (4)
- Need to stop putting up crash barriers. The places where they are putting these are better to let car go off road (cars bounce off crash and into oncoming traffic). (4)
- There's a bridge that needs to be done not far from where I live so it would be easier to negotiate and there would be a better traffic flow. (4)
- It needs camber put on the surface. Having camber on the surface of the road enables me to maintain normal speed on corners. (4)
- They need to retain land from the sea or put in a Transmission Gully. (4)
- Road cambers wrong way, narrow bridges, no passing lanes. (4)
- Pullover lane for pulling in and out of their homes. (4)
- The black spots seem to be the last place to get fixed. They put up safety guards and rails where it is unnecessary. (4)
- On the road north, it needs to be sealed with better safety rail, hairpin bends rectified and considerable maintenance done. (4)
- Yellow signs blind at night because of the reflection of the vehicle lights. (4)
- They are just not sufficient to stop a collision, no barrier line between lanes. (4)
- I think they need more overtaking areas & more barriers & probably more lighting. (4)
- A lot of the bends need to be taken out of our roads, be widened, the roads, some more passing lanes. (4)
- More lighting. It comes back to driver training a lot of people don't know how to go around the corner (4)
- More median strips, more white lines that warn you when you are drifting off, more passing lanes. (5)
- They need to design the camber of roads on corners better, so car doesn't spin off, need to get rid of ditches on side of the road and rocks etc. (5)
- A lot more safety, such as speed. Road maintenance. Put a barrier up to turn off the road if you have a flat tyre etc like a median strip but on the side, so they know that know they safe. (5)

- More median barriers. (5)
- Avoid direct on coming traffic lane division. (5)
- More four-lane highways. (5)
- They need to have more multi lanes. They should build them out of concrete rather than asphalt. (5)
- Fixing the danger areas, where commonsense, spending in the best way in the areas that need it, they're not fixing the problem areas. (5)
- Need to be more, to make them safer, median strips etc. More money needs to be spent on roads, inadequate. (5)
- I think they should be looking at more of taking bends at the highways. (5)
- It needs more to be lanes and more passing lanes. (5)
- They are so slow - they do up a road ie from Picton to Nelson - a wonderful drive but then it all finishes and you're back to square one. Why can't they complete it in other ways? (5)
- Road widening and straightening and barriers in the middle, bypass towns. (5)
- In some areas more attention to the camber of the road and many areas are two lanes in each directions, for safe passing. Separation between the lane you're on and on-coming traffic. (5)
- I would say that a solid central barrier of state highway one would be a massive improvement. (5)
- Must focus more on safety with lights and more warning signs. (5)
- Need double lanes from Auckland to Wellington with barriers separating the lanes. (5)
- Christchurch to Kaikoura, SH1 - needs more guard rails on the road. (6)
- Put a guardrail up in some spots. (6)
- They need to be taken away, intersections should be clearer. (6)
- Camber on the bends needs to be reengineered quite a bit, especially SH1, and the guardrails isn't an issue. (6)
- There is no way for vehicles, there is no place for vehicles to park, you are either on the motorway or in the ditch, they need to be wider because if you've got 2 trucks passing and if you're not watching you can hit one another, I think our motorways wouldn't classify motorway wouldn't classify other motorways, side traffic have to merge on to other highways, state highways here are chronic, state highways should have a medium barrier in the middle and if wanted to make a cheaper highway we could make 3 lane highways with alternating medium strips, that would be one way of getting better highways without spending enough bucks. (6)

- There's got to be more dual carriageways, each lane is going its own way. (6)
- The safety standard of the road is not in standard with the modern days. With six lanes with concrete barriers with demarcation lines. (6)
- Send them to Australia and let them see how work is done there. (6)
- Need guardrails are really important and there are a lot of dangerous roads with drops with no guardrails. (6)
- More rails and the other safety features, like lights. (6)
- Well, I travel a Milford road. There are lots of areas with a volume of traffic. I'm talking about blind corners & narrow bridges are a real problem for large vehicles. Not one-way but two-way bridges, which are narrow for heavy vehicles. (6)
- So the roads need to be better designed. (6)
- Need to straighten the road out. It's ridiculous in this day and age that we still have one-way bridges. Mainly straightening the roads out and widening the roads. (6)
- Extend the shoulders of the road and do away with loose shingle. (6)
- There are a lot of areas that are elevated with a cliff and absolutely no guardrail to keep you on the road, and to help you skipping off the road. (6)
- Well, there's no thought put into where they put corners, and various other things they do, they want to use their head a wee bit. (6)
- Getting a new road for trucks. If you got rid of them, there won't be the same deterioration. Control the speed of the trucks. (7)
- More corners so people have to drive instead of falling, and more passing bays. (7)
- Getting the camber right in the corners & more visibility on entranceways. (7)
- Needs more camber on the roads, are getting too flat, surveyors aren't doing job well enough. (7)
- More straighter pieces how to explain it there are straight bits but there are bad corners and twisty bits. Heavy traffic such as the big trailers and double trailers are inconsiderate and hard to pass, they travel too fast and are very intimidating, and so are the 4 wheel drives. (7)
- I think improving safety and the way people drive. (7)
- Some areas haven't got barriers, shoulders are being widened. (7)
- The roads widened, from 2 lanes to 4 lanes. (7)
- Signage needs to be improved. (7)
- More of that type of thing, prevent crashes. (7)

Barrier between the opposing lanes, also wider lanes and more passing areas. (7)

Sometimes things seem to be only half done. State highway 1 needs the odd one or two passing lanes or areas to be added, it's not sufficient for the traffic on the road in places. Although I do see that being addressed. (7)

Corners are not straightened. (7)

Somehow taking out blind corners and blind spots and making more pass lanes and in some places a barrier down the middle, which would just prevent head ons. (7)

Just more safety features. (7)

Need to be redesigned and more money to spend on. (7)

More country roads to be signposted properly. (7)

Well these signs you got to reduce speed from 100kms, you come up on them too quick, they can't take all the bends out of the roads I suppose. You can't adjust your speeds to the signs in time. (7)

4(b) And the quality of the surface and smoothness of the State highways. How would you rate these?

Lots of more money [needs to be] spent on them. (1)

More money needs to be spent - and a proper job needs to be done to fix and maintain reoccurring potholes. (1)

Oh, um, more consistent maintenance, instead of the patchwork maintenance. (1)

Mainly the smoothing the roughness of the road, sunken in places, one-way bridges - change that. (1)

Surface is quite rough on some highways hard to handle. (1)

State highway 27 goes into 2 really bad, lot of highways have peat underbuilt needs to change. Needs to be better management of resources. Reseal it then reseal it a week later. Use substandard contractors; look overseas at Australia and Europe. Our roads are constantly expanding and shrinking and they need to experiment with different compounds. (1)

All different surfaces, bumpy have same surface all over New Zealand. Roads too dark need some lightening; all dangerous corners need to be well lit. (1)

Designing of the roads, less corners. (1)

The surfaces need to be improved, the frequency of flooding and slips need improvement. The money that we pay for our taxes need to go on actual roading instead of being skimmed off the surface. The roads are always flooding; they slip in the same places. (1)

Less corners, smoother roads. (1)

There's a lot of dips along the side. Uneven roads, always having to slow down. (1)

Fix them. Make them smoother. (1)

Better control at road works and less kerosene in the tar. (1)

The smoothness is quite lumpy and bumpy in places especially if you drive to Kaitaia. (1)

Need to have better repairs. (1)

The surfaces there are lot of uneven surfaces, they are in need of a lot of repair in the city Newmarket extension part, need lot of improvements. (1)

Lack of organisation I think a lot of it is. And the follow up, I'm talking about streets round town, they go round and spray the streets and the next week they're still there. Follow up after improvement. (1)

- I really hate those really glossy, shiny surfaces you can't see a thing when it rains they just get all reflective. Sometimes the camber in the road just seems wrong on the corners and sometimes it seems like they've put a corner when it looks it could be straight. And the lighting I find is really POOR. (1)
- To make them smooth. (1)
- Reverts back to prior answer, surface needs to be improved, which goes back to engineering. (1)
- Replace chip seal with real proper seals. (1)
- Better surface. (1)
- Take more care in making the road surface smother in the first place. Overseas they have concrete. (1)
- Consistent surface, consistent camber, better drainage, better marking so that the road is clearly defined at the centre and it edges, better lighting at difficult areas. (1)
- More sealing. The ones now seem to deteriorate quickly. Too many trucks. (1)
- Create roads that you don't loose your teeth on when driving. (1)
- Money needs to be spent. (1)
- They need to fix potholes, more warning signs about travelling to weather condition. (1)
- Pay for the pace for improvement/more durable construction - need to look at the material being used rather than tolls. (1)
- The surface needs to be a lot smoother, there is far too many holes and bumps in the surface. (1)
- The surface type of material is not very good for the vehicle and its tyres, to use good materials for surfacing. (1)
- Well they need to resurface about 95% of the road. The roads are slippery and they are not maintained. (1)
- The original project is done up to the standard, but they seem to deteriorate so fast. (1)
- The parts of the road are very lumpy and uneven which are hard when travelling at high speed. Safety. (1)
- The quality of the new road is inferior and doesn't last long and they keep on redoing it. (1)
- Flat level and a continuous line and the corners should be smooth and surface with more gripping. Consistent flow of smoothing and gripping, humps and bumps on the road. (1)
- Need to get their act together with the way they surface the roads. (1)

- Needs to be better-educated inspectors to inspect the roads and a deeper more compacted base so roads do not move. (1)
- Use concrete instead of stone. (1)
- Full of potholes. Surface keeps breaking, it's not designed for the heavy traffic. (2)
- Make the trucks pay more money, more road user charges for heavy trade trucks, or get less heavy trucks off road. (2)
- Doesn't last long, better preparation on road fixing. (2)
- Just need to be re surfaced. (2)
- The surface. Some surfaces are slippery and have erosion and some are better. Need to improve them. (2)
- Continue maintenance, all patch up work etc. (2)
- Different type of feel, a different type of tarmac. (2)
- Use more hot mix rather than chip seal make more passing lanes available. (2)
- To learn how to build roads! Need to address the top layer of the road better. (2)
- So when repairing the roads do it good the first time even if it costs more money as long as you don't need to keep repatching it. (2)
- Bigger depths of core, the base should be thicker and smoother. (2)
- Probably better signage on the road probably a better surface on the road probably better management in certain crash areas, areas like between, I live in Te Awamutu, areas between areas between Auckland and Hamilton and some areas on the back roads between Te Awamutu. (2)
- Just levelling it out really, places where the camber of the road is good. (2)
- Constantly getting potholes needs addressing need to learn how to smooth finishes. (2)
- Reconstruction of very poor roads. (2)
- Because when you travel from here to Tauranga the surface is very poor, they can make surface very rough. Noise level is not acceptable. I travel a lot, the roads in New Zealand are excellent in size of the population in comparison to overseas, if you go Ireland and South America, our roads are excellent, the road have improved, the topping they use for the roads is too coarse. (2)
- Lot of money spent, ripped up and replaced and the trucks are ruining the roads and they need stabilising. (2)
- Our grounds subside all the time and moves whereas concrete doesn't. (2)

- It needs a harder surface on the roads with concrete instead of metal under the surface. A lot of roads need to be straightened, they need to be wider should be 4 lanes right through to reduce the accidents and road rage. (2)
- Need to get rid of all the cheap seals, concrete roads, imports miles to make roads. (2)
- Budget being allocated to roading. Passing lanes would be a big item; most of the big crashes take place in passing lane with better signs along the road and both sides and better continued management on the road services. (2)
- The construction underneath determines how the surface will improve the whole structure. Some areas neglected. (3)
- Napier-Taupo Rd, seal heats & moves, weight of trucks, softens, moves & surface distorted, especially passing lanes (often narrow, not much room), gear changes. Surface can be liquid like. (3)
- Put a state highway between Taupo and Gisborne. (3)
- Need to take it back to the basic and lay better foundation. Might hold it a bit better. (3)
- I think they need to do a lot more research in the type of road surfaces that are being used. (3)
- Want a huge number of more passing lanes. (3)
- Many humps and hollows in the driveway part, a lot of the roads have subsidence they cause instability. (3)
- Spend tax money on repairing roads. (3)
- Just seal the roads, put a better quality of chip on the road. (3)
- They need stabilising there's no rock foundation on the coast it's just clay or areas of clay with no rock formation so that's why they slump, the heavy rain goes underneath. (3)
- Improve the surface of the roads. (3)
- First thing what needs to be done is less trucks on the road maintenance needs to be carried out at appropriate times. (3)
- More constant maintenance. (3)
- It basically goes back to that question, the metal they put on the roads can't handle it and they fix the potholes and a few days later they're back. That would be the biggest issue, the quality of the materials they put on the roads and sometimes how long they take to get there. (3)
- Wouldn't know. (3)

- Oh widen them, smooth them out, not so many potholes, not so much working on the road, more passing lanes on road to Napier as so many trucks and you get stuck behind. (3)
- The standard of the Takapau Plains road is shocking. (3)
- Spend more money on the highways and put more passing lanes in. These are the back country highways. (3)
- There is a lot of patching needs fixing. (3)
- They need to fix them properly in the first place, instead of doing patch jobs where they fall apart, doing proper jobs so it doesn't fall apart sooner than you would expect. (3)
- Just need to flatten the roads. (3)
- Maintenance, full stop. (3)
- Surfaces have a lot of potholes which shouldn't be there at all. (3)
- More money being spent on this. Consider other forms of surface. Smoother. (3)
- Different material it's too coarse ok just better material. (3)
- Maintenance in east coast it is quite dangerous to drive down, it will decrease the time travelling from point to point. (3)
- There's potholes and spray can marks everywhere. Take half of the cars of the road. Don't know but they are trying bloody hard need more funding and we need better weather so they can actually work on it. (3)
- Well what they do here is they do little patches as in tarseal repairs and that in turn creates a little bump and then they've got another one and another one a couple of meters down the road and it is an on going effect, they region I drive on. (3)
- Instead of patching things they should fix the road surface. Not enough passing lanes. (3)
- Straighten some of the highways up; get rid of 1-way bridges. (3)
- It's not the actual surface, but the under lined surface that's the problem. (3)
- I think on the main highways not too bad but from smaller towns to smaller seem to do lots of patch ups on the surface. (3)
- The smoothness, the surface becomes worse because of patch up jobs. Therefore the road is not smooth at all. (3)
- They need some more drainage of the road. (3)
- To improve the roads they need to be wider and more accompanying the truck with the cars more passing lanes. I reckon there's a lot of very sharp corners on our motorways that they can't be straightened out they need very big and bright signs. (3)

- Make them smoother. (3)
- More regular maintenance. (3)
- Better quality tarseals that would last longer. (3)
- Smoothness of the ride. (3)
- They want to make it a lot smoother and straighter. I think the designers should drive around in a truck for a week, even a day. (3)
- Instead of patches should be ripping up the whole road instead of bit by bit. (3)
- It's pot-holey, when they do new surface it's very rough. I think they spend least money on the roads. They take a lot of time to do it. They just fill up holes & leave lumps. They don't do it. (3)
- Uneven surface on the road, when they repair the roads they are not taking enough material out before replacing good material. (3)
- We need more consistency with the surface & less piecemeal repairs. Improvement on the cambers, more passing lanes. (3)
- Regular maintenance and repairs. (3)
- More safety noise strips, two lanes more on both sides. (4)
- They need roads surfaced. (4)
- Most of 3 needs complete resurface. (4)
- The contour of the change from one surface to another, some of them are ridges and some of them are steps, when they make a patch on the road the 2 surfaces aren't even. They put the fire hydrants in the path of a motor cyclist, you just about hit every hydrant on the way out. (4)
- To use smaller asphalt. (4)
- Tidy those things up. Get them working properly. Get the surfaces in order. (4)
- A lot of money needs to be spent. (4)
- Level them out, smooth them out. Far too many bumps. (4)
- Sometimes when I'm driving mainly on the curves the angle is not driver friendly, the road needs to be on a slightly different angle than it is now, some of them but not all of them. (4)
- Most of the road too rough. Not smooth enough. (4)
- Change the seal. (4)
- To actually get people to work on them who know what they are doing. (4)

- Level the road properly. (4)
- Whatever. (4)
- Improve the surface of the road and the layout. (4)
- Lighting again. (4)
- Forget patching do complete repairs. (4)
- Don't know. (5)
- Needs to be more smoother, they are quite rough, it would be good if they have more bike lanes. (5)
- Less chipseal, which is too rough and wears out tyres, prefer smoother seal. (5)
- In lots of places they are pretty narrow, there is still quite a few one-lane bridges, and a lot of the surface of the road is uneven, lots of bumps and hollows. (5)
- They just have to improve the quality, needs to take the weight and volume of the traffic. (5)
- Filling in all the holes, build concrete highways. (5)
- It all depends, I travel 128 ks a day from Wellington out to Kapiti the coast, in general the roads are in good, the surfaces are good, in parts very poor. (5)
- By not doing cheap repair do them properly the firs time and then they will last 5 to 6 years, better quality of roading, the finish of the road. (5)
- The surface of the roads needs continuous attention and that's overall on all the roads I drive-continuous attention to surface of the roads and the speed at which they alter parts of the road like bands etc, looking into safety concerns rather than traffic congestion. (5)
- Make the roads better- more money. (5)
- They must be even. (5)
- Well it needs to be more consistent- the surface of the roads, probably the overall design of the roads. (5)
- A lot of work. Complete realignments. (5)
- They need to build the roads with better surfacing materials. (5)
- Rimutaka Hill- needs to be rebuilt. (5)
- The roads need to be a lot smoother. (6)
- Tarseal and cover the mesh that's underneath, mesh is sticking up underneath. (6)

- Take all the humps and bumps and potholes out of it and resurface properly and to a better quality, it's price cutting, how they look at it, they're better off doing the job once rather than coming back to it ten years later. (6)
- Some of the seal a bit patchy, bumpy. (6)
- A lot of potholes, so it's not like it used to be, some are fine, but I think our roads are two narrow, the surfaces, the camber of the roads... there is water sitting pooling and icing, shiny surfaces easy slip on, ice quickly. (6)
- Just generally, improving the surface of the road, spending more money on the road. (6)
- I drive every 2 weeks because I work at Nelson. Some parts needs to be widened and surface needs to be smoothed and need to get rid of single laned bridges. (6)
- A lot of state highways that aren't paved. (6)
- They need to look at the surfacing of the road, and the conditions of the road, through the Lindis Pass, and certain areas down south and up to nelson, there are too many holes. The roads weren't built to carry big trucks! (6)
- Using the heavy metal strips is not a safety factor. (6)
- Need to be resurfaced. More passing lanes. (7)
- More money. (7)
- The state highway that I drive on is rough and full of potholes. (7)
- A lot of the maintenance work at the moment seems to be substandard, surfaces are worn no chip. (7)
- Instead of having indentations. Have them smoothed out. Make them even. (7)
- There needs to be standardised level for surfacing. (7)
- They're working on it. (7)
- The Bluff to Invercargill they could make it all smooth, take some corners out. (7)
- They need to take the big trucks off, find a better way for trucks to move around. (7)
- Well, places I've noticed that they break the road up when there's more frost, they put a bit crinkle into it for grip, because we get a lot of frost. (7)
- Just some work would be nice, general maintenance do the work decently in the first place so they don't have to come back again. (7)
- The actual construction of the road to start with, the surface is only as good as the construction is. (7)
- Doesn't know. (7)

- Make the roads better by resurfacing; keep the trucks off them perhaps. (7)
- Just smoother. (7)
- Better roads better surfacing. (7)
- Different seals on different patches on the highway, height differences, more of a lead on, the surface is breaking up - all of this needs to be improved on, more money spent on state highway 1, stop the water running across the road, not to the sides of road. (7)
- Overall general condition of the road needs a lot more repair possibly wider at a lot of places, need a lot more room to move to side if need to. (7)
- Patch the holes properly. (7)
- Some of them need ripped up and redone, when people travel so much on them they are starting to get a bit rough. (7)
- All of the country. (7)
- Holes, more overtaking lanes. Surface is rough on highway number 1, need a 4 wheels drive. (7)
- More work done on them, sealing, keep the sealing up to it. (7)
- The patching needs to be done. (7)
- Could be better for motorcyclists. (7)

4(c) And the road markings on State highways, such as painted lines, cat's eyes, and reflection marker posts, how would you rate these?

