

Explanatory notes for non-financial performance measures

For Waka Kotahi NZ Transport Agency statement of performance expectations 2023/24

30 June 2023

Explanatory notes for strategic performance measures

System outcome measures

Safe

SAFE1 Number of deaths and serious injuries counts the number of road deaths and road serious injuries (DSI) with data from the Crash Analysis System (CAS), which is administered by Waka Kotahi. A road death is defined as the instance where an injury or multiple injuries resulted in death within 30 days of when the crash happened. Road serious injuries include fractures, concussions, internal injuries, crushings, severe cuts, lacerations, severe general shock necessitating medical treatment, and any other injury requiring hospital detention or admission.

To be classified as a road death or serious injury, the incident must have occurred on a public road and must be related to vehicle, road, or driver capability issues. Deaths occurring as a result of other issues, eg the death of a driver from a heart attack, are not classified as road deaths. Pedestrians are only included where a motor vehicle was involved. Deaths caused by suicide or murder are not classified as road deaths.

SAFE2 Significant incident frequency rate is the rate of incidents that result in significant injury reportable to a regulator or which have a high potential for impact/injury, eg serious near misses that could have resulted in serious or life-threatening injuries. Significant injuries are those injuries which result in medical treatment, restricted work, lost time and/or fatality. The figure is expressed as a ratio of incidents per million hours worked and includes both staff and contractor incidents. This data is captured through Waka Kotahi internal health and safety systems and processes.

Environmentally sustainable

ENV1 Greenhouse gas emissions from the land transport system is the kilo-tonnes of carbon dioxide equivalent (CO_{2e}) emissions from road transport, as derived from the Ministry of Business, Innovation and Employment annual fuel data for road transportation. Emissions factors for greenhouse gas emissions from the New Zealand's Greenhouse Gas Inventory are applied to the fuel data to provide kilo-tonnes of CO_{2e} emissions from road transport. The method aligns with the New Zealand's Greenhouse Gas Inventory methodology.

ENV2 Proportion of the light vehicle fleet that are zero-emission vehicles is the number of light electric vehicles (EVs) and hybrid EVs as a proportion of the total light vehicle fleet. This measure has been revised to align with the Emissions Reduction Plan (ERP) transport target. Zero-emissions vehicles in the ERP include hybrid EVs, so the baseline developed for the previous measure 'proportion of light vehicle fleet that are low and no carbon vehicles' is being used until further work on refining the baseline is completed in 2023/24.

Effectively and efficiently moving people and freight

MOVE1 Light vehicle kilometres travelled in major urban areas estimates the kilometres travelled in tier 1 and tier 2 urban areas based on regional light vehicle kilometres travelled (VKT) odometer-based estimates from the Ministry of Transport; and link level VKT estimates from the Waka Kotahi National Vehicle Emission Dataset to distribute light VKT to individual Territorial Local Authorities in the base year. Full methodology is described in Research Note 008 – VKT and GHG emissions baseline report – a research note (available at nzta.govt.nz/resources/research/notes/008/).

MOVE2 User experience of transport network by mode uses data from the Waka Kotahi Journey Experience Monitor Survey, which tells us about users' overall experience of their most recent journey, disaggregated by main transport mode. This measure is reported as the percentage of survey respondents who gave a positive score (8-10 out of 10) for their overall journey experience, with a focus on public transport and active modes. Scores are reported over a rolling 12-month period. Active modes include the aggregate responses for cycling and walking. Walking also includes wheelchair, mobility scooter, skateboard, scooter and electric scooter.

MOVE3 Freight mode share of road and rail examines the share of freight tonne-km of goods travelled by road and by rail. The road calculation is based upon an analysis of RUC (Road User Classification) information calibrated by WIM (Weigh in Motion data). The rail calculation is based upon information supplied by KiwiRail.

Meeting current and future needs

MEET1 Funding sustainability – Proportion of net revenue forecast to be spent on continuous programmes and public private partnerships helps us capture the extent to which we can sustainably fund, through the National Land Transport Fund (NLTF), the ongoing investment needed for the land transport system of Aotearoa. The measure tracks the extent to which (confirmed) NLTF revenue is available to meet core investment requirements. It acts as a signal of the need to identify additional funding or financing either into the NLTF or other sources based on minimum obligations.