- The surface and width of the road - the undulation of the roads (1)
- Put more money into it, pay road user costs should go towards that. (1)
- The colour doesn't stand out perhaps orange paint should be used when the conditions are glary (1)
- They need to be more strategically positioned and more in your face, more constant and consistent. Better colours more instantly recognisable colours higher visual impact colours (1)
- Better more visible markings. And they are very hard to see at night (1)
- There are areas in the main highway which are not marked, not lighted, not controlled by traffic police & are very dangerous. (1)
- There should be more cat's eyes on the highways (1)
- I think to improve the general conditions especially in built up areas is adequate signage above the road not on the road itself. In metro areas like city areas built up areas main roads they need overhead signs in order for people to know which lane they need to be in instead of jus white lines. Lack of signage apart from road markings. (1)
- Better paint visible at wet night. (1)
- All intersections should have signposts. (1)
- They are lit up overseas in areas that are busy. (1)
- Everything needs to be clearer and brighter. (1)
- Have more of them more cat's eyes (1)
- More clear markings and more marker posts (1)
- We need a lot more double yellow lines the traffic can pass in a lot of places the traffic is really bad. My main concern is there's no control with trucks with trailers the number, need stricter speed laws...but mostly 80 percent of truck drivers pass me no matter what speed I'm going at...no driving manners... (2)
- Need more cat's eyes (2)
- They need to be better, more visible. (2)
- Need to have more lanes. Double lanes are desperately needed. (2)
- Its far too many, some area is blinded by reflective signs especially in rainy nights, get rid of the white lines on the left hand sides of the roads. (2)

- More cat's eyes, more passing lanes. (3)
- Drivers need to get their act together. Drink driving. (3)
- There is an inconsistency with yellow lines; all unsafe passing should be yellow lined. (3)
- Clearer markings on the roads, more cat's eyes. We don't have any street lights, there's not much lighting on the roads (4)
- Improve the road lines so that you can see them in the dark or in the rain. (4)
- The development of pull over lanes for people living on the state highway. (4)
- Needs to have distance markers, to say how far it is to the next town eg 30 km to Ohakune, little post on the ground Taupo = 30 km (5)
- Down to maintenance. (5)
- Needs to be a lot more cat's eyes. (6)
- Think it out sensibly (6)
- I think the white lines on each edge on the outside edges, all need white lines, regularly paint the median white line, half are faded or don't exist, confusing coming up to corners on the offset corners. (6)
- They're just not clear. You cross-hatched marks all over the road and nobody knows what they are for. You get things are not clearly explained. I have asked several times as what they are. Time we got rid of our one way bridges. (6)
- Too many, some places they blind you especially at night, they need to remove a lot of them, and I think some of the painted lines could be improved. (6)
- When they're wet, they're dangerous and it's disgusting. (7)
- More painting on the roads on the West Coast. More signposts of distances. (7)
- Need shudder strips in southland. They're really good. That would be a big help. (7)
- There is no real passing lane in some places where there needs to be. (7)
- Well more white lines and more bumps to stop the speeding, more what you say the stars on the roads so you know what side you're on, some of the bends, take some of them off, so driving on the road you don't know there's a bend, unfortunately we need more meetings and boards. (7)
- Tourists don't understand road signs. (7)
- Just make lines brighter. (7)

4(d) And the road signs on State highways, such as warning and direction signs, how would you rate these?

A reminder that you're on the right highway would be good, and more signage. (1)

You have to give more warning and be more clear, you have these arrows on the road and they should in the air so you can read from a distance. And also they're confusing sometimes as to where you want to go. Thirdly they assume you know where the big cities are, a few years ago I went down to Clevedon I went down there for a holiday and I couldn't get back to Auckland no signs telling me where Auckland was. Some of the off signs, getting off the motorway, it's ambiguous. Sometimes they tell that this is the exit but you don't know if it's the one you want. (1)

A lot of the workers just leave the signs when there is no work being done. Be more conscious of when the signs go out and get taken away. (1)

The biggest thing is steep grade signs needs a 1km warning not over the brow of the hill. Just more warnings because you're right on top of things before you know they're there. (1)

I don't think that the road signs and exits are marked very well in a good distance but that's for most of the roads in NZ, in other countries, you have a lot more warning where to get in and out. (1)

The signage is confusing, it's not consistent in the type of direction they give and the other problem is they have signs in different colours. (1)

The warning signs have to be done better because they don't give a good enough warning, need more warning before the actual danger ahead. (1)

It's not fun going around a corner when you see road works loose metal and no signs. (1)

Probably better signage. You yourself know where you are going get in right lane early where as others don't. (1)

Too small to read a lot of roads you don't know where you are till you're off it. (1)

Heaps. (1)

Longer period of notices of warning signs a longer distance before you hit the hazard and more positioning before you hit the hazard and if it's a serious hazard have electronic warning signs strategically positioned and at regular intervals. Have a sign to say how many people have been killed on this stretch of this road. (1)

A lot more warning, more signs. (1)

More language about danger signs. More illuminated signs changing to time of day. (1)

Need to be more distance between the hazard sign and the hazard and more distance between the road sign and turn off. (1)

- Need to be more clearer, the way they are sighted. A lot of places that don't have signs and they leave you stranded cause you don't know where you are so need more. (1)
- Giving more advanced warning of townships and any other would be better. (1)
- I guess making the signs more noticeable and stand out more because often you miss the signs and they need to be around eye level. Perhaps making the critical signs stand out more. More warning when there's something up ahead something that grabs your attention. (1)
- The signs stating alertness to tiredness is too long which takes your concentration while driving. (1)
- Put the signs closer to people before they turn off giving people more warning. (1)
- They need bigger signs and more signs, more reflective signs and also lit up signs. (1)
- Signs need to be clearer need to be up to date yeah. (1)
- More frequent use of appropriate signs. (1)
- Warning signs to give you enough warning when you're coming to it. (2)
- Road signings, you can only see the speed limit from one way. (2)
- Placing the signs in such a way that they are convenient for drivers in all directions. (2)
- If I was a foreigner I would be lost eternally...we need more clear signs and it should be back 500 metres before reaching the turnoff.... (2)
- I think they need to be more exact. People need to not be confused. Heading towards Tirau, heading through Matamata to Auckland, there is a signpost which is incorrect and not directional, (that classic case in point). (2)
- More road lighting, and actual physical warning signs, like coming onto expressways there's no permanent signs. (2)
- There needs to be more consistency in speed marking. (2)
- If every road had a number as in England it would make plotting courses easier. Our road signs sometimes miss the names of towns leaving you unsure. (2)
- Have more signs, more descriptions, more directions. (2)
- You are looking for intersection or turn off to somewhere they could have more indication 400-500 meters beforehand and a lot of accidents are caused by people looking for turn offs if they had them spaced further from where the actual turn off is. (2)
- Very hard to find your way if you don't know where you're going. Not easy to find numbers on the motorway exits. (2)
- The whole of the North Island especially Auckland. (2)

- So don't leave the man at work signs when they are not doing anything. (2)
- Too many road signs in some places, and they're too bright. (3)
- I actually think they need warning signs a lot bigger and more of them. (3)
- There needs to be consistency in placement of yellow lines throughout the state highways. (3)
- More realistic speeds on the motorways. (3)
- Just more signs and bigger signs. (3)
- They have to make sure the signs are correct and in the correct position. (3)
- More specific - more information on them. Quite often you get to one and it has only one thing on it, and often there is another way. Just directional signs, not enough info on them when driving into towns or cities. They could put maps on them or something. (3)
- Bigger, when you're travelling on the road instead of mentioning the town that is 5 ahead they need to have the next town. (3)
- I think there is a huge impact on motorists because you see the signs, roadwork signs and there aren't any road works, then you tend to ignore it. It's possibly the cause of a number of accidents. (3)
- Speed signs are not always obvious. (4)
- They always seem to be in an intersection so they need to be away from intersections so it gives us more time to choose for direction and to know where I'm going. (4)
- New reflective paint on signs at night can blind a driver with full beam. Making you have to go round corners with low beam. (4)
- They should be bigger and higher up where you can see them. If you stop to read those or slow down there will be an enormous accident, they need to be way up, the size of a house. (4)
- I think there could be improvements with the actual traffic situation when you use it (signs). (4)
- They lack information or the information is erected too late, like at the crossroads where it is about 100 metres too late. (4)
- In Australia the direction signs are well before they occur and over here they are not. There need to be more. (4)
- I'm not sure what the triangle symbol represents - it needs more clarification. (4)
- Better directional signs. (4)
- We could do with less advertising. Signage could be more helpful. (4)

- Yellow signs blind at night. (4)
- More signs, more visible a lot of them are overgrown, but the yellow signs are awesome they do need to give pre-warnings, warnings prior to and after. (4)
- Put in the right directions, when you are at Hamilton we wanted to get back here and come through Taupo, we went out to Cambridge and the only directions are to the tourist ventures, didn't tell me about Taupo till I got to Tirau. (4)
- Fixed signs excellent. Temp signs bad. Should only put up signs when work is going on and there is danger. (5)
- Keep maintenance up of the signs. (5)
- We need more explicit signs. (5)
- If there's no passing lane then they should take the sign down. (5)
- Need lot more signs. (5)
- Speed signs need to be larger. (5)
- Especially for overseas people, I think that a lot of them don't know our area, and I think that what we are lacking in are at what feed you're meant to be at, we need more road signs for those types of things. Overseas people are in the same predicament. (5)
- Needs more lining around. (5)
- Well make them more distinctive. (6)
- When you travel overseas the roads are numbered and when you're going somewhere you can look it up in a book, here in NZ they have a sign 200m before the off-ramp and if you don't know exactly where you're going all the time you need signs way further back than that so you can cross lanes. I just like the idea of double lanes everywhere, on the highways. (6)
- Probably, the size of the signs and the placement of the signs. (6)
- The signage needs to be before you turn not after you turn, you should get prior warning to a turn-off so that everybody can be in a right lane. (6)
- They need to have clearer signs. (6)
- Improve the signage. (6)
- Have a lot less of them there are some places where you overwhelmed in some places by them. (6)
- We need to get back to the old type of signage, where there is a language & not picture. (6)
- Needs to be more of them for starters and they need to be easy to read. It's ok if you travel on the state highways you're more familiar with the signs. (6)

Well I don't think there's enough of them and you don't come onto them early enough, even as I say you could even make the signs bigger. (7)

Well, make them more clear, have them actually, when you come into intersection or change routes, have it more visible, have them so they're bigger signs, have them a wee way before you're meant to do your turning. (7)

4(e) And thinking about reducing congestion and improving traffic flows, how would you rate the management of this?

Do some work on designing the road so people can get on and off them easier. The design of off and on-ramps are very poor. (1)

More money to be spent on improvements and maybe some better designing and more consultation with the consumers. (1)

If they did what they talk about, there would be much less congestion. (1)

We need more available routes and we need less impediments on existing roads such as lights and excessive numbers of entry points. (1)

Less talking and more doing- less surveys on what we should do and just start doing it. (1)

Improved passing lanes, in some places it's absolutely shocking. (1)

For everyone to put their heads together ie the councils, mayors and roading people and get things done at the same time. (1)

Better Public Transport. (1)

The ring roads - the Waikato Expressway and the Puhoi motorway - all need to be improved in the next two years and not the next 14 years. (1)

Stick with a plan and go with it. No one following through ideas, not going through quickly enough, frightened to spend the money. (1)

We all need to be better drivers, nothing to do with the road, it's the way people drive, they drive too fast, stress, educate drivers. They want to drive distinctively, to the speed limit. The roads in the highway, population increase that's what causing congestion, a lot of people in the city need to start using public transport. Improve public transport. Stop population increase. (1)

Improve the traffic flow and reduce congestion, probably increasing the amount of road available. (1)

More passing lanes. (1)

Use of public transport would be more appropriate, the use of trains as well would be good too. (1)

Probably more adequate signs earlier on directing people to alternative routes etc. (1)

Look overseas and get a hard handle on it. (1)

Look at more passing lanes. (1)

Putting more money on the road boards allocating more money to the flow from Helensville to the City. (1)

- People need to not drive cars, drive bikes. Too many Japanese imports. Reduce imports and ride a bike. (1)
- For a start you have to allow filtering to the left and you have to change the rule that the car coming across has the right of way, that's wrong because you can't see behind you and in front you at the same time. (1)
- Instead of doing all the talking about congestion do some work about it. (1)
- Maybe more timely completion, like I drove from Wanganui to Auckland the 4 lanes are finished north of Meremere and even though there are four lanes people are driving on 2 lanes, the other two hasn't been opened. (1)
- Make sure they have a long term plan equal public access to public transport. I don't have any public transport in the weekends so I rely on my car. (1)
- Think of some alternative measures, need alternative transport. (1)
- Don't know. (1)
- Common sense approach to traffic management. (1)
- Rather then block all traffic leave one lane in operation. Keep more control of bumper-to-bumper driving. Control speed. (1)
- I had to catch public transport because I had an accident, I managed to get a lift to the train station at Britomart, it cost me \$5 one way to get to work. I was mortified. I stepped off the train and had no idea where I was, had to ask a cab driver. Believe it or not I was 200 yards from the road where I work from. I was more mortified with the price. It requires a herringbone type system, with buses running the bones of the spine with loops of the end. All feeding in to a central main trunk line. Where an isthmus, (Auckland). Cities like Melbourne run systems like a spider web. The hearing bone system would be the best way but will take a lot of money. To flog off the land, and that designated to public transport. That was an active decision made by government a number of years ago, so taxing us again now to pay a premium to get that land back, sucks! Big time! If they start taxing me, and putting road charges up, I will do everything in my power to circumnavigate them. (1)
- Making the flow of traffic go more quickly. (1)
- Fewer on and off-ramps. More expressways. (1)
- Have not thought about it. (1)
- Public transport system would solve a lot of congestion problems. (1)
- Don't know. (1)
- Put in some extra passing lanes. (1)
- They need to put in safe cycle lanes, on pavements, I approve of the tolls going into the city. Decent public transport system, bus lanes and car-pooling. Fewer cars. (1)

- More of a quality of the road. (1)
- A lot better planning. Making it undesirable by car. (1)
- Obviously they need to look at where the congested areas are of the flow and breaking down the cars that are coming in and introducing another lane to improve the flow of traffic, the off-ramp in Mt Wellington, and the on-ramp at the Onehunga traffic just before Ellerslie. (1)
- A better public transport system. (1)
- It's an extremely difficult problem really. The railway system is something different to using cars they have been really improved from what I remember. (1)
- They need to hurry up and get a lot of the extensions completed and they need lot clearer signage and they badly need to improve the road surfaces. (1)
- Good question, passing lanes that don't run out, improve passing lanes. (1)
- They either have to improve the public transport system a decent tube system of underground rail or widen the road or have trams. (1)
- More lanes. On-ramps need their own lane so they don't merge into the existing lanes. (1)
- They need more two-lane areas. (1)
- Well firstly public transport has to be much much much better introduce lanes for vehicles with more than one passenger and of course public transports I mean buses and train second bridge would be nice to North Shore. (1)
- It's a major problem for Auckland I don't know what exactly can be done. It's a huge issue that needs to be addressed. (1)
- Far sighted and spend more money in the Auckland area and could have made the roads so much wider to begin and not to allow for in buildings, less high density which encourages traffic flow. (1)
- I think that they need to be made safer and need to have better signs. (1)
- Don't know. (1)
- They need a good train system. (1)
- Needs to improve more roads, improving public transport. (1)
- They need to actually drive through at peak hour traffic and see how long they need to wait. (1)

I think just more lanes need to be on the motorways, the population is growing and the development isn't getting done in time, not keeping up with the population growth. We definitely need more lanes on motorways, to help traffic go quicker, to help reduce congestion need to look at other things, in other countries they have lanes for more than one passenger to encourage carpooling. (1)

Wider motorways – everywhere. (1)

We need to get away from vehicles. We need some other kind of transport and buses isn't one of them. (1)

They are getting millions of dollars on tax, then why are they not using it well. (1)

The roads need widening and to a dual carriageway need safety lanes wide aprons remove negative camber improve exit and enter points by giving more lead in an and out on motorway, anyone who had any skill at designing motorways has left NZ to work overseas. Gullies are utterly stupid to have an exit and entry on same lane needs an underway and to be separated. (1)

As I said before more dual passing lanes. Having state highways north and south so they are not side-by-side and having a lengthy strip of land between them and having more lanes like if there is a double carriageway having 3 or 4 instead of just 2. (1)

Too late now should have been done when motorway built. (1)

Alternative routes. (1)

They need speed things up and get on with the job. (1)

I don't know what needs to be done but something does. (1)

It's a good idea of putting a path under the bridge to cycle or walk to the city, that's one thing they could do. Widening the roads. Something in the middle of the road like they do in Australia. (1)

Wider roads in some places. If they have traffic congestion they should have more lanes or other means to fix it. Inter city motorways could be improved. Double lanes most of the time to reduce the problem. (1)

I can't think of anything. (1)

Public transport. (1)

The lanes should wider, more lines each way, between the two ways...the middle of the road should be covered with trees or a fence, a mid line, sometimes the sides of the roads when you come in from little streets they're dangerous because they're too small...needs longer distance. (1)

I don't know. (1)

I think giving better alternatives to using cars. I'd like to see trucks and motor vehicles on the same road not sharing motorway, more policing of speeding. (1)

- Don't know. (1)
- Public transport needs to be improved in every area. (1)
- You got to improve public transport talking specifically about Auckland city, we need to have a incentive lane where if you have two or more passengers you are allowed in that lane, in Sydney when you are in that lane when you are sole occupant they have a fine. (1)
- The off-ramps and on-ramps on motorways are far too short. (1)
- Teach people to drive on the motorway better. (1)
- Deal with the public transport. Get trains running better and to more places. And cheaper cause they're way to expensive. It shouldn't cost you 30 or 40 dollars to go to south Auckland every week. (1)
- More lanes I guess. Better public transport. (1)
- Better flow less hold ups. (1)
- I think what they need to do most probably is to improve the public transport so the roads aren't under the pressure that they are under, it might get cars off the road and reduce congestion. (1)
- Nothing in particular. (1)
- At least get rid of the bottle necks stop getting rid of the 3 lanes. (1)
- Increase the public transport system rail and buses. (1)
- Probably an increase in lanes too many people not enough lanes. (1)
- Needs infrastructure. Buses should interact with trains, working together to solve the problem. (1)
- Do it earlier, sort the roading out, give us more lanes, give us a lane straight that you don't get off heading straight south or straight north, they act far too late. (1)
- Hover cars. (1)
- Improve passing lanes, helping traffic flow freely. (1)
- More passing lanes. (1)
- More money spent on it. (1)
- Well the roads need to be bigger if possible, and remove some of the traffic, get rid of the trucks and put the goods back on trains. (1)
- Don't know but needs to be done. (1)
- Don't know. (1)

- Road needs to be wider - more lanes. (1)
- Planning, the advanced planning needs to be looked at. The infrastructure in New Zealand. (1)
- Need wider roads where there is heavy traffic. (1)
- More lanes needed on the motorway. (1)
- Improve the roading or improve the public transport. (1)
- Less traffic jams would be good. (1)
- About traffic flows along the city and along Maramarua. (1)
- I need to not drive on New Zealand road quite frankly. They're shocking they're not maintained, patrolled and pretty wicked. (1)
- Public transport like rail systems needs to be improved. (1)
- I think another plan or option to go, one way in or way out to traffic out. (1)
- Well it depends on the traffic flow problems they need extra lanes. Extra mainly lanes better traffic flows if you going up to Warkworth you have traffic lights on the main road. Extra lanes. (1)
- More passing lanes and more lanes. (1)
- It extends a mile away. The traffic builds up on highway 1 north. Shifting. Not curing the problem. (1)
- Thinking of the most congested areas how about car pooling always improve the roads upkeep how about advertising public transport or getting better public transports car holding bay where the bus terminal is just north of North Shore, Rodney. (1)
- They should be some fast flow of traffic. I think the roads should be made little bit wider. (1)
- More attention to the edges of the carriageways. More vegetation control. (1)
- To improve the road conditions. (1)
- Need more interchanges, roundabouts more on-ramps and off-ramps. (1)
- I believe that the congestion on the roads is cause by the number of road works and the number of trucks that we have on the road. (1)
- It needs some proper planning to be put into place, improve the roads before the houses. The planning has not been properly planned. (1)
- Planning further ahead on what we are doing and having better alternative services. (1)

- I say more effective dealing with problems on the roads. (1)
- There needs to be better flow. Easier to get on and off and better access. (1)
- I don't now what needs to be done. There is always a hassle on the motorway. (1)
- Need to re-educate NZ drivers to use more public transport. (1)
- What I want to say is that don't narrow 3 lanes into 2 at important exits. When the 3 lanes become 2 then it become so worse. Just make it 2 lanes all the way. And another things is that have long term vision when they repair the roads right now I feel that very often I get the feeling that I got to make do. (1)
- The people don't know how to merge. This is how the congestions start. The attention is not where it should be. (1)
- Put more lanes in or a better public transport more reliable. (1)
- Management of congestion and traffic flows needs a complete and utter rethink. They must get away from the 50s way of thinking about public transport. (1)
- Need to finish projects stop leaning on shovel. (1)
- Just would like there to be less traffic congestion. (1)
- Improvement of lanes of the highways and increase in speed limits on more passing ways (1)
- Spend the right money on the right places, in Tauranga the money should be spent. (2)
- More money needs to be spent on making traffic a lot better. (2)
- Build better roads with more lanes and more space. (2)
- Do something about providing individual lanes for heavy traffic. (2)
- Get in to action and start planning things, too much money wasted on half jobs, eg Te Kauwhata. (2)
- Eastern arterial. Northern arterial. Katikati bypass. Short bypass around Te Puke. (2)
- More marked roads. Driver education especially Asians. (2)
- Transit spending money on less important things such as putting roundabouts in where they should be putting bypasses. (2)
- More lanes. (2)
- They were just thinking about making it a straight drag, just from Auckland right through. That's a pretty good concept, but there will always be congestion. (2)
- Remove all the Japanese imports. (2)

- Passing lanes and wider roads. (2)
- Well safety first but to get safety on some of the major highways the ability to pass, we were just on Rotorua highway had been improved that was an example of passing lane on hot wires. No places to pull over and let people pass. Most truck drivers are accommodating but there is not much room to pull over and let cars pass. (2)
- Well, more passing lanes. Bypasses and stuff like that. (2)
- More lanes in a lot of areas. More passing lanes as well. (2)
- Getting it done, there's a lot of unfinished bits. (2)
- Four lanes, more public transport. (2)
- More passing lanes, more pull over areas that's what's more important. When travelling from Tauranga travelling up a hill there is no way to pass it when there is ample area to pull over or pass. People take unnecessary risks because of it. (2)
- Underground transport. (2)
- Main roads needs to be 4 lane highways, and all major cities bypassed. (2)
- I think they need to get these extra motorways in and up and going instead of mucking around. (2)
- Educate drivers in doing 75 k on the open road. (2)
- Need more passing lanes. Need freer access for overtaking. Need Auckland to Hamilton freeway finished. (2)
- The widening and straightening state highways are well away from the main centres, more passing lanes in the hilly areas well away from the main centres, that's where the problems are they're not so great in those regions, the issue is widening and passing lanes, this is where the most road rage occurs because they've been held up by heavy traffic where the main highways are. (2)
- People need to make better use of their vehicles and time on road. (2)
- Better allocation of funds, the right people doing the right jobs, public consultation. (2)
- Just to try and spend more \$ on developing the roads more. (2)
- They just have to people with brains, and design it well rather than in bits and pieces. (2)
- Our bridge needs to be built fairly quickly to free up traffic at Kopu and no passing lanes anywhere on the Coromandel. (2)
- We need better public transport not necessarily roading. (2)
- The congestion is bad and improve the driving. (2)

- I think that they have to look at improving all roads looking at the density of population which is Taupo north and not just looking at Auckland. Us out of the Auckland area shouldn't have to pay for Auckland congested roads. (2)
- One of the major things on the highways and I am on the highway all the time. Slow driver that hug the centre line and will move to the left. Driver education. (2)
- Well I suppose it's the public transport that needs to be improved. (2)
- The traffic flow and completing up grades of roads. (2)
- Wider roads. (2)
- The roads are inadequate for the traffic flow, we need more roading. (2)
- Have a brighter future doing things for the future designing for the future not enough lanes. (2)
- More roads and more people using public transport, in Auckland especially instead of one person in one car sharing cars. (2)
- Think they need to follow what Wellington and Christchurch with more bus services and train units. (2)
- Sufficient off-ramps to carry traffic in areas where there is quite a heavy inflow of traffic, finishing the works that have been done sooner rather than later. (2)
- Less cars on the road more public transport. (2)
- More passing lanes will make traffic flow a lot smoother. (2)
- We can't sit around waiting till the government's got surplus in the bank, spending money now, not later on trying to improve traffic, more money. (2)
- All the stuff around public transport. A proper system so it's the whole transport system approach. (2)
- When you have passing lanes and everyone is trying to get passed and you have a big congestion at the end of the lane. (2)
- Major maintenance. (2)
- More frequent passing lanes. Main roads should be 4 lanes wherever possible. (2)
- They need to go to dual carriageways. (2)
- Between Auckland, Hamilton and Cambridge they need 4-lane highway to move traffic, people in Auckland should keep off the motorway to let more traffic in, to keep the traffic flow going. (2)
- Probably more money, motorway to Hamilton. (2)
- Speed of the traffic (2)

- Just more money to get it done. (2)
- Double the size of the road, we always plan four years behind, building two lanes instead of four lane highways. (2)
- Need to put more money into roading so they can get the projects underway. (2)
- Better public transport. (2)
- They have to more tarseal on the ground for traffic flow. (2)
- Instead of having one company do the whole job they should split it into three sections with three companies and should work 24 hours a day 7 days a week. (2)
- Needs a medium barrier down the centre from Whangarei to Bluff. (2)
- I think the roads all have to be widened and have extra lanes put in. Some of the roads are still the same as they were 50-60 yrs ago and there is a hell of a lot of traffic and it doesn't make much sense if you've got a road. The bridge widened across the Tauranga harbour desperately — to me it's just not enough space for the cars to pass. (2)
- To travel to work everyday you get sick of sticking in lines. (2)
- Should do practical things to be done first and consider more important things. (2)
- Roads widened and corners taken out. (2)
- Take half of the trucks off the road there will be lot just in a year's time. (2)
- Implementing overseas systems without consulting NZ public, not a lot of sense in things they do ie. With regards to flows. Problem lies in educating road users. (3)
- Thames to Auckland Motorway road so congested and dangerous and appalling, try avoid it. Also Hamilton to Auckland. Central Taupo getting congested (Napier conjunction). Not sure how to improve it. (3)
- Sell the roads to private enterprise; let them run them as a toll road. (3)
- Bypass the town, wider roads. (3)
- No, I can't think of anything. (3)
- Probably more use of public transport. (3)
- Needs to be dual carriageway. Needs to take curves out. (3)
- They've got to make allowances for trucks on the road, make sure that the public can pass the trucks at certain points (not at risks points, eg in the next 500m). (3)
- An industry approach, not just Transit but everybody so traffic bottlenecks are reduced (3)
- Extra lanes so it's 4 lane highways. (3)

- Traffic flow, congestion needs to be reduced. The traffic flow, signage could be better and there are surprisingly still bad cambers, the angle of the road. The most frustrating is the single lanes and being caught behind slow moving traffic on single lanes, where you've got insufficient vision to pass or you get heavy coming on flow traffic so you can't pass. (3)
- Don't know. (3)
- More passing lanes. (3)
- It's all to do with the trucks on the road too many. (3)
- Get the heavy traffic of the road. (3)
- More education for younger drivers. (3)
- They need to resurface it with better metal that stays there for more than three months, straighten out some really bad lined corners, turn some of the one lane bridges into two-laned bridges - if they did all that I'd be a lot happier. (3)
- Probably just more lanes. (3)
- Not enough passing lanes. You get held up behind slow moving vehicles. And then people take risks. (3)
- The road designs. (3)
- Doesn't know. (3)
- Get rid of the roundabouts and put in traffic lights. (3)
- More money. (3)
- There are certain roads that should be done and fixed up. Section should be done because it will slow down the vehicles. (3)
- They need more over take lane on both sides, north and south. (3)
- More roads with better services. (3)
- More money spent on the roads. (3)
- It is surface of the roading and the actual general condition of it. (3)
- Just a brand new road. (3)
- More passing lane because when problem is when you get a bloody truck you can't pass (3)
- Too long winded, like the problems in Wellington. Too much talk, 10 years down the line I'll still be waiting for some action. (3)
- Well the same as last time. The problem is the trucks I reckon. (3)

- Build new roads. (3)
- A lot more road build? Roads need to be more adequate to lessen traffic. (3)
- We need more roundabouts. (3)
- More control on the roads or more driver training. (3)
- Give more passing bays, make passing bays longer. (3)
- There are projects that need to be completed to get traffic moving. Basically getting the money and doing the job. (3)
- I think really what should happen is the congestion it's 2 or 3 things reduce number of cars going into the cities, to build 3 or 4 big car parks outside of city when paid for car park got a free bus ride into town I feel we need to get more people on public transport but public transport needs to be improved especially for outlying areas. (3)
- Congestion at roundabouts and intersections - they don't seem to flow properly, but I think it may be the people. (3)
- Widening corner cuttings and passing lanes, Specially in Gisborne, the Transit main highways. (3)
- They need more passing lanes, so that traffic can flow past trucks after coming out of narrow or wiggly spots. (3)
- Make passing lanes longer, short passing lanes are a hazard. (3)
- Construct & improve alternative routes into cities, more passing opportunities or passing bays, lanes. (4)
- More passing lanes, more slow vehicle lanes, more enforcement of regulations. (4)
- Toll roads. (4)
- Areas coming into Levin to Wellington not very good. Does not know what they can do. (4)
- Bypasses or other roads. (4)
- They need to get more roads to improve traffic flow in Auckland and Wellington. (4)
- Well peak hours and that sort of thing and you get road works at peak hours. Don't work in with peak hours. (4)
- No comment. (4)
- Basically put more passing lanes in. (4)
- It needs people rather than more highways, patrol factor. (4)
- More pull over lanes for slow vehicles. (4)

- More lanes particularly into main centres. (4)
- Widen roads, straighten, infrastructure. (4)
- Well one is the bypass between New Plymouth and Waitara, Bell Block bypass that they have been putting off. Well there is in the entrance to New Plymouth something could be done there. (4)
- Put an alternative route. Increase width road and more lanes. (4)
- Alternative transport (buses, etc). (4)
- More use of public transport, better education on how to drive on the motorways, carless days, car-pooling. (4)
- Public transport or bikes, scooters etc. (4)
- My main concern is going to Wellington from Palmerston and you get that bottleneck Paekakariki to Wellington. (4)
- One is the highway area, leading into Wellington, one of the main ones I would have thought that gets lot of traffic block. Auckland has done as much as they can, can't think of anything else. (4)
- Spend the entire amount of money they collect in road taxes on the roads in the areas where it is actually paid. (4)
- Do the bypass. (4)
- Passing lanes, more bypasses, 4 laning where possible, median barriers. (4)
- There's a lot of cuts and break up on corners. (4)
- Needs to be double lanes the whole way from Auckland to Wellington, both sides. Every time they do road works they should be making it double lanes on both sides, so in the end it would be all double (SH1). (4)
- Improvements in the Wellington and Auckland regions. (4)
- Access onto other roads, where we have road junctions I think we really need to improve the visibility and so forth, so drivers approaching the junction have visibility of traffic that will infringe on their path, you need warning. Sometimes you are right on the junction and you can't see cars coming. Sometimes you end up with the nose of your car before you can left and right before you can see what's coming towards. (4)
- Needs a totally different approach, efficient public transport needs to be in place. (4)
- I can't answer that. (4)
- More lanes, less congestion spots. (4)
- Get the traffic moving better, make bigger highways. (4)

- I think again it sort of comes down to finishing what they start I don't know if this counts but sort of not making I guess not making the whole country pay for 1 small area you know they shouldn't put other projects on hold especially when they've already been started to concentrate on one being more important. (4)
- They have to consider the traffic flow at specific times and slow things down when necessary. (4)
- In some places it needs a lot of improvement and more cops are needed on the roads. (4)
- People who don't know how to drive have their licence taken off them and put onto public transport. (4)
- They need more thought put into blending the traffic into flow they need another lane to help blend into traffic. (4)
- Make everyone re-sit drivers test regularly. Some sort of traffic policeman forcing people to let others in, to make people do it. Because I don't think people will do it unless they're told to, either by more compulsory stops or a warden every now and then at peak traffic making people stop for a set period of time and keeping everything moving. Stopping people getting irritated and stressed. (4)
- They need to have a longer-term view. There needs to be more incentive to use public transport. Bigger car parks at stations so more incentive. (4)
- Make the bridges wider. (4)
- We need a bypass, reduction in speed in residential areas prior to township 50kph instead of 80kph more warning signs near high accident zones. (4)
- Better forward planning, not 5 years ahead but 25 years ahead. (4)
- Certain highways have lack of passing lanes. There's not enough to keep the traffic flow. Being a truck driver a lot of them are speeding and follow me and they are doing way over them, frustrating for the drivers. (4)
- They need to do something with having more lanes in the state highways or more passing lanes, too much traffic for the small road. Different sections of the highway need different help; the road between Palmerston North and Wellington is particularly bad. (4)
- I would like to think that industries should be away from the main centres to defuse the congestion. (4)
- Got to develop alternative routes, never been properly developed. Build it properly. (4)
- I don't know we should have traffic police. I think they're being on the road more. The traffic department not a traffic department. Not giving tickets but being present. (4)
- Improve Transmission Gully, improve the flow from Wellington to Levin and get rid of the coastal road. (4)

- They need to improve the roundabouts, make four lane highways. (4)
- Need to create more lanes. Wider roads. (4)
- All over New Zealand. (4)
- Alternate roads, widening roads, making more lanes. (4)
- They need to communicate and work with the public, what they need to do is to communicate with the truck drivers 99% of long haul driving and also the public and stop wasting money in bureaucratic side of things and put into the road. (4)
- A lot of them need to be widened and straightened out. (4)
- Needs a lot to be done to improve the traffic flow, I'm a rural person, don't like comment to the city. (4)
- They need people to sort some of the problems out. (4)
- Wider roads or alternative routes. (4)
- Especially Auckland, from about Waikato North and going to Wellington. (4)
- They need more passing lanes. (4)
- To build alternate routes would reduce the congestion and also in some cases to widen the roads so it can take the traffic faster. (4)
- More public transport. Cheaper public transport. (4)
- Earlier warning signs. (4)
- Passing lanes, and sorting out bends where is it is difficult to pass and see, more lanes where possible. (5)
- Car pool lanes. Incentives for people to do car-pooling. (5)
- More money spent in the South Island. (5)
- More bus lanes, in more places, and more people taking the bus. (5)
- They need to look at the Capital city as one way in and one way out. Which Auckland has two ways in and 3 ways out. (5)
- I think more longer passing lanes. Passing lanes are far too short, and there's always roadworks. (5)
- Make as many four-lane highways as possible. (5)
- I don't really know. Forcing people to use trains or public transport. (5)
- Road availability, more lanes, better controls like intersections, less vehicles with more people in them. (5)