This measures the ability of the NLTF, taking into account any direct Crown contribution and debt financing movements, to fund expenditure essential for the transport network to remain safe and specific contractual obligations.

MEET2 Proportion of the state highway network that meets minimum asset condition requirements helps us understand the condition of state highway and whether it is properly maintained to ensure a safe and resilient network. This measure assesses the length of the state highway network that meet minimum asset condition requirements against the total length of the state highway network. The state highway network is tested annually against these national pavement condition standards: skid resistance, rutting and roughness.

This is also an output class measure for state highway maintenance (SHM2).

MEET3 Expenditure on state highway renewals as a proportion of depreciation (asset sustainability ratio) helps us understand the relationship between expenditure on asset renewals and the estimated rate of asset degradation, as an indicator of trends in asset condition. More work will be undertaken in 2023/24 to finalise the measure, baseline and target.

External results measures

Safer travel on new and existing infrastructure

STI1 Deaths and serious injuries where the speed limit does not align with the safe and appropriate speed is a subset of SAFE1. This measure counts the number of deaths and serious injuries that occur on roads where the posted speed limit does not align with the safe and appropriate speed for that road. The safe and appropriate speed has been calculated for all roads based on their function, safety and use.

STI2 Number of head-on, run-off-road and intersection deaths and serious injuries is a subset of SAFE1. This measure counts the number of deaths and serious injuries to all road users from head-on, run-off-road and intersection crashes. Where the death or serious injury is attributed to more than one road or roadside cause, eg intersection (side impact) and run-off-road (side impact with a rigid object), this is counted once in the reported figure.

Safer vehicles

SV1 Number of deaths and serious injuries involving a vehicle with a low safety rating is a subset of SAFE1. It counts the number of deaths and serious injuries associated with vehicles that have a low safety rating.

For new vehicles, safety is assessed by the Australasian New Car Assessment Program (ANCAP). The program assigns ratings from 1 to 5 stars to indicate how well a vehicle is likely to perform in a crash, with 4 and 5 stars being safest. For used vehicles, the Used Car Safety Ratings (UCSR) system is applied.¹ UCSR is a 1- to 5- star rating system based on real-world crash data, where fewer stars indicate less protection from a crash (greater rate of injury to vehicle occupants as a result of the crash).

Some cars will not have an ANCAP or UCSR rating due to there not being enough crash information about a specific make and model. For these cars, New Zealand applies a Vehicle Safety Risk Rating which approximates the crash results of similar vehicles across safety features, occupant protection, and harm caused to third parties.

For more information on vehicle safety ratings see www.rightcar.govt.nz/safety-ratings.

Safer road user choices

SRUC1 Number of deaths and serious injuries associated with behavioural risk factors is a subset of SAFE1. This measure counts the number of deaths and serious injuries associated with the use of alcohol and other drugs, and the impact of fatigue and distraction while driving. Where the death or serious injury is attributed to multiple behavioural risk factors, eg both the use of alcohol and a distraction, this is counted only once in the reported figure.

Increased protection of the environment

IPOE1 The percentage of projects that are undergoing an Infrastructure Sustainability Council (ISC) rating are progressing on track to achieve an Infrastructure Sustainability (IS) rating relates to the ISC rating scheme. Under the Waka Kotahi Sustainability Rating Scheme Policy, projects between \$15m-100m shall consider the merits of ISC certification and projects over \$100m are required to complete ISC certification for design and as-built/construction phases.

ISC certification is awarded upon build completion. Progress towards meeting credit requirements is reported (on track or not on track) through quarterly and annual reporting by the project team.

A minimum point total of 25 (commended rating) at project completion is required for ISC certification under ISC technical requirements v1.2. At the initiation of an ISC applicable project, the project team will produce an IS management plan detailing the credits they aim to achieve and how. The plan will be updated annually with quarterly progress reports on the updated expected credit score at the time of rating

¹ UCSR ratings are calculated by Monash University and are based on real-world crash data about how well a specific vehicle projects the occupants in the event of a crash, based on driver safety scores.