- They can put some of the taxes that they take of us from car users and put it into a road users tax. We pay heaps it goes into a consolidated funds every govt does that. (5)
- We need wider roads for eg more lanes. I'm in Wellington so would like to see Transmission Gully. (5)
- Need the right people in the job with know-how etc. Look at NZ situation not overseas. (5)
- Need a lot more capital investment in infrastructure, in the cities, Auckland, Wellington, I think you've got to at some stage, you have to have capital investment in infrastructure, and it would increase productivity. (5)
- Bring on Transmission Gully or any alternative road. (5)
- I prefer they have to make wider roads cause I live in Tahunanui, to go to Nelson to Tahunanui takes 10 minutes & sometimes longer cause the roundabout system that they got have bottlenecks certain times of the day. (5)
- Stop having so many traffic jams. Continue maintenance on the roads to keep them up to a reasonable standard. Just to make quick decisions on improvement of state highways rather than procrastinating for years and years while cost goes up. (5)
- By widening and straightening of the hill area in the Nelson hilly area, over width, half of the time I'm over the white bloody lines to get around the corner, eg Hope Saddle, Whangamoia (5)
- We'll they could have put highways in place to deal with congestion-the government on making a decision on which way to go. I think decisions need to made a lot quicker and there needs to be more. (5)
- Spend some money, everything comes from funding. (5)
- Spend the money where it needs to be spent instead of in Auckland. (5)
- We're driving too many cars. No matter what they do about roading there will always be too many cars. (5)
- They have got to spend money on them. (5)
- More public transport. (5)
- Congestion is a major problem in major cities particularly; major cities improving traffic flow. (5)
- Each local government area tries to do their own thing. Auckland and Wellington have two different plans to approaching traffic plan. Aucklanders say tolling. Wellington doesn't...more consistent approach overall. (5)
- Congestion charging and tolls. (5)
- They needs more signs, clear signs, etc. (5)

- More major bypass roads. (5)
- I don't know. (5)
- Spent more money on very poor roading. (5)
- Just general widening of the roads, extra passing lanes especially throughout the south island. (5)
- We need to be improving capacity and if we can't do anything to do major improvements we should be putting in more passing lanes. (5)
- More two-lane highways. (5)
- More passing lanes, same thing in the first comment. (5)
- A few more passing lanes. (5)
- Congestion - there is no necessity for so many vehicles on the road and there could be better facilities for public transport. (5)
- Need to make some new highways and improve others as they go along. (5)
- Build more roads were they're needed so second routes. (5)
- Well there's a lot of things on the road ie corners too flat, reduce blind spots do need roads to be able to be driven on. (5)
- We need to change to saving resources; conscious raising — more roads will just mean more cars — need alternative transport. (5)
- Get things started, so much money goes into it the consent and not enough goes into the roads. (5)
- I have no idea what can be done to improve the roads. Extra lanes - if state highway was a 2-way double lane the length of state highway one that would be fantastic, if you consider Europe's motorways. (5)
- Co-ordination of traffic lights to enter and exit motorways more on- off-ramps to get traffic off better. (5)
- Wider roads, straighter roads. (5)
- We simply have too many cars for the roading that we've got- well if you were in a two-person town you'd be fine. The roading conditions were adequate 20 years ago, they haven't marched with time. (5)
- It does not have big highways, suppose to have 2 lanes each way on the highway in the big cities all the way through Wellington. (5)
- I really don't know. (5)
- Transmission Gully. (5)

- New deviation of the road. (5)
- Mainly around urban area, make more roads, upgrade them. (5)
- There needs to be someone to analyse where the flows need to be improved and there needs to be alternative routes made available. Waiting till roads reach capacity and then improving is false economy. Resource consent process is too vulnerable to a few (5)
- Just moving the congestion from one place to another. They really do need another link, another good road. (5)
- They need more lanes - for traffic flow at peak hours. (5)
- They need to put Transmission Gully in Wellington to improve congestion. They are only really thinking short term they need to think really long term, because the proposed changes they have in place will fix the current problems but by the time they are implemented there will be a whole new set of issues. (5)
- Stop allowing cheap cars in the country and allowing choices of public transport. (5)
- Well I think it's a significant amount of extra money needs to be put in to improving state hi-ways throughout the country especially state highway 1 in the northern Wellington region. (5)
- More double lanes. (6)
- They have to think more about making the motorways wider, thoughts have to go in about bypasses and ring-roads. (6)
- In the South Island still have highways with one lane, bridges should have at least two lanes. (6)
- More passing lanes. (6)
- More passing lanes, less slow corners, corners more graded so that you can travel quicker, shoulders on the road can be improved. (6)
- I think they need to look at ways of trying to not really build more roads but streamline existing roads so there's maybe two or three. I think the passing lanes they've been putting in are a vast improvement. (6)
- They just need to have more lanes to cope with the traffic and passing lanes to keep it flowing. Better traffic lights in built up areas to control the traffic as the population's getting bigger. (6)
- Need more passing bays; road surface; taking out sharp corners. (6)
- Traffic flows could go better-heavy vehicles eg. Trucks should have a lane of their own, the long vehicles. (6)
- Cut down on number of cars. (6)
- From Christchurch to Picton there needs more passing lanes. (6)

- The size and capacity of the main thoroughfares. (6)
- They need to focus on people that are doing 10-20 km under the speed limit. Instead of those going a couple above. (6)
- It needs a major look at. (6)
- They need to make more lanes in the roads and get the traffic flow up and let the traffic flow for a while at lights instead of stop start stop start all the time. (6)
- The roads need upgrading and more passing lanes. (6)
- More passing lanes, also road to be improving. (6)
- Need to make sure funds are targeted to the appropriate areas they need to find funding for plan projects instead of deferring. (6)
- I feel people only look at problems areas once death occurs and then something is done about them problems. (6)
- Probably for someone to give them more money so it can be improved, looking at the whole country, it seems they're focused on Auckland traffic problems. (6)
- Cutting the traffic, use more public transport instead of your own vehicle. (6)
- Highway needs merging 2-300 metres of merging lanes depending on primary and secondary roads, secondary roads need 2-400 metre lanes on the highway, the primary ones need bit smaller, there is no chance of cross-overs, some of these roads needs to be closed. (6)
- More passing lanes and more double highways. (6)
- A lot of it needs more passing lanes; definitely more passing lanes on the state highways, there are just not enough of them. (6)
- Passing lanes more. (6)
- Toll roads, in very heavy congested areas, more funding rather than our money being spent in Auckland, have toll roads like in the Gold Coast. (6)
- When you are caught up in it it's not pleasant at times. From here to Kaikoura, Blenheim, we're living in a technologic age, surely we can widen the two lane highways, aim at 4 lane highways on the main routes. (6)
- Probably need some money spent on them, make improving roads, straightening bends & improving traffic congestion. (6)
- Toll roads. (6)
- Don't know how to improve improve congestion. (6)
- Better signage for a start, more signage is the main thing, better road surfaces. People are in such a rush here comparing to Brisbane which I just came back from. (6)

- More passing lanes. (6)
- The government are the ones that should be telling Transit and giving them the tools to manage it properly. (6)
- Change of Law, or Road code, change of traffic training, overall attitude change. (6)
- In some areas. I think they need to look at patch flyovers or more lanes. Uncontrolled intersections need addressing. There are lots of areas where they need controlled intersections. With the increased flow on the main roads, some of the intersections become very very dangerous. (6)
- Needs a lot of improvement Rangiora towards Christchurch. (6)
- Needs to be a lot more overtaking lanes. (6)
- Need to use some education on people. Teach people how to use roundabout. Especially in Nelson. (6)
- Around the Christchurch city. (6)
- More passing bays. (6)
- Speaking from where we live, access into the main road is very difficult because of the traffic on the main road. (6)
- Roundabouts and passing lanes. (6)
- Four lanes is better. (6)
- More public transport like rail systems in the bigger centres. Also bus system. More roads are a bad idea. (6)
- Wider roads, double lanes. (6)
- Better policing and better education. (6)
- Get the trucks off the road and control their speed. (7)
- Better use of the roads, more lights functioning better. (7)
- Give way to left instead of right. (7)
- Some of the bends taken off and some straightened out and more passing lanes. (7)
- More lanes, more widening of the lanes, more safeness of the road. (7)
- Traffic island I disagree with, can't see them in the dark not very well lit; wider roads; highlighting the lines down the centre. (7)
- Take out the cars off the road; more public transport; more railway. (7)

- Wider streets in the town, in one and six (SH), every time you go through towns there is congestion which is a hazard. (7)
- They have got to stop worrying about altering corners to allow people to go faster and deal with the bottlenecks ie Seddon overbridge. For the population base of NZ I think our roads are very good and we shouldn't be trying to imitate overseas roads. (7)
- Banning those great big things and getting them back on to the rails. (7)
- They need to make pull ins so that all the heavy traffic could actually stop and pull off, just slow down and let the traffic behind you go and because what happens too is by the time you have to physically stop there's traffic behind you again. (7)
- I think that they need to look at overseas roads because of the mistakes they have made. (7)
- We are building more motorways to try and fix the congestion and it's not working. (7)
- Utilise the transport more - public transport. But not increase petrol costs for the Joe public. (7)
- Build more roads; get rid of the congestion; no tourist allowed for campervans. (7)
- The state highway is closed when I come home, it was flooded. I was detoured, and the main street was backed up for 12 hours, flooding is a problem, especially around Kaikoura, very very serious. Driving around at night in rain, and in fog and rain is hazardous. (7)
- Plan ahead it'd all work out, so they wouldn't have widen roads it already be wide enough (7)
- A lot of money to be spent appropriately on the aspects of roading. (7)
- Better management, managing traffic flow better. (7)
- They have to look at doing more of the larger highways. (7)
- I don't think the resources are there for them to actually do it. (7)
- They probably have to change the roading structure, the old story bigger arteries into populated areas etc, or splitting traffic and diverting it away from one area to another, I'm not just saying that making a four lane or a six lane highway is going to improve anything it'll probably make it worse. It's a very complicated thing. (7)
- Truck bypass thing would help. (7)
- More passing lanes. (7)
- Generally more safety conditions available, passing lanes, more lanes. (7)
- The road reconstruction is the key thing. (7)
- The whole of NZ roadways. (7)

- Some of them too narrow too windy and not good enough to carry the traffic now and the surface is not good particularly in the north island. (7)
- Future proofing again, with the quality standard overseas. (7)
- Definitely not done quick enough, definitely to do with money. (7)
- Too much traffic, upgrade the roads. (7)

4(f) And the rest and picnic areas at the roadside on the State highways, how would you rate these?

Because we need more of them. (1)

Sometimes they're just shocking, improved access to them, and more of them. (1)

They need to supply public toilets in between; the graffiti needs to be dealt with too. (1)

They need to be bigger and cleaner. (1)

Concrete pads for picnic tables, more of them through the Desert Road more toilets. (1)

Lighting-its impossible to stop at those areas after dark. More sitting, sometimes sittings too close to the road, there is a safety issue at those places too. (1)

Proper signage, I miss them and decent access to them. (1)

They need to be more appealing, better maintenance, most of them are quite shabby, some of them are slightly too removed from the side of the road, and families are sort of afraid of them. The rubbish bins are overflowing; they end up a tipping spot. (1)

I just think they could be tarsealed and probably more rubbish bins. And probably toilets. (1)

Just improve on what they've already got. With present improvements is just moving bottlenecks. (1)

Needs to be more. (1)

They need signage, more warning where the rest areas and the rest areas need to be maintained and upgraded. (1)

Make them sort of attractive really not just shoulders. More of a park type setting. More family friendly. Not just gravel. They assume that you're just going to stop briefly. No seating and loose gravel. Make it more of a park. The safety better — make vision better when pulling away and signage when you're coming up to them. (1)

Conveniences in them life necessitates toilets etc though into surrounds if in country feel like in country not just on the side of the road. (1)

The entry points are very difficult because there is no side apron to drive along before you get to them. (1)

I think they need to have service areas to get coffee drink etc. (1)

Bit of a playground for the kids, more enjoyable to stop over and have a rest. (1)

I don't know make people keep them clean. (1)

- They need toilets. (1)
- More frequent laybys, especially the kind where you can get away from the road and noise. (1)
- There needs to be more. (1)
- Need more of them. Needs to be somewhere to take dogs. A dog stop. Need to deal with animals. (1)
- There just needs to be more. (1)
- They are good but they need quality rest rooms (toilets). (1)
- The majority of them are in very busy areas & where the traffic flow is fast so if you have children you are watching them constantly making sure that they're not squashed by fast traffic. (1)
- The accesses, they are not sign posted very well. If you want to encourage people to take breaks, you need have restrooms. There are no amenities, rest areas. (1)
- Rationale of being able to pull off the road. There isn't that many picnic areas along the roadside in NZ. (1)
- The ones around here are dangerous to enter and exit. (1)
- None. (1)
- More stops along the way, more phone booths along the way, some emergency service/breakdown service such as a mechanic. (1)
- Follow the signs through, sometimes you see a destination mark off the turn off and then there are no more signs. I get lost where I live. (1)
- The litter is very bad where I am and especially in the rest areas. They have been doing roadworks close to where we are and it was shocking. There was a fatal accident at the same time. (1)
- Have they heard of public toilets? You pull in for a rest stop and most don't have toilets. A lot of times the exits have poor visibility. (1)
- Marked a bit clearer. More toilets. (1)
- Needs public toilets. (1)
- Not so dirty, cleaned more, conditions now are disgusting. (2)
- Widening of the highways for the congestion, we hardly have enough rest areas, compared to overseas, the big trucks where they can pull over and have sleep, something they have to look at doing. (2)

- For trucks, a lot of them are too narrow. Not enough room to allow other traffic access as well. Poorly kept, pot holed. (2)
- Don't think there are enough, they've taken the rest areas away. There used to be a lot, now there is only a couple. (2)
- Need to have them. (2)
- I think that should be safer to pull off the road. (2)
- Probably needs to be more of them and most of them not that pretty to look at. (2)
- There needs to be more of them. (2)
- All the rest areas have bad access to them. (2)
- More of them, a lot better maintained. (2)
- Better accessibility and exiting them. (2)
- Right throughout NZ need to get done the picnic areas and good passing lanes. (2)
- Well they could do with more toilets and more rest areas. Plenty in Australia. (2)
- Need little tables and toilets. (2)
- Wider shoulders and more rest areas, better signage, and road surfaces. (2)
- They need to have more than one rubbish bin or empty them regularly. (3)
- Need more stopping and picnic areas. (3)
- A better warning system that they are nearby. (3)
- Basically some of the safety work the edge of the road whether you get enough area to pull over if you have an emergency. (3)
- More rest area and more toilets. (3)
- Need better way of sorting out the rubbish that is left there. (3)
- Cleaned up and regularly monitored for vandalism and graffiti. Some of them need better warning that one is coming up because you don't have enough time to turn into them, some of them need wider areas where you can pull up on the side of them, wider approaches. (3)
- Make it easier for people to get off into them. (3)
- More stops, for campervans, also must have rubbish bins. (3)
- Need toilet, shouldn't dump shingle there (put in the road, blocking). (3)

- Poor, no surface lane to turn into or off to rest areas, usually huge potholes. (3)
- Better facilities for families more toilets, more shade. (3)
- More attention to the environment and road toll. (3)
- Better maintenance more than anything, I see people dropping their household rubbish there and vandalism. (3)
- Need bigger rubbish tins that should be emptied more regular the rubbish floats onto the roads which then becomes a safety hazard for vehicles following trucks, they are not suitable for trucks to pull in (to many trees). (3)
- Toilets running water and less rubbish. (3)
- Regular maintenance programme and keeping it tidy. (3)
- Because they're not the best, and you know they don't attract people. (4)
- Not enough, too many being shut down. (4)
- More rest and picnic areas in most areas. And where there are rest areas they should be clearly labelled and made more adequately. (4)
- Just more of them in better places. (4)
- A lot of the rest areas have disappeared, they've taken the tables and entrances away, I think it comes down to more of a council thing, they don't have mow them. They've sort of put roads and paths there and you can't get into them. (4)
- The toilets. The grass is long, makes you want to just drive in and drive out. (4)
- The take offs. You need to be able to get up to the traffic speed and you can't because there's too small take off, not much room at all. (4)
- Better access and marks to where they are, and getting into them. (4)
- There used to be some in my area but they've closed them off and it doesn't encourage people to breaks. (4)
- Make them more accessible more comfortable and keep them tidy I guess yeah keep them tidier make people want to stop. (4)
- They need toilets, they should be tidy and have better maintenance taken of them. (4)
- Make more visible, more useable. Not very well looked after. (4)
- Tidied up, a better facility, and not as many. (4)
- You advised to take a rest if you're tired but a lot of rest areas are closed. (4)

- And they need to put some back in the Taranaki area. Taking more than they are leaving, they say it's because it's not cost effective to maintain. (4)
- They need to be upgraded. (4)
- Not enough, some are good some are bad. (4)
- A lot of dangerous callers, very limited parking areas. (4)
- There need to be more of them and there needs to be toilet facilities. (4)
- Better access, better warnings to where they are, better facilities. (5)
- Put signs up to say there is one coming up. And have a sign that says you cannot pull into the middle of the road, pull into the rest area. (5)
- Well I suppose toilets, and the actual surface, if you're driving on it, it's just a patch of mowed grass or gravel. (5)
- Better access and exit. (5)
- More sort of picnic places and facilities like benches or toilets. Also maybe notice board describing the area. (5)
- Basically, more signposting and better access. Like going around the corner and you're looking a rest area, and you've passed it. (5)
- I think they need to be there ie they need to be developed and they need to be pleasant and safe. (5)
- More rest areas good to have some facilities at some of them especially on tourist routes. (5)
- Must have more signs there. (5)
- They need adequate on-ramps and off-ramps and need more rest areas. In those rest areas they need a toilet block. (5)
- Need to be made nice. Clean them up. (5)
- There needs to be more rest areas and more public bathrooms in most areas. (6)
- The restroom facilities need to be more useable and there need to be more of them. (6)
- Needs more signage earlier to the site. (6)
- Not very many areas. (6)
- More rubbish bins, more mowing and keeping it clean and tidy. (6)
- Accessibility. So getting in safely and out safely. (6)

- Just upgrade them, a lot of it's shocking. A lot of tourists stop off there and it reflects badly on the whole country. (6)
- More of them. (6)
- They have to supply seating for a start and in some areas they should have more bathroom facilities and it should be safe without being close to bends. (6)
- Number 1, rubbish, they need rubbish bins. And I think conveniences, as in toilet facilities. (6)
- Picnic table, running water, rubbish bin. (6)
- Probably need something to put rubbish. (6)
- I think facilities and infrastructure and cleanliness and tidiness. (6)
- The aesthetics need work. (6)
- Comparing to the international standards with washbasin and coffee machines. (6)
- More picnic areas. (6)
- Needs to be more and they need to be tidy and have tables and clean with the environment. (6)
- Needs picnic tables and toilets and lots of them. (6)
- Providing a toilet at them would be a start. (6)
- They need to be more off the road, hidden from the road, so you aren't aware of the traffic flashing past, and looking nicer, some are looking very tatty. (6)
- Needs to be more of them. (7)
- Need more rubbish buckets. Rubbish bins need to empty. Lawns mowed. Picnic tables. (7)
- Rubbish bins and eating in all of them. (7)
- Most of them are pretty neglected, tidy up more places to put rubbish and better toilet stops. (7)
- When you're pulling off the road in a heavy vehicle onto a picnic area the road is not sealed and of course it is very slippery if you are going fast. It is very difficult slowing down from 80km. And always guarantee there is always a pothole at the start and of course loose metal. (7)

I think perhaps more parking space and road markings because we live in a tourist area and sometimes accidents are caused after people have pulled off and on returning to the road. Also basics like litter receptacles, not so much safety but it does tend to colour your opinion when one sees litter scattered everywhere. (7)

More planting and more places where it's attractive to pull off the road. More places where there's an incentive to pull over and more warnings. (7)

Make them, plant some trees around them, get them off the road, put signs up so campervans don't stop to use the toilet, and campers don't stop there. No rest areas with toilets, and people are digging holes. (7)

Sort out the traffic down south. (7)

Better vehicle access. (7)

Clearer signs because some you can instantly go past them. Some of them there is a lot of litter left behind. Maybe for some of the main ones more picnic tables. (7)

4(g) Thinking about the overall appearance of State highways in the landscape, how would you rate the management of this?

I think they're just a bit wider, and more passing lanes, that's the thing because trucks drive like hell along the straights, the roads are a bit narrow. (1)

Wildflower project was a good idea more planting and sculpture and art work. (1)

A lot more focus on public transport. Too much focus on buses and not on light rail. (1)

You see nightshade on the side of the motorway; landscaping very poor; nightshade is toxic to your skin and causes asthma; this should be removed from the motorway. (1)

What's the point of putting something in when six months later it gets pulled out. (1)

Need to be widened and straightened up a bit. Reseal them. Two lane bridges instead of one lane. (1)

If you're looking at impact on the environment they need to grow plants, wild plants on the side of the road to screen the traffic for the people who live there, & for the people who live there to be screened from the traffic. (1)

The landscaping of the motorways needs to be improved, be softened. Better lighting, not in the main cities, needs improving outside the cities. (1)

Don't know. (2)

A better maintenance programme although my personal feeling is the aesthetics should not be a priority as should get the road right. (2)

Should be repaired easily. Heavy traffic doesn't help the situation of the road making it very rough. (2)

Take away a lot of humps and bumps. (2)

Because if you are visiting some towns some of them look scruffy. (2)

Deal with the road first rather than appearance. (3)

Get the heavy traffic off the road, constant maintenance. (3)

Too many slips. (3)

In general terms I reckon our roads are pretty reasonable. They just need to keep working on it all the time. (3)

Fix the roads up. (3)

More attention to environment and attention to rural areas. (3)

Need to tidy the roads and improve the conditions. (3)

- Just take away the hilly roads, the sharp dangerous hilly roads. (3)
- Weed control - that's main things, visual impacts. (3)
- They are cambers the wrong way, they level out to quickly, on the edge of the camber is to steep into the drain, they are making us park in dangerous spot, because of the yellow dotted line restricting the areas to park in safely. (3)
- Need to improve safety standards of the roads, increase passing lanes etc. (4)
- Better quality surfaces. (4)
- More tidying up and more planting of trees and scrubs. (4)
- Maintenance of land purchased by Transit so that it's not out of control. (4)
- The environmentalists get out and shut up. (4)
- Plant some more greenery; get rid of lamp posts; clean up rubbish. (4)
- Have an alternative road, another way to get into town. (5)
- I don't know, so inept. I have no faith in Transit. (5)
- They could improve the plants wild flowers could be more landscaped. (5)
- Currently no move is made to consider the landscape other than build the road. The road verges are disgusting. A good working example look at Singapore. (5)
- Roadside mowing and just general tidying up of rubbish along the state highways, the likes of cattle trucks dropping stuff too. (6)
- Need to be more trees native planting. (6)
- Don't know. I guess the side of the motorways SH 1 is pretty rough in places, doesn't look like it's been managed at all, in other places it's shocking. (6)
- Landscaping, widening them, make four lanes instead of two. More passing lanes. (6)
- We've got very narrow roads and all highways are 2 laned, they should put more passing lanes and keep them as wide as possible. (6)
- More cleared back more passing bays. (6)
- Lots of native plants and trees, and not just by bridges. (7)
- I work for the railways in NZ and I find that we are spending too much on the motorways where there are alternatives. Should be more funding for the alternatives. (7)
- More roadside plantings. I think that would be the main thing, removal of hoardings. More signage of things of historical interests so people are alerted to them. (7)

- Where there are trees on the side of the road especially in shady areas, they shouldn't be grown at all on the side of the road. (7)
- They used to spray the roads, they don't at the moment, they should start spraying it again. (7)
- Need to take power poles of the side of the road. (7)
- Whole country of NZ. (7)
- The lawns cut more better and more tables and bathroom facilities, they should put more bbq in some areas. (7)
- A bit quicker improvement once the job is completed. (7)

4(h) Thinking about the environmental impacts of State highways, such as noise, pollution, rubbish, how would you rate the management of these impacts?

As far as tidiness is concerned they need a lot more people out on pd - more workers. (1)

I actually don't think that it is the government's responsibility to pick the rubbish up, it's the people's responsibility, I think it's the parents not teaching their kids not to throw stuff out the bloody window. How you fix that? I don't really know why, I think maybe the way you approach that is you hit the petrol stations, big campaigns on the petrol stations, free rubbish bags? (1)

We need to stop the smoky vehicles, more enforcement. (1)

I think we drive around the highway there's a lot of rubbish around, they should hire more people to work along the highways picking up rubbish. (1)

Fencing or large hedging to lower the noise. (1)

Get rid of the rubbish and other things on the side of the road. (1)

? (1)

Noxious weeds such as morning glory, moth plant, wattle, etcetera need to be removed. (1)

More cleaning, regular cleaning. (1)

We need more driver education to begin with. More courtesy on the road, safer road surfaces, New Zealand drivers are the worst in the world in terms of patience, courtesy. Behaviour management. (1)

Once upon a time there was a roadman who used to care about it but nowadays there is no one. You need to have some concerted efforts, give more funding to keep them clean & tidy. (1)

Vehicle emissions cause sickness and diseases and we need cleaner cars. (1)

A lot more shelter, more trees. (1)

Catching the oil and grime on the roads before it gets into the waterways. (1)

Can't improve noise and pollution; get rubbish collectors (people on dole) to clean streets. (2)

All the fellows on the dp should be picking up the rubbish get troublesome people to do it. (2)

People shouldn't chuck rubbish out of their cars; I don't think there's anything the road people can do. (2)

- Making people more conscious of what they're doing, enforce campaigns of anti-littering. (2)
- Clearing the rubbish off the side of the road. (2)
- Don't know just needs to be less vehicles on the road and less rubbish on the road. (2)
- Keeping the sides of the roads more comfortable to the eye. Thinking about villages trying to make them the roads quieter and calmer in the villages. (2)
- Probably clean up the rubbish basically, as simple as that. (2)
- On the environment concrete walls on all the motorways that are in the suburban areas; and heaps of trees got to plant heaps of trees to block the sound in the suburban area, shrubs and trees. (2)
- Spend the money on road highways or not. (3)
- They have no consideration for residential areas at all. Some common sense really. (3)
- They need to be better, constructed better. For the logging trucks, to carry weight. (3)
- I think the highway patrols. Have a highway patrol to pick up litter. Better planting. (3)
- Vigilance, more contractors rubbish needs be picked up. (3)
- A lot of rubbish. (3)
- Needs more work on the roads themselves the roads are very uneven on SHs 2 and 35 due to the heavy traffic and logging trucks. They should go back to the rail. Especially in the east coast district. (3)
- More police on the road. (3)
- Road users need to not litter. (3)
- Cleaning up the rubbish that goes out the windows, in summer time. (3)
- Get rid of manager/government, person in charge of Transit. (3)
- Better resourcing for things like litter. (3)
- Punishing people for dumping rubbish, throwing, rubbing, where I live people just dump their household rubbish on the highways & parking areas. (3)
- Passing lanes on major roads, from Wellington to Nelson needs more passing lanes. I understand the South Island has better roading than the North. (3)
- Tidy the roads up. (3)
- Widening of the roads, passing lanes provided, a law against dropping rubbish along the roadsides. (3)

- A lot of people need to put rubbish in bins instead of throwing it out the window. (3)
- They need to be very aware of what is being thrown out. (3)
- Two problems noise in certain areas, mainly where highways go through cities. Better sound management and major roads away from build up areas. Need to get a lot tougher on people dumping rubbish. (3)
- The exhaust omission should be attended to, for people with lung difficulties. (4)
- Getting trucks off the road. (4)
- No dumping of rubbish on the side of the highway, a lot more council responsibility for recyclables. I would like places where you could dump rubbish. I would use a bin that the council provided. (4)
- Too much rubbish along the sides of the road. (4)
- I guess rubbish would be the big thing, just maintenance of the fringes of the highways. (4)
- It needs sound barriers; it's one thing they are doing overseas. It helps a lot of people, they don't realise the sound is there. (4)
- I would like to see heavier penalties for rubbish that's discarded from vehicles. I would like to see more passing lanes. (4)
- Education, people should stop throwing their rubbish out the windows. (4)
- Too many young people being too noisy on motorbikes and driving too fast. (4)
- Well there is a lot of rubbish on the side of the road. (4)
- Education, more emptying of the rubbish bins, because we have been to picnic areas and the rubbish bins have been overflowing. The people that do use the bins seem to be few and far between. (4)
- Noise levels - change the feel, adjust the speed limit down more forward thinking. (4)
- The environmentalist shut up and get out of it, have no say at all. (4)
- It would be nice if they bypassed it. (4)
- Need to put the tire so that it will have less noise, more landscaping. (4)
- Basically I said that the highways are untidy, what can it be just I don't know what would you do they are just untidy. (4)
- Mainly get rid of the rubbish on the side of the road. (4)
- The placement of the road in the environment. (4)
- Needs legislation, people should be fined. (5)

- I think that cars that are too old should have their wof and if they're spilling black they need to do something and fix it up. (5)
- Can't believe they would consider putting in the coastal highway, high effect on shore bed. Idiotic! They would have to kick people out of their homes. Not good for the environment. Everyone knows if a tsunami hit and they built the coastal highway Wellington would be cut off. (5)
- To make more wider, more passing lanes, increase speed limits. (5)
- I think they could improve the maintenance of the road by having somewhere to put the litter that is along the roadside. (5)
- Costs of removing material could be used towards making the road safer further ahead. (5)
- I don't know. I don't think I can answer that but I think someone should pay for that. (5)
- More rubbish bins, where you can stop the cars. Special community cars to pick up the rubbish near the highways and warnings on spillage. (5)
- Noise pollution encroaches on to pre existing established residential areas. (5)
- You've got so many unemployed in New Zealand, get them working for the money by cleaning the road. (5)
- Get rid of all the smoky vehicles. (6)
- Needs to be passing lanes, especially toward Kaikoura, some of curves to be straightened up and environment improving. (6)
- They need to have a lot more rubbish collected as there's a lot of rubbish along the highways I go along. So either more collections or more bins. As far as environmental if the roads were straighter and smoother it would cut down on fuel costs. (6)
- Just management of the side of the road, especially rubbish. Needs to be tidied up quite a bit, more from the rubbish aspect. (6)
- There is not enough road maintenance now. (6)
- People stop throwing things out the windows. Monitoring. Cleaning up. (6)
- It's an education thing, such as at picnic areas that you don't bring their rubbish out and drop it off on the side of the road, for picnic areas that they take their rubbish away with them. (6)
- There's a lot of rubbish, a lot of noise, I think the noise could be improved by lower speed limits and the rubbish problem could be solved with higher penalties. (6)
- Just to general tidy and the creation of tidy rest areas. (6)
- Sorry don't know everything. (6)

- More rubbish bins and signs. (6)
- People need to stop dropping litter on the road especially in semi rural areas. A lot of noise comes from the road surface they need to address the road surface. (6)
- They need to have more people out on the roads checking things that are chucked out and not picked up; I don't think they keep control very well. (6)
- Needs driver education. A shorter distance between driver licence renewals. They should be regular at five yearly intervals. Introduce penalties for - dropping rubbish must carry a fine. (6)
- More passing lanes. (7)
- More people out checking these things. Needs to be looked at more often. Fine them more give them a fright. (7)
- Carry on improving safety side of things and flow and a lot could be done to improve the view of the highways in terms of rubbish and things around. If you stop and look at highways there's a lot of rubbish around. (7)
- They need to look at alternatives to the roads rather than putting the funds into the roads. (7)
- Especially rubbish control, manpower. I would like to say personal responsibility first, that's you and me but after that sheer manpower, rubbish control. (7)
- Remove state highways from cities. And more opportunities for bypasses. Give heftier fines to litterers. (7)
- Stop people from dumping rubbish. (7)
- Probably more rest areas and rubbish collection places. (7)
- Just less cars and trying to keep expanding where the roads are going. (7)
- Needs to be done work on all the areas. (7)
- A lot more rubbish areas for people to stop, probably a lot more toilet and picnic areas, a lot of people wait till they get to a garage. (7)

4(i) And the construction and completion of state highway projects, how would you rate the management of this?

Less congestion, easier access off and on-ramps, especially in Green Lane area (1)

More money. (1)

Just here are a few roads that need upgrading and finishing. (1)

Too much money is spent on consulting to do the job. Too much road projects have been turned down after spending lots of money. Stop designing the roads and not completing them. (1)

1. Repeal the Resource Management Act and restore all road and petrol taxes for roading purposes. (1)

Seeing more positive use of the road taxes, targetted road taxes. (1)

They should be getting things done faster. (1)

Speed up, get on with projects that keep on being deferred. (1)

Highway construction needs to represent real demand - prime example is motorway in Whangaparoa was built before it was necessary while there are other roads that should have been built instead. (1)

If you do start a project make sure you finish it and don't stop halfway through. (1)

Quicker construction. (1)

They've undertaken too much roadworks at one time. (1)

The people arrive at peak working time, just better planning, better forethought, maybe if they actually employed a traffic advisor or something. (1)

A public transport system ie trains etc. (1)

Just speed it up. (1)

Better planning. Forward thinking. (1)

I think it's about time management they seem to be there forever. (1)

Start and finish work on time. (1)

I think get the trucks off the road and go back to using rail for shifting heavy freight. (1)

Should have been done years ago, they know we had lots of cars and now they are trying to do it like close the gate after the horse is gone. (1)

Overseas contractors in, that already specialise in roading, so they'd get it done quicker and cheaper and people would be happy to pay tolls. (1)

- Just get them built faster, we just seem to muck around with resource consent and god knows what else, just want them built and figure out all the resource stuff later. (1)
- Well first finish project on time secondly approve safety around the work area when you have worker on road. (1)
- The work needs to be done quicker. (1)
- Needs to get a job done quicker. (1)
- Get on to it quicker. (1)
- Just the general safety of the roads, there are a few corners out there where it is not safe to travel around them at 100km and there are no signs to warn us. Just a few, but otherwise not too bad. (1)
- Times at which they are doing this work needs to be done off peak. (1)
- The worker need to be actually working, the timeframes are far too long. (1)
- I think that a lot of the works should be done at times when the traffic is not using it. (1)
- Unfortunately we need a co-ordinated approach to road management and road repairs and the new building of roads and that it seems to me that the are doing a lot the road works in the busier months, in the summer, it would be better to do it in the winter. They're going to need more money and also I would support tree planting slightly away from the road, it would make it more pleasant. (1)
- Disgusting. Do them in the time limit, put some money towards it. Don't just do nothing. (1)
- I think that the timing of the projects is dumb, just seems to take a long time to get done. (1)
- Overall the roads need to be planned with forethought. (1)
- Do the job properly. If it were don't properly then you wouldn't have to come back and repair it. (1)
- They need to look longer-term build longer into future 5-year project look at 10 years or longer. (1)
- Spend money. (1)
- Fixing not the same thing 5 times in a row.— Focus on all areas. (1)
- The work needs to be completed in a shorter time. (1)
- More planning and time management. (1)
- Mainly the speed in which they do them. (1)

- The whole thing needs widening, they need to get on and build the highways, they aren't wide enough. (1)
- They need to get more lanes in the motorways, keep the cops off the side of the road during peak hour traffic, more driver education in terms of getting on to the motorway (1)
- Improve the extra lanes on highways, passing lanes. Some road marking, the surface in some areas needs some attention. (1)
- They need to speed their act up heaps. (1)
- Speed & funds, needs more money to speed the process of completing the motorways. (1)
- Completing links for through traffic - motorways don't always join up. (1)
- Not done properly. The roads are not wide enough for big commercial vehicles. (1)
- The general structure of the roads, more passing lanes and take out some of the worst corners, more defined signage. (1)
- Work more than eight hours a day. Have at least two shifts. At the moment they have one. It's disruptive for the traffic, when they could finish in half the time. It would also give more employment. (1)
- To ease the traffic congestion. (1)
- They should speed up the whole thing, that they should just get on within it and complete each job before starting another. (1)
- Is to use a hot mix when making the roads, eg airports have quality tarmac. (2)
- Employ more people, bigger company. (2)
- They need to get ahead with the four lane highways, and bypasses, waste money on invaluable decisions, not enough thought on the planning. (2)
- Doing things thoughtfully and economically, being better organised. (2)
- Well finance to go into projects to get done as quickly as possible. (2)
- Some passing lanes. (2)
- Better management. (2)
- We need to get rid of a lot of one-way bridges. (2)
- Need to be more organised and utilise their resources better. (2)
- It's just too slow. (2)
- It's too slow. (2)
- Needs a lot of improvement get some more money from the government. (2)

- They just seem too long to finish. (2)
- More finance from the petrol tax to roading. (2)
- The work needs to be done faster. (2)
- The government needs to stop thieving money from the general fund and give the money back into the roading where the taxes are from. Huge amount of fuel tax which does not go into roading. (2)
- Funding needs to be prioritised better. (2)
- Attention to detail and quickly. Only parts get seen to and other part does not get attention to detail to improve traffic flow. (2)
- The bypass to Taupo it's taken ten years to get here and still hasn't started, like congestion, during the holidays the traffic between Taupo and Wairaki can back up about 12 km and there's only one way in and one way out. (2)
- Better organisation. (2)
- Most new road that they construct they are back repairing then with in a fortnight. (2)
- Shorten time to do jobs. (2)
- They should do the job properly the first. (2)
- Signage, surfaces. (2)
- A lot of them don't get started when they say they going get started and when they do start they take longer than they said they would take. (2)
- Speeding up resource content - people have too much power, small groups have too much power in objecting-power in interest groups have too much power and slow down the completion of roads and start up of roads. (2)
- The promptness of getting something done could be improved. The redirection of traffic on roadworks is poor. (2)
- If anything the planning is longer than is needed. (2)
- Straighten lots of roads not up to scratch a lot of potholes. (2)
- Finish the road works that have been in progress for a lot of years. (2)
- Shorter amount of time. (2)
- When they do a job work 24 hours daily and work weekends and do it in as little time as possible. Don't restrict speed for few km on either side of road works. Enforce speed limits. (2)
- Put a rocket up someone's arse so that they don't stand round watching their shovels. (2)

- Needs a whole transport system approach and moving time frames forward about ten years. (2)
- They need to speed up their process. (2)
- Need more money; they don't get on with the job, very slow getting it done. (2)
- They safety laws with regards to roadworks are ridiculous and when you travel on highway from here to Tauranga and stop stop, and can't get from A to B for hours. Management of roadworks doing it during the busy times, make the roads into three lanes you have a passing lane, and not hanging around waiting. Vehicle is one metre of a car and allow the width on each lane and why not make more lanes. Idiot trucks along the road and they getting heavier, they getting unsteerable axles, to me they make 40 tonnes and they got three axles and the steerable axles are on the way. (2)
- Well I think that things being done at present need to be finished. Taking forever to finish around Meremere and on SH1b doing too much and is a mess. (2)
- To complete it. The Hamilton Auckland highway has been under work for years, so very slow progress. (2)
- It needs a proper management to be done. (2)
- They need to spend their money more wisely and complete sections in a timely manner. The government needs to free up more finance. (2)
- They could put more money into completing jobs quicker, and do what they promise when they promise. (2)
- Weeks of disruption then they end up with potholes. (2)
- Finish some projects instead of having half done projects. Shouldn't start new projects until one is finished. (2)
- Needs to get them done quicker, the management they agree they will spend a certain amount of money and then they half it. (2)
- Faster work they seem to take a long time to do a little bit. (2)
- The work needs to be done a lot quicker. I travel the road between Hamilton and Auckland, and there is big roads works going on there that is taking forever. (2)
- Cost factor should be whatever the contract was originally issued for and not increase. (2)
- They are too slow; need to be faster at improving them. (2)
- I don't know. (2)
- The work ethic they need to do a lot more work. Well it's very long winded but if you have a contractor working on your road he is set a price to do the job as quickly as he can so he should work at least 6 days a week 12 hrs a day not 40 hrs a week as it is in NZ. (2)

- We need more passing lanes in certain areas. (3)
- More money. (3)
- Needs a lot more done in the rural areas. (3)
- Spend more money on it - complete the work that's been done now, lot of area in the process to be done and very slow at it. (3)
- Stop delaying things that need to be done. (3)
- They need to be spending money during as well as winter. (3)
- See more work being done on the roads, being out there working on them. (3)
- Replace the experts with people with common sense. Some of the stupid things they've done in state highways in Hawke's Bay is unbelievable. I have no confidence in Transit New Zealand at all; they are a bunch of idiots. (3)
- State highway 35 you need to come and drive on it it's like one of my farm tracks. (3)
- Getting on to it. Doing the job when it happens. (3)
- Time to take the dam job. (3)
- Living on state highway 2 and lots of logging trucks, get logs back on train more passing lanes. (3)
- Got to put more money into it. (3)
- More time spent on the jobs that should be done. (3)
- It appears to me that they need to be more focused because when they get around to doing it it's way past when they needed to do it. (3)
- They need to get on with the job and finish it quickly and over a long period of time. (3)
- The money of the state highway should be spent on where the revenue comes from. (3)
- A lot of the roads need widening and straightening more passing lanes for cars passing heavy vehicles. (3)
- More money spent on it and more consideration on problem areas. (3)
- Sometimes they don't listen to Joe Bloggs in the community, you ask them to do something and they don't listen to that as an option, and you end up with a second rate road. They should listen to a lot more people, a lot of people ask them but they don't listen they just shut their ears and their eyes. (3)
- Speed it up, too slow. (3)
- Build roads thinking about the future. The highway to Napier should have been four lanes instead of 2 lanes. There was no real thought about the future. (3)

- Finish them sooner, eg Napier - Taupo highway. (3)
- Money management. (3)
- Between here and Napier, narrow highway. Widen and straighten them out a bit somehow. (3)
- Need more of a labour force in the country to get things going cause we are a bit slow at the moment. And some more money. (3)
- I think we need some more money to be spent in Gisborne. (3)
- Don't keep patching everything and fix it. (3)
- Where we are nothing has been done much (east coast). (3)
- I think roading NZ needs a big overhaul, there's plenty of money out there but it doesn't go in the right direction. (3)
- Tell transit to put some more money into it. (3)
- They need to just spend on the roads that we are spending in the form of tax, we need good roads. (3)
- A lot of time is wasted. (3)
- The traffic flow when roadworks are being undertaken needs to be improved considerably because there are huge backlogs when there is construction and the traffic flow is restricted. They jam everybody up. (3)
- Do the projects. Projects don't get done. (3)
- More road workers. (3)
- Shoulders need to be put back again. More passing lanes. (3)
- It takes too long to complete. Overseas they dig road up and lay it behind them in hrs but here it takes weeks. (3)
- They need to be hurried up and there are always excuses of why they don't get finished (4)
- Spend the money to get us back up to speed to where we are and the usage that is on the road. (4)
- No work has been done, they just talk. (4)
- Don't know. (4)
- Because you seem to come across the same roadworks all the time, and if it's not there it's down the road. (4)

- Again they should be separated from the rest of the community and separate the traffic as well. (4)
- Spending more money and placing more resources in each project. (4)
- Enormous waste of road construction. (4)
- Better programming of the timing. Always seem to do it on the wrong times, holidays, wet weather etc. (4)
- They need to do couple of bypass, they being on hold for a long time. (4)
- Road widening most important. (4)
- I would say finish what they start. I think more I think what they need to do is look at it sort of right through out NZ and not the main problem areas. Yeah I think they sort of need to focus on where accidents are happening. (4)
- Because they finish a stretch of road and a fortnight later they're back repairing it and they don't do a satisfactorily. (4)
- So many roads are being repaired over and over again constantly.—Bad workmanship from contractors. (4)
- Definitely the stop/go when they do maintenance needs to be better and quicker. (4)
- They need to plan for the project to be completed quickly. (4)
- In order to improve then they need to shorten the time it takes to make the improvements, they can take, months. (4)
- Not everything should be focused on Auckland. (4)
- Decision-making should be concise shouldn't mislead people, communication and make a plan and stick to it people and safety before money. (4)
- Speed things along. (4)
- I think a lot of it takes too long to complete. I don't think there is enough funding; I think too many short cuts, not doing the job properly at the first place. (4)
- Time factor keeps on going on and on. (4)
- Just need to improve the quality and width of the surface. (4)
- Better equipment/ technology. (4)
- The road north from Taranaki to Auckland needs considerable work, to ensure safety of other vehicle due to very few passing lanes poor maintenance, land slides and botched patch ups of the highway over many years. (4)
- The provincial places. Not big cities. (4)

- They need to make the roads wider. (4)
- Not enough to build proper road, they don't have enough money; we've waited for 20 years for Transmission Gully. (4)
- They just abandon the thing and prioritise other work. (4)
- The surface, the camber of the road, our whole roading system is lousy you ought to go overseas and see their roads, but then we only have 4 million, put all the petrol and road tax into roads. (4)
- More workers on an area to make it work. (4)
- Why don't they finish some? The road between Hamilton and Auckland for example. (4)
- Think we want more four-lane highways, and I think that a lot of the areas want to be better lit, more lighting at junctions. (4)
- More lanes. (4)
- Better road crews, need more experience. (4)
- A different system of road building generally, I think they need good supervision from people who know what they are doing, to reduce the length of the road they are tackling at a time down to 50 yards instead of both sides of the road for 250 yards for example. (4)
- Follow through with proposals etc, a lot of talk but no action. (5)
- I think there needs to be more passing lanes. (5)
- Just get it done faster. (5)
- I drive north from Wellington all the time, and there needs to be a lot of improvement (new highways. The passing lanes are abysmal. (5)
- Timeliness, less hassle for the motoring public. (5)
- They just need to get their act together. They need to sort the budget out before the project before they ever run. (5)
- Speed it up. (5)
- For a kick-off should not be starting projects when they do not have the money to finish it. (5)
- Would like to know how long they are going to take. (5)
- I think that we should let it out to private construction. (5)
- Transit takes too long. Decent site management; accountability; meeting deadlines. (5)
- More money spent on it. (5)

- They just need to be far more business like with contracting. They go over budget and over time. (5)
- New thinking cap. Understanding of motorists want, achievable system to the land. Delays are bad. (5)
- They need to finish things on time to budget. They don't take the most direct route. Why did they do that? Take more curves out of the road and have more straighter areas. (5)
- The time it takes to do things, the waste of people and resources such as machinery sitting idle. (5)
- There are road works it takes too long, need to put more manpower to get it done quicker. (5)
- Too slow so speed it up. (5)
- More communication where people live. (5)
- I think we need to put our road taxes back into roads. (5)
- Too slow. (5)
- For them to make a decision and do it instead of mucking around!! (5)
- I would like to see them completed faster. (5)
- Everything just seems to be taking such a long time; everywhere I go there is lots of roadworks. (5)
- Quite often when doing road works poor signs insufficient warning that road works are progressing and detours are quite rough to drive hazardous and dangerous. (5)
- Time, manners and quality. (5)
- More of it. (5)
- Enough money is not used for funding for making improvements on the roads, the government is under funding. (5)
- There needs better safety for the people working on the road. (5)
- Finish the projects that they've started before starting new ones. (5)
- Overseas experience shows that 24/7 road construction to be effective and efficient (to the country and road users) and economical (to the contractor). (5)
- There is to be a resource consent process. Certain areas need to be done before something happens. (5)
- The money is wasted on a lot, they should get the kind of job like in Australia. Too many councils and bureaucrats not required. (5)

I think if you build your roads with bad materials you have crap. (5)

It's probably just the amount of time taken on the projects and the issues that are caused by traffic, attempting to drive on roads where road works are taking place, it's a safety aspect. (5)

Too many shoddy jobs, more thought needs to go into it so that three months later work doesn't have to be redone. (6)

What they're doing is having the signs so close to the work, spreading them out further. When they're working on a main road bridge, a lot of them they do during the day, they could be doing them at night. (6)

Engineers aren't very skilled, down round Dunedin it's been dug up since I was a cowboy, but it still isn't good. The subsidence on the road isn't very good; too many trucks are breaking the roads up. (6)

Well the contractors want to be speeded along on it a bit, they take too slow and too long, and it's just a major hold up, and there's a lot of staff just stand there watching what's going on. (6)

They need to be more cognitive of impacting traffic in peak hours. (6)

Poor workmanship-pay for the maintenance and they have to come back and repair the work again. (6)

I think the person that takes on the contract for road maintenance, they need to have more control over it, so they need to get in and get the job done and get out, because a lot of the projects seem to linger on for weeks and weeks and are inconvenient. (6)

The costs, the time it's taken, workmanship. (6)

If you go to start it finish it quickly, spend 18 months driving through to the Christchurch airport and it's too long. (6)

They need to pick their timing for working on these projects. (6)

More money spent on the highways, just the safety side I think. (6)

Get people who know what they're doing. (6)

A lot quicker when the roads are getting fixed, they seem to take a long time, everything else is all right just the speed of the work needs to be improved. (6)

Major highways needs a lot more passing ways, I drive a heavy vehicle & there is a speed limit. Lot more passing ways needs on hilly ways. A lot of main highways the bridges are far too narrow. The narrow two-way bridge is more problem. The more attention needs for the cyclists, there should be more funding. The funding, the taxes; they spend on roads. Now we have increasing number of cyclists, they don't pay road charges. I appreciate they need facilities. But the funding is coming from the wrong sources. (6)

- Don't know. (6)
- They want to consider other areas beside Auckland. (6)
- Unsure of what to answer. (6)
- Keep the standard up. Keeping up the maintenance. (7)
- Speed and efficiency - the slowness of how these things are done. Needs more efficient contractors. (7)
- Stop using the rubber rollers and get on with the work. Finish it as soon as possible. Leaving roads unfinished at night and weekends is dangerous. (7)
- Work at night. (7)
- More money. (7)
- Less cars or more highways more passing lanes. (7)
- I think the contractors need to be held responsible, communication between the people that are all involved in road maintenance needs to be improved- SH6 is excellent. (7)
- Signs need to be further back to give cars and people time to react, more shake up for the drivers who speed through them. (7)
- Because Auckland is a higher priority than Dunedin even though our money is being spent down here it is going straight up north to Auckland. Money should be spent in the regions it's created in and not other regions. (7)
- Better management and planning ahead, making the whole process go quicker. (7)
- Hole in the Bluff Road for two months not good, fix it at the time instead of digging twice just fix. (7)
- Its too slow and don't seem to get it right. (7)
- The time frame in which they complete their jobs. (7)
- Well they need to budget better for it. (7)
- The management must stop mucking around. Do the job and get it done. Too many rules and regulations. Suffer the consequences later. (7)
- I don't particularly agree with the way they are constructed, the bedding in process of the road. The actual process of building it takes a long time to do it, but time costs money. (7)
- Got to be done better. Don't look properly finished. (7)

Being a civil engineer myself, they basically need to improve the engineering and administration of highway construction. The Resource Management Act needs an overhaul to allow work to proceed. (7)

Muck around too much, instead of doing their job. (7)

See it happen instead of hearing it talked about. (7)

Things are not fixed with future proofing, the work needs to do for long run and safety needs to be more focussed. (7)

Just needs to happen quicker. Eg South Oamaru, the project took 3 yrs to be completed. (7)

Better management. (7)

Quality control. (7)

The road situation needs to be reviewed globally rather than small solution that are only temporarily. (7)

4(j) Thinking about the social and economic impacts on communities of state highways, such as development spreading along the roadside, how would you rate the management of those impacts?

Spend more money on completing the roads. (1)

A medium strip, a lot of very bad corners straightened out. (1)

Not be so regulatory, back off a little bit and let people develop the land around them. (1)

One group do the whole lot instead of breaking it up into sections, like 4 people in council organising a small project. (1)

First thing needs to widen the roads. The way it's going now the roads can't handle it, add lanes. Houses have to go. Build the new motorway over the existing motorway. If they don't do something about this problem the country will be in major trouble. (1)

The highways should be around the town. (1)

Everything on the road needs more improvement. (1)

How the state highways seem to be bypassing the smaller townships the effects it's having on them with the decreased traffic flow. (1)

Better prognosis of the community's transport needs, due to demographic changes don't often have roads to handle influx of people. (1)

More careful planning of the social impact of location decisions. (1)

Do away with the Resource Management Act. (1)

Make things look a little more attractive. (1)

Increase public transport. (1)

To stop the urban sprawl along them. (1)

I live in Ahuroa & that's not far from Orewa that's on state highway 1, it's impossible to turn right on state highway 1 at all times. (1)

Bypassing. There are areas which needs improvement, has been spoken about bypassing towns. (1)

Improving the road without looking at the social environment and what they are damaging on the way through. (1)

The thing is I have noticed in some areas in particular the roads are bordering close to the kitchen windows of the houses right on the motorway now. (1)

Councils need to look more closely at whether industrial development along the motorways needs to be there. It clutters the environment. (1)

- Spend the right money on the places that need improvement. (2)
- Probably the planning of it, they tend to break sub divisions of land without thinking about congestion. (2)
- They need to get people off the road. They need a better public transport system. Possibly car sharing. (2)
- I think that the police and those sort of technical people, should get involved in designing corners and things, they are clued up, you watch the programs on tv, the crash teams and stuff, they know what they're doing. (2)
- There's too much congestion on the road the traffic flow so the quieter should be open (2)
- Intersections, passing lanes, probably how houses are too close to main roads, when they are building new developments. And also cycling and walking lanes, the area between the white line and the grass verge should be increased. (2)
- Widen their bridges, number of trucks on highway make the road dangerous through the town. They need to get number of trucks off the road, easy way to do that would be to reinstate a railway service. (2)
- Travel needs to behave itself drive to conditions. (2)
- I live on the side of one of them and the traffic noise that comes down especially now, when trucks are engine braking. There are signs that say shouldn't engine brake in this area but nobody seems to police it. (2)
- Do not put low cost housing on the motorway. (2)
- When they realign they need to take more notice of people's needs. (2)
- Stop building up residential areas around main roads, give them their own roads to merge in with the state highway rather than trying to pull straight into it. (2)
- Finish the work that they have started and been doing it for so long and finish it soon. (2)
- They need green spaced on both sides of the highways. (2)
- Don't know. (2)
- Need more bypasses. (2)
- I think they should make the councils have plans in place for where they are going to put household and industry and make sure there is access to state highways, they shouldn't be built on state highways. (2)
- If they didn't have the motorway right beside the house or businesses. (2)
- They need to bypass a few little towns. (2)
- Put trees back on side of the road, grass. Drains for water. (3)

- Not even mowed the bulk of the time. Vision coming out of some roads is very poor. Not much pullover room to park the bus on side of road for children get on and off. (3)
- The need to bypass the towns, and wider roads/wider verges. (3)
- To be able to do what they are doing. Few more improvements, upgrade time plan instead of putting them off. (3)
- Tidy up the roads. (3)
- Not sure. (3)
- Better access onto motorways. (3)
- There's a lot of basically of too many heavy vehicles on the road, too many trucks, remove a lot of the heavy trucks on the road. (3)
- More respect from drivers. (3)
- They to be likely to be brought up what is needed, more passing space, improving every day of the day of the year, make it faster and safer. (3)
- They need controlled intersection or roundabouts through these built up areas. (3)
- Underpasses or overpasses for pedestrians. (3)
- Stop thinking about Auckland. (3)
- We need improvement in major roads, those sort of roads that are part of rural are looked over, Auckland's taking out the availability of improvements in other rural, coastal areas, they are neglecting the problems in other communities. (3)
- More pull over areas. (3)
- Just a major do up on the roads, we spend enough on tax but we don't get the returns well. (3)
- Money should be spend on details to be done. (3)
- I think lots of considerations and dialogues with landowners when you're intending to encroach on the property. (3)
- The road needs to be diverted away from small local communities through which they flow there's a main road, highway goes too far too many tiny towns, 50 kph is far too long. SH 2 is a classic example, it is too shocking. For example, driving through Waipukurau is a nightmare, roads and towns don't mix. (3)
- Spend some more money and let the projects that are held up commence. (3)
- Just everything, there is a lot of dangerous corners on the high ways that could be straightened, they don't need to be so sharp, there is plenty of room, the government spending all the money to give to Auckland and Wellington and Christchurch and what about the little suburbs. (3)

- Learn to build better roads. (3)
- Grow hedges down the side of the highways, or fence them - takes the drivers' eyes off what you're doing. (4)
- Lots of improvement such as safety aspects. (4)
- Everything. (4)
- They shouldn't take main highways through development at all, it shouldn't be done, it's silly, you have a township where people are and suddenly there is a highway running through it. They should build these highways away from the towns so they aren't interrupting anybody, you go overseas and they don't go through the towns at all and if they do they go underneath or over top. (4)
- Simply by preventing it from happening. (4)
- I don't really have a comment. Getting workers around to fix it. (4)
- Main road should go around the town. (4)
- They are going to have to spend some tax money, the highways are not smooth, they are not as easy as they were to drive on. Car speeds are faster but the roads are not good enough to cope with this. (4)
- There's too much. We need to concentrate our developments etc. (4)
- Better management consent, when a plan is made stick to it so that development that happens in anticipation can be controlled as it's being done in Warkworth, better barriers for sound, quieter seal near residential areas, better drainage, open drains are not acceptable in residential areas. (4)
- Need bypasses around the towns, similar to overseas even Australia has bypasses. (4)
- Different ways of coming out onto the main highway. (4)
- They need to worry about the road and then the community. (4)
- I don't know to be honest. (4)
- Communities would be brought in as well other than some bureaucrat from Auckland. (4)
- A lot of roadside stores which causes interruptions and possible accidents just from the congestion. (4)
- Need to start building buildings away from roads, 2 close to motorways etc, like carparks situated right off off-ramps. (5)
- Encouraging more motorised transport and less public transport, too keen to build more roads without thinking about other effect such as spreading development and discouraging concentrated population centres. (5)

- Basically they need to put in a lot of planning and actually build the roads rather than just planning. The money should go to road tax should actually be spent on the roads. (5)
- Reduces advertising/ affect environmental improvements. (5)
- I suppose the impact reports are not actioned and they spend money to get their reports and they don't do what is wanted by the reports. (5)
- There is no strategic planning. There is no overall plan or vision. (5)
- I perceive that choices are difficult to make and I perceive that final decisions are hard to make. (5)
- Well basically more signposting and easier access off the state highway. (5)
- Take out of the small townships bypass small towns. (5)
- I can't really say. (5)
- Well I don't think it's managed. The example is along the highway 1 out of Wellington the council seems to just approve anything willy-nilly. They don't seem to have much thought for what infrastructure that is there. (5)
- I don't know maybe more information to the people who lose their homes etc. (5)
- Diverted from main towns if possible. (5)
- They don't put houses along the motorways or move motorway away from suburbs. (5)
- Signing of the roads. (5)
- Noise, pollution, for those communities along the highways. And safety. (5)
- They need long term plans to protect the interest of the little man and to protect from heavy vehicle road usage. (5)
- Better consultation with landowners prior to taking off land. Improved mediation process. (5)
- They need to ask the communities what the communities want. (5)
- More control of subdivision along state highway routes. (6)
- The government should stop people from building near motorways. (6)
- Need to look at what to improve, edgings, engineers. (6)
- We need to discourage urban development along the main highways, eg Ashburton, they shifted the main highway to west street which is a quiet street. (6)
- They've got to get stuck in build the roads and not worry about the Resource Management Act. (6)

- I think if you're going to develop you need to cater for the transport and you need to look at the access to the city. (6)
- Some roads have been neglected because not enough money to be spent, we have high road users but there is not a lot done, they are just maintaining the roads. (6)
- Better management of the road system. Costs are wasted. (6)
- Well in some places it seems to be a bit disorganised and not much planning involved. (6)
- I think before they start building new places they should plan all the access ways to the motorways. (6)
- Stop the urban sprawl in small towns, houses off highways. (6)
- Improving the access, they don't do anything about the traffic flow. (6)
- I would say more roundabouts where the highways meet the towns and cities. (6)
- Not so congested along the sides of the roads. A lot of life style blocks along the sides of the roads and I think they need to be better controlled. (6)
- Roads need to be far removed for further traffic from housing. To provide extra safety routes to get on and off. That opens up the main use of the highway. (6)
- Not to allow too much development and the introduction of more passing bays. (7)
- They are interfering with the development of NZ. They are getting too precious about the highways. (7)
- I think more green buffer zones between the road and the housing and perhaps plantings tree plantings. (7)
- In Albany they're extending roads, it's getting close to schools so they should plan ahead. (7)
- I think Transit NZ should listen more the community and have less of an overbearing and snotty attitude. (7)
- Well especially put signs up that there are schools ahead and bigger signs, cutting down the speed limit further than when you come into a town. You even cut the limit down as you're coming into town. (7)
- It's just been not urban, so it's making sure we get maybe small but minority centres. Houses along the highways instead of making urban area bigger. (7)
- The development that's done on state highways needs to be done away from traffic (7)
- Having state highways bypass small settlements. (7)

Don't think there should be any. It should be 100km the whole way. Shouldn't have to slow down for communities. There shouldn't be bigger communities along the highway (7)

Think that, they need to bypass a lot the towns. Business is built up along the roadside, vehicles have to slow down eg, Oamaru. (7)

Routine maintenance of the road is important instead of half pie repairing the road they should last years longer. Too much contractors doing the road, they should have 1 major contractor they tend to overlap there's a lot of money wasted on management of contracts and administration costs and not actually being spent on the road itself. (7)

Appendix 3 — Truck Driver Comments

And how would you rate the State highways now compared to 2 years ago?

Reasons why state highways now were rated “a lot worse” than 2 years ago

Sorry there has been very little maintenance on the highways.

It seems the cheapest tender gets the work.

Not being maintained properly due to cutting costs. Do it once do it right.

More traffic on the road and less road maintenance.

Around east coast the road has deteriorated to the point that it is mainly one lane, rate it with 3rd world countries.

The road from Taranaki to Otorohonga is absolutely disgusting. The trucks pay road users to drive on the roads and Transit aren't doing anything to fix the roads. They're spending all the money in Auckland & Wellington and they should be concentrating on the Taranaki area.

Probably poor maintenance due to lack of funding. Heavy traffic volume has increased in the last two years and they haven't done anything to improve maintenance.

The maintenance is not full maintenance, just patching.

Because of the heavy traffic on the road, and I'm from Stratford. The trucks are all on the road, destroying the surface and their patching is just too little too late to maintain it.

Just I don't think the other state highways are not maintained the same, haven't been maintained. It's just maintenance I would think. I've noticed driving a truck that they are really rough. There's not a lot else it's just rough when you're sitting in a truck. It's a totally different ride when you are sitting in a truck than in a car.

I have to go out and pick up vehicle on the motorways and the break down lanes are non-existent or if they are only wide enough for a very small car. Where it is causing traffic problems for other motorist because the broken down vehicle is intruding into the left lane or the main highway.

Because of the maintenance the government does. On tender jobs, they've got to cut corners to get the job done. The government does not do their job for the money we are paying. Some of the road works do up is not lasting, it has a lot of potholes and get bumpy rides. The government should pay us back the services for the tax money.

There hasn't been any road repairs done on many road, they just let it go, they do not do the work well, with cheap materials used.

They just do patch instead of doing a full lane. If there's a whole place to be repaired, they do little by little.

No money is spent in the improvements of the roads, they are too slow in building the roads.

Patches over patches.

Taking bends out, fixing danger spots.

Q4 Rating the features and design of State highways which you travel on, as either excellent, very good, good, needs some improvement, needs a lot of improvement.

(Verbatim comments when state highway users who gave a rating of “needs a lot of improvement” were asked, “*What needs to be done to improve your rating?*”

4(a) Thinking firstly about the safety design and features of the State highways, such as the design of the bends and the provision of guardrails and other safety features, how would you rate these?

Camber of the roads need to be increased to stop drivers crossing the centre line.

Making the roads wider.

The roads have to be smoother, a lot wider, a lot straighter and ideally four lane highways.

They are potentially inadequate could be quite hazardous, in relation to being quite hazardous is nothing they've got out there besides the concrete railings would stop trucks from crossing the median lines and strips, excellent for cars though.

Generally upgrade and upkeep of the road.

I think that the reason why we have so many head ons is because we need a big gap between the flow of traffic going in either direction. What is wrong for New Zealand. What they're doing is using bad horse tracks with camber. They need to reroute the roads, our roads are just bad. I don't feel very safe in New Zealand. Eg Coatesville river head road, old horse track, and the camber is wrong, people race their bikes and cars in there in the weekend. I can bring a camera and you can guarantee that there are always accidents and they have fatalities. And the top of the Albany hill, that's bad as well. So I drive around there and I won't even drive there - it's a very dangerous piece of road.

More overtaking lanes or slow lanes, better engineered corners, but definite emphasis on the overtaking lanes.

You have to get the camber of the roads better and fix all the potholes. They need to overlay the roads.

Take the inside of the corners off, the corners are not wide enough for the vehicles on the road, the guardrails are put too close to the side of the road.

The actual camber of the road, there is nowhere to pull off the highway, not in a heavy vehicle, you'd tip over if you had a flat tyre, you'd have to stay in the middle of the road.

The guardrails on some of the highway bridges need to be raised from 80cm to nearly a metre high or higher. Culverts on state highways should be the same width as road shoulder because truck drivers at night cannot judge the width as another vehicle approaches and the culvert safety rails disappear from driver's vision as he/she approaches the culvert. Some bridges (2 lane) are far too narrow, in particular the bridge north of Blenheim (hump bridge) (at night with approaching trucks).

Make turnoff for heavy vehicles like a temp third lane for turnoffs.

Got to go back to engineers who know what they're doing and that doesn't mean a university degree. Most intersections need widening, put lights or roundabouts etc, they need more of those areas.

The guardrails should be put off the road, 4 to 5 ft to make a pull off area to be right on the edge of the road.

Need more pull offs for heavy vehicles.

The roads need to be maintained like repair the holes, roughness, put some money in this.

Some of the places that the barriers are put are dumb. Put them where we need them.

Roads need to be rebuilt.

Off camber bends, poor seal, trees near roadside. Too many shaded areas in winter, no grit tracks on SH 90 until accident.

Fixing more danger spots.

4(b) And the quality of the surface and smoothness of the State highways. How would you rate these?

Take out ALL the bad bumps and soft patches.

Don't accept cheap tenders.

Fixing potholes before they get too major, eliminating bumps surface ripples. The new bridge at the ice corners on SH1 is a classic, surface is rippled at 70kph, what's it going to be like at 100? And why was the bridge built so narrow.

Not done properly the first time and wears quickly, too much patching, doing half pie jobs. Trying to do cheapest option does not pay.

Tar seal breaks up way too easy causing potholes.

The quality of construction and new techniques needs to be looked at as the new surfaces do not stand up to the test of any length of time.

In areas where a strip has been added to widen a section of road an unequal road level often exists. In some situations the new piece is lower and causes a heavy truck and/or combination to veer off course. There is a difficult section on SH 33 coming into Rotorua from Kawerau between Hells Gate and Tikiteri Nursery. The road sweeps to the right. As you approach the corner the truck veers left, so you correct. Mid ay through the corner, the truck veers right towards oncoming traffic. The two events happen close together and cause the truck to get very close to the centre line.

Well the smoothness, the cambers, the width and basically less corners, so really a lot of corners should be taken out of a state highway. Another way we could improve it but will never happen is four lane highways.

The surface and the smoothness of SH 1 to put it in trucky terms, it's an obstacle course.

Needs a hell of a lot of improvement.

Needs more roads further and better.

Concrete highways, build them once and that's all they need to do. They've got them in the States, they're all concrete.

The general conditions the bumps and hollows.

Just more preparation.

Basically there are several sections of the state highway which need resurfacing, they could build roads out of concrete instead of bitumen.

Needs to be grooved corners and cambers and width in the corners as well.

More money spent on roading. Repairing roading surfaces. Money from the public is going toward roading.

There's a lot of areas where the chip has gone and just the tar is left, it's mostly on windy roads, and it's rough going on and off bridges.

Too many potholes, too much rough road they need refilling in places.

Put a bigger chip on, the grade is too small and you can't grip on it.

Need not to take shortcuts and seal it properly when they first do them. The roads break up too easily.

The surface needs a lot of improvement.

Instead of patching on top of patching, they need to rip up the road and make it one big patch.

Most of the roads around the east coast, you are struggling to stay in your seat. The road between Gisborne and Hicks Bay, there is a place called Fairleys Bridge where the road has been eaten away and they have done nothing about that for 12 months.

Overlay the roads and put better camber, and take the money from Auckland and put it into Taranaki state highways.

When they repair the road, one of the biggest problems is that they don't get an equal run-on, run-off balance, so you feel every bit. They spend too much time, do one patch and then return a week later to do a patch right next to it.

More asphaltting or overlaying.

I suppose it gets back to maintenance, getting it done quicker.

A lot companies rush them, and don't smooth them out properly so we got lots of lumps and bumps.

The same potholes and dips have been in the same place for 2-3 years, the same sort of dangerous spots over the years, it's slowly getting worse. Instead of fixing one problem, they do the easy things first.

The join between the road surface and patch work needs to be improved because this creates too many hollows and lumps and bumps etc.

Get an even surface would be great and a surface that doesn't break up so easily. Other countries have better surfaces why is that? Why don't they build concrete highways.

Some places definitely needs some improvements, there are some sections that are really rough.

The pavement needs to be made more smoother and fixed when they deteriorate.

Once again, better people to make them.

Every bit of road should be applied to suit that area (surface), appropriate material in the right places. I see a lot of accidents with roads with bad surfaces.

The money that they spend on the road needs to be better managed to make sure the quality of the work is good. The quality of the work is below par at present.

Because they're too smooth there's no provision for ice.

They need consistent seal that doesn't break up when it rains.

The finished product, they're rough.

A lot of the roads down this way are patched and not surfaced properly, the construction of roads — I don't think they have any idea on how to lay a decent road, I really don't.

Need to think about when they're surfacing the place, it has to be right. Patch things up in the right place before patching up the roads that not many people use. So where there is traffic, patch it up instead of nothing in places that there is no use.

They really need to travel in a heavy truck to appreciate what truckies have to put up with when travelling the highways.

I feel half the problem is they patch the road up which makes the ride really rough in the trucks and that.

The waviness of the roads is bad.

Reduce all the potholes, built a proper highway.

Need to think and a lot of time they do temporarily repairs but it needs to be constantly repaired.

The angle of the road as you're driving in certain corners is not banked, when you go around a corner it puts you off.

Less trucks on the roads and better surface.

Do it once do it right. Sealing when weather conditions are right. SH 90 between Edievale and Crookston reseal at top of hill an absolute disgrace (sealed in wet).

Sealing smooth spots for frosty icy conditions.

4(c) And the road markings on State highways, such as painted lines, cat's eyes, and reflection marker posts, how would you rate these?

Could do with more cat's eyes and things, which will make night-time driving easier.

A better quality paint to be used on the road markings.

More cat's eyes and white lines on the left hand side of the road.

At night specially when wet a lot of road markings cannot be seen.

Regular roadside maintenance.

4(d) And the road signs on State highways, such as warning and direction signs, how would you rate these?

For heavy vehicle operators on unfamiliar roads the trucks use low gear signs are too close to the decline to be of any real advantage and excessive braking is needed to keep control of the truck also recommended corner speed signs can fall into this category to.

At times a warning sign can be close to information signs. A warning sign should be on its own.

I have come across signs that are in the vision line at intersections. Perhaps signs can be kept away particularly signs that are information and not to do with the intersection.

Some warning signs are too late ie steep gradient. A truck needs a lot of time to slow before dropping over an incline. This is particularly so if the approach is already downward. A heavy truck and/or combination does not slow when the foot is lifted from the accelerator on the flat. If the road is downward the truck actually accelerates. The driver has to activate the engine brakes just to maintain speed and must slow before a down change of the gearbox can be executed and if the hill is steep he needs to execute 5 or 6 such slowing manoeuvres. Truck brakes heat up very quickly and when too hot lose effectiveness, so time must be taken between applications of the brakes.

Need to be upgraded and reassessed for the modern vehicle.

There are certain areas on state highways that don't have adequate sign postage. Possibly larger signs, which could be seen from a further distance.

Definitely needs to be more warning signs like speed restrictions and general speed limit signs.

More rest areas more places to pull over besides from pulling into a garage. Roads need to be a bit wider. Those passing lanes especially those the passing lanes for heavy vehicles and yep pretty much that's it because we have windy windy roads too windy. From truck drivers' point of view the roads here suck. The amenities for truck drivers suck. The truck stops do not cater to the driver.

They need to be more prominent, better positioned at night, they're too bright at night. Over reflective.

Needs to be upgraded.

Some, a lot confusing.

Roads must be formed wider and we need more road signs and easier to read. A lot of people aren't New Zealanders and they find it confusing so the signs should be more clearer and easier to read.

One of the worst aspects is the removal of speed signs — removal off the road. It is difficult to know what speed drivers are on. Lack of street signs, and state of the signage is falling apart.

Clear, bigger. Sometimes you miss them.

Motorways are shocking. Aren't enough signage. Signs are too close to the actual congestion areas. This truck driver said take the money I pay in my road tax and instead of giving it to imports and refugees, put it into the roading.

Need to have more comprehensive signage and clear directions and proper directions, a structural approach. Reduce confusion.

Steep inclines/declines such as the Northern Motorway out of Dunedin and Kilmog have no signs warning heavy vehicle drivers of a steep descent.

Australia has a lot more signage on motorways etc very easy to drive there compared with NZ.

4(e) And thinking about reducing congestion and improving traffic flows, how would you rate the management of this?

Close some of the passing lanes.

More passing lanes.

A good start would be to teach people how to merge properly, use indicators at roundabouts, stop rubber necking.

Spend money taken for roads on the roads & put in extra lanes where needed, on motorways on-ramps should continue to the next off-ramp to give traffic time to merge.

A lot more passing lanes on SH 1 Otago Southland.

Wider roads, more passing lanes, less roundabouts.

Road workers do not think enough of heavy vehicles and are not trained enough.

Money to be spent on dual-laned bridge, work, education on roundabout usage.

More private toll roads allowing alternative routes.

Basically everything, their flow management needs a lot of improvement.

Quite simple really, make everything two lanes all the way, 4 lanes would better but lanes are imperative.

More passing bays out on the open road especially between Ashburton and Timaru, certain roads, state highway 73 needs widening in some places, like some places don't even have enough room for two trucks to drive past comfortably. They should be asking the people that use the roads when they are designing some of these intersections. There has been some intersections in Christchurch where they have put lights in and it makes you wait up to half an hour. Engineers seem to go off in tangents, value for money really. What's the point in constantly redoing roading? A lot of people from overseas come and they're not used to our roads and cause a whole lot of trouble.

Co-ordination of traffic, for accidents a bypass being done, we need roads to move road works to be done quickly, to have a proper plan to keep the road work moves quickly and traffic on the road moves well.

Better flowing roads, especially on the road, I find in the mornings and the afternoons it's really heavy, it takes a good hour to get moving, just crawling most of the of the time.

I don't think it's the roads, it's number of vehicles on them. People need to be educated on how to operate their vehicles properly, defensive driving courses should be mandatory as part of their licence, you can't really blame the roads all the time.

A lot clearer access to intersections and roundabout a lot wider access to the areas

More future planning.

Double laning each way entire length of the highway. The next step would be to manage the exiting of vehicles off the highway onto local roads.

Extra lanes wouldn't hurt. Better intersections. Better road conditions.

Need more passing lanes.

Make them wider and add extra lanes.

Passing lanes to be increased.

Wellington is totally in the wrong place for NZ, there is no place to put a road. Everything should be two-lanes. Geographically NZ is not made for the amount of traffic we have.

The overall controlling and management seems to be a lot of mismatch between the governments and the locals. They blame each other pull each other, rather than have a joint thinking.

They need to build a 2-3 lane highway from the top of North Island to bottom. Need more overtaking lanes though.

Change the government.

Basically make things a little bit wider, sometimes you go through small towns you find roundabouts in stupid places and you end up taking up two lanes.

Just basically more pull-off areas for trucks, around the east coast, Hawke's Bay, Napier areas, that is where people do stupid things like try to pass you, in a truck that is quite scary.

Money.

Probably more passing lanes. Trucks drivers have tendency to drive slow up hills and car drivers tend to be impatient and have philosophy to have the need to pass trucks.

Needs widening. Roads too small.

I think north of Auckland and the weekend traffic there's always congestion between Warkworth and Orewa, once you hit the motorway it's all right.

Information needs to get out quicker about road conditions.

More passing lanes, and improve the road surfaces.

They should be improved by bridge widening and passing lane programme should be stepped up and the Bell Block bypass should have been done 5 years ago.

Put in more passing lanes in the right places. All the current passing lanes are in the wrong place. More in would help. Avoid single lane roads.

You don't get the streets coming into the highways overseas as we do here, there needs to be more off-ramps and on-ramps. A highway shouldn't go through the poxy little towns.

Get rid of one-lane bridges on state highways. More passing lanes generally money spent on roads.

They need to put pointsperson on duty when they know when it's going to be busy so that they can keep the traffic flow going.

They need more passing lanes on the road.

I don't know I suppose there shouldn't be traffic lights on main highways.

Better management, people doing better planning and a lot more forethought.

Don't know.

Get held up at lot of place in traffic flow.

It needs to speed up the process of fixing these roads, it takes too long in this country for something to be decided. When the resources management was introduced the country went to ground.

It needs better planning and better roads, there is too many bottlenecks.

Less access points to motorways.

A lane indicator near the parameter to stop confusion of the traffic flow.

Make the motorways so they flow properly and don't bottleneck. Add more lanes. Put on-ramps and off-ramps in better places. Design things better.

Make more passing lanes and increase speed of heavy vehicles to 100km in certain areas.

North side of Christchurch needs a consistent monitoring on traffic, set extra lanes to manage the traffic.

You need long lanes, better traffic management, the roads should be straight all the way.

In Auckland especially, need a lot of improvement.

More passing lanes and pull over areas.

Reduce the number of cars. Encourage people to car pool. Better mass transit system. Get people back into trains and buses if they're travelling alone.

Public transport need to be a lot better whether more buses or trains in the road. Improves a public transport that the general public will use it.

It starts at the top, there seems to be too much talk and not enough action, that's all to do with funding, they're using their funds in the wrong way, for instance putting a simple roundabout in they'll put in something bloody expensive like traffic lights. The hours are crazy, it always seems to be at the time of rush hour traffic.

You've got to be able to make the traffic flow — you need more passing lanes some places are too narrow.

They've only got one lane for straight ahead traffic.

Overtaking lanes, separation of train tracks and roads.

Passing lanes.

Widening roads, extra lanes.

4(f) And the rest and picnic areas at the roadside on the State highways, how would you rate these?

A lot of the roadside rest areas have access that is impossible to get a truck in to. Additional public toilets would be appreciated.

Better access for larger vehicles and the removal of livestock (roosters) so tired drivers can relax without the crowing. Also more are needed, on both sides of the road pulling a slow moving truck across a fast moving road is dangerous and driving while fatigued until you find one on your side is also dangerous.

If a truck is to use these there needs to be plenty of slow and accelerate lane plus room to fit and manoeuvre. There are a lot of places that we just can't use. In some cases we must continue when fatigued just to find a suitable area to pull off the road.

They need to be improved for trucks to be able to get in and manoeuvre. Trees are generally too low for trucks to get under.

A lot of rest areas are designed for campervans and not truck drivers.

They need to have larger sealed pull off areas for trucks, just management of tree heights to ensure they don't create aerial intrusion.

More. There's not many around. Not for trucks anyway. Being a heavy truck driver to keep up with our logbooks there are not many out there. Not for big rigs anyway.

There needs to be more of them and they need to be bigger.

Well they should put up proper toilets instead of the little coke cans things they have. Some lighting at the rest and picnic places. Make some up north can only get about 3 cars in there and that's it. Probably more parking spaces, loos and all that. Amenities for people pulling alongside the road. Bigger signs to show where they are.

Everything is off camber, the corners are just too flat. Stop digging them out when they don't need to be dug out.

Need to be tidied up, looked after better. Some of them are only a little bit of grass on the side of the road.

Needs more and some upgrading.

Needs a lot of looking after and make them a bit smoother for trucks going in and out of them.

Money.

So many are blocked off now, but people still need them.

Nowhere to pull a truck off.

They need to look at putting in toilets at the rest stop. That's the first thing they want is to have a pee and there's no toilet.

We need somewhere to stop if we get tired of driving.

More of them, they've closed down, I've seen numerous of them boarded off or fenced off. I think as far as heavy vehicle drivers if they want to stop fatigue they need more rest areas. The road surface is shocking.

They need to be made accessible for a unit to get off the road and back on the road and be able to turn around in them.

There should be more of them.

More rest areas with easier access to them needs to be built.

There is no safety break down lanes.

Toilets for trucks drivers, needs a lot of improvements, as major concerns for truck drivers.

Not ok for heavy trucks.

Clean facilities and enough room to pull in safely and pull out safely.

Seem to be getting rid of them all. Make more and bigger for trucks.

More conveniences, more toilets, somewhere for drivers to stop and rest, and then sit down, and more of them (rest areas).

Toilet facilities in rest areas, more of them. From Wanganui through to Taupo there isn't one, both sides of the road. Certain areas of the road where there is 14 and on the other side there isn't any.

Not a lot of room for trucks and trailers.

Lack of toilet facilities.

4(g) Thinking about the overall appearance of State highways in the landscape, how would you rate the management of this?

From the amount of money we pay on road tax and the money we pay for petrol none of that is going on roads. Money isn't being spent on roads.

They are doing silly things but not actually fixing the problem. Whatever they try and fix only moves the problem further back, when they fix up the road, fixes that but just moves the problem from there to another place.

You need to get the people who got the contract for the roads between Taranaki & Otorohonga to get off their bums and do their jobs.

They need more passing lanes and roads need to be made more smoother.

They are very poor, and needs a lot of improvements, trees to get rid of all those.

Trees that stop sun flashing directly into drivers' eyes.

4(h) Thinking about the environmental impacts of State highways, such as noise, pollution, rubbish, how would you rate the management of these impacts?

Noise must be an issue that needs constant consideration. Particularly near intersections and gradients. Residents need protection from the noisy trucks. The country's fleet is becoming much larger in horsepower.

Get the right engineers to do the right job.

I don't know if they can, not down in Wellington, it doesn't matter where they put the road, it's going to be next to someone's backyard. The only way is to actually get the traffic to move faster, ends congestion, the noise pollution will be less for those living next to the highways.

Need to get rid of the rubbish, the rest of things can't be helped if you're operating machinery on them.

Picking up rubbish, dead animals, hawks are a real menace, eating dead rabbits on the road.

More litter and dirty looking. More cleaning.

There need more regular street sweeping trucks to keep the sides of the motorway clean from debris that builds up on the side of the motorway.

They want to forget about the road noise because people need to put up with it, no good trying to stop the noise. They put those sound barrier walls up and create an eyesore and they don't work, good for graffiti artists.

Goes hand in hand with maintaining the roads.

The rubbish, there's heaps of rubbish. Needs someone who will actually go and pick it up, it's disgusting.

There are a lot of motorways out there that gets dust up their nose and get caught up in the carbon dioxide and stuff.

Better management, inspections on regular basis.

Hopefully people to stop throwing rubbish from their windows as they come along. Generally the rubbish that tends to be thrown is more annoying.

KFC and McDonalds rubbish on highway just out of main centres.

4(i) And the construction and completion of state highway projects, how would you rate the management of this?

Parts of roads have been left unfinished yet there is no longer any machinery near the site.

Ice corners again as example. Road surface was rough as for weeks, putting a grader over it once a week would have made surface better. Enforcement of speed restrictions, especially at night. Signage needs improvement, sick of finding road works signs half way round a bend and road works at end of bend. Not good idea to slow 44 tonne rig going round a bend.

Again not a lot of thought has gone into the impact on heavy vehicles. For instance Johnston hill tunnels Waiwera north of Auckland; they have fully closed the passing lane when if they reopened the last fifty metres or so traffic a lot of traffic could pass a large vehicle travelling a 20ks.

More attention needs to be given to the construction of road camber. An off camber or one that flattens before the corner end is a major problem for trucks. You may notice trucks taking corners very close to the edge or centre line. This is often due to the camber. The corner is open and fast but the camber will throw the truck across the lane. The driver is always trying to maintain momentum.

Should be doing all the groundwork and sealing once and not digging it up again till they get it right.

Different engineers. I think the engineers are very poor, designers and drafters are poor.

They probably need to get more workers. Maybe stick to their deadlines, I'm sure they have deadlines everything seems to take forever on the roads.

Get on and do the job instead of talking about it, resource management problems. Just basically, things don't get done, they get planned but they never get done.

Actually do them properly the first time so they don't have to go back 3 weeks later and redo them.

The trouble with the construction crews and roads is they take ages to do. Our construction workers are very poor. Overseas it is done 3-4 times quicker. The amount of time taken to finish a job is very long.

More overseeing of contractors. More supervision. Making sure is done correctly.

I think instead of attacking patches they need to lengthen the amount of road they work on, the time taken to get repairs takes too long.

All they do is put a very thin piece of seal and then there is a hole in it within a week, too cheap.

Well to me they start something then stop then start a while later, they need to improve roads.

Well they need to speed up the time that the road is out of commission.

Well, I think they can't be managed properly because they end up way beyond their completion date, on their completion date they are only half finished.

Speed of construction jobs I drive past construction sites where nothing seems to happen for days on end.

Whenever they need to do work on the highways, the work should be done at night, so it minimises the impact on traffic flow.

Better people making them.

More practical engineers with practical experience. More money. Most of the roads now have been upgraded but they are not wide enough. They just have shoulders and they end up on their sides.

They need to get rid of the big signs.

Employ people to complete the work, this helps to do the work quicker.

The flow of traffic and need to get done sooner.

Get off their backsides and stop talking about doing it and get on and do it.

Need to repair them properly. Need more lanes, too much congestion. Surfaces need to be better, lanes need to be wider. Need to work better. Spending the money in one hit would be more beneficial.

In Nelson whichever state highway that's used you have to go over hilly terrain to get to your destination.

I don't feel they are giving consideration to people driving on the road, in a suburban road, the transportable lights like green, red, these should be placed at every place where there are major works going on.

It is very slow, need proper machinery which takes less time in building the roads

To improve the management, you need to remove the requirement of resource management.

They hurry to hurry them up, they take too damn long, they get a contract and they just drag it out. The timings that they do the road constructions are bad.

Should be doing a proper job.

4(j) Thinking about the social and economic impacts on communities of state highways, such as development spreading along the roadside, how would you rate the management of those impacts?

The roads have to be upgraded before you can go into these small towns, better sign postage probably most importantly they have to be a lot wider for people stopping or slowing down. The shoulders have to be wider to account for people who slow down or stop in different places.

Probably, the closeness of the housing to the roads and then the access is limited and poorly designed.

Better town planning from the council. Need to go back to the Town & Country Planning Act, using provisions from it in conjunction with the RMA, subdivision is too easy along the state highway.

In my particular area they have been talking about the realignment and they won't be able to do it for another 10 years. They've been talking about it for so long but it's not a priority.

Just upgrade the roads, there are areas by the coast that are idyllic and people get shoved away because the roads are so bad.

Well - money and bypasses.

The access to the main highway for new developments should have separate access roading & the traffic merging at one point like all coming out in one side road.

They need to stop it, there is no real planning when they do this.

More development.

I think on many of these highways, they should go around the towns and have a main way into the town, a deviation. Improve management.

Move buildings back from the road, a bigger green belt between the roads and the buildings. More efficient safety barriers. Make sure there's plenty of room for vehicles to park on the side of the road.

Extra Comments

(Note: these were only asked for in the internet-based survey)

A lot of roads have bumps and some of these have poorly repaired potholes (with shovels of hotmix).

Drivers ignore traffic flow and pull out in front of traffic travelling at least 80km/ h (80km/ h speed limit or higher).

Why is the 0900 number only a landline number it is no good to me in the truck to get road information.

Time Transit got their act together, plan ahead not for today, but for 20 -30 yrs down the road. Why build bridges now that will be too narrow in 5-10 yrs? Better and cheaper to build them wider in the first place. Also roads that are prone to landslips under the road, eg road slippage, why not build the roads as bridges on the ground so if slippage occurs the road is still OK?

I find large signs at intersections create large blind spots for trucks as you can't see over or under them as they are directly in your line of vision.

User pays for all motorway projects in the North Island. Road user funds collected should be spent in our area on roading.

Speed limits for trucks and cars towing trailers should be lifted to 100 kms to keep traffic flows moving.

There is enough room on the roads down here to have double lanes from Invercargill to Picton.

In the past filing complaints over *555 has been a waste of time.

Changes of attitude and education of all road users also will go a long way towards how state highways are viewed and perceived. Some of our roads have been there for a hell of a long time, with or without their deficiencies but people still will not drive to the particular conditions of the road. Whether it is complacency through driving the road daily or inexperience, the reality is that some people can go up and down our roads without ever having an accident while others will continue to fall off our roads and then blame the road. In saying that there are some roads which are tougher to negotiate than others but in the first instance you should always drive to the conditions.

Don't know if this is part of your agenda but Place Direction signage is terrible in NZ. If you are on State Highway 1 coming into Hamilton you get place directions for Rotorua on SH5 not Taupo SH1. Another example is from Taihape there are directions for Palmerston North but not Wellington again Palmerston North is not on SH 1. This is not a problem for drivers using these routes regularly but for tourists it must make getting about difficult.

Paiko Road, north of the Holland Road turn off is a disgrace.

It is important to remember as a truck driver we have the following considerations in mind:

- Time- get to the destination quickly.
- Efficiency- Maintain momentum is a major skill. Nearing an incline we try to keep speed up as it can make a difference in the amount of gear changing we do, the time it takes and the amount of fuel we use.
- Safety- oncoming vehicles crossing the centre line and vehicles passing cause constant stress.

Vehicles waiting at intersections is always a concern.

The characteristics of the vehicle changes completely from loaded and empty.

A high heavy load changes the way the vehicle can handle cambers.

A narrow uneven road is more dangerous and difficult to maintain control on than a steep hill or bad intersection. We are not able to alter speed rapidly enough to navigate a short section of uneven road. We simply hold on and try to keep control.

Basically congestion is a major problem, and the fact that New Zealand drivers are terrible drivers. When in a big vehicle they tend to cut corners sometimes leaving the vehicle nowhere to go but to mount the footpath. A lot of drivers have absolutely no idea that if they pass a heavy vehicle then slow down that the vehicle can travel at the same speed or faster, or the fact that they think heavy vehicles can stop on a dime. Thank you for letting me complete the survey.

I find that patch up jobs on state highways seem to be never ending, ie the same piece of road keeps getting repaired so has not been fixed properly first time.