(project completion). This provides an up-to-date, quantifiable measure of sustainability outcomes being achieved throughout the project lifetime. For more information on the ISC-IS Rating Scheme see <https://www.iscouncil.org/is-ratings/>.

IPOE2 Waka Kotahi corporate carbon footprint calculates Waka Kotahi emissions from our corporate activities, to meet the requirements of ISO 14064-1:2018. Currently, this includes direct greenhouse gas (GHG) emissions and removals, eg fuel from our leased vehicles; indirect GHG emissions from imported energy, eg energy for our corporate offices; indirect GHG emissions from transportation, eg business related travel, freight and mail; and indirect GHG emissions from products we use, eg working from home, water supply, waste. Our emissions are calculated using supplier and financial data. The results will be audited and verified as part of the Toitū Envirocare Toitū carbonreduce® certification programme annually. The calculation will be revised each year to reflect any updates to the requirements.

Improved resilience to disruptive events

RES1 Proportion of unplanned road closures resolved within standard timeframes is the sum of all unscheduled road closure incidences with significant impact on road users that are addressed within standard protocol and timeframes, divided by the total number of road closure incidences. Standard protocol and timeframes mean that road closures are addressed within two hours on urban roads and within 12 hours on rural roads.

Urban roads are roads within the boundary of either a major or medium urban area (areas with a population of 30,000 people or greater). All other roads outside this definition are rural roads. Performance against this measure is influenced by the frequency and severity of weather events. Reporting is split between road closures caused by weather events and those caused by other events (such as vehicle crashes, fire, obstruction, road works, spillage and public events). This is also an output class measure for state highway maintenance (SHM4).

More reliable freight network

MRFN1 Interpeak predictability of travel times on priority freight routes is the percentage of interpeak trips (travel undertaken between 10:00am and 2:00pm) completed within the expected timeframes for key interregional freight routes. This measure captures the predictability of travel for customers by assessing the consistency of travel time along a journey.

Journey times are extracted from TomTom for a basket of key journeys defined nationally by Waka Kotahi. Travel times are extracted at one-hour intervals for interregional journeys. This measure uses a 12-month rolling reference period to determine what a normal travel time looks like. The 'normal travel time' is calculated from the median travel time for a particular route. The previous financial year is used to establish a target travel time for a particular journey for a given time-of-day interval, which is then compared to the actual travel time. A journey is deemed predictable if the actual time is within five percent of the target travel time.

Increased share of travel by public transport, walking and cycling

SHARE1 Mode share of public transport and active modes in urban areas calculates the proportion of trips on public transport and active modes in high-growth urban areas. This measure uses data from the Ministry of Transport's New Zealand Household Travel Survey.

For this measure, high-growth urban are those urban areas forecasted to grow by 10% or more between 2013-2023, taken from the National Policy on Urban Development Capacity 2016. These urban areas are Hamilton, Christchurch, Tauranga, Auckland, Queenstown Lakes District Council (special; includes Wanaka), and Wellington (special; as a whole urban area Wellington does not meet the 10% threshold but some specific areas do ie city central and Kāpiti).

For more information on the New Zealand Household Travel Survey see www.transport.govt.nz/area-of-interest/public-transport/new-zealand-household-travel-survey/.

Improved connections to key destinations

ACCESS1 Access to social and economic opportunities by mode

Access to social opportunities is the percentage of the population within 15-minute access to the nearest school, general practitioner and supermarket during morning peak (7:00am to 9:00am on a non-holiday). It is a snapshot of the land transport system taken in early March each year.

To calculate the results for this measure, a whole-of-network analysis is used integrating multiple sources (General Transit Feed Specification files, Open Street Maps, and TomTom networked travel-times). For public transport, only include cities where electronic schedules can be obtained from regional transport authorities are included.

Population data is based on the 2018 Census. Data on the location of social opportunities is sourced as follows: general practitioners - Ministry of Health; supermarkets - store maps on the websites of New World, Pak'nSave, Fresh Choice, Four Square, Countdown, SuperValue; schools - Education Counts facilities dataset (note that this included state schools but excluded private schools and state integrated schools; see www.educationcounts.govt.nz/home).

Access to economic opportunities is the percentage of jobs that can be reached within 45 minutes during morning peak (7:00am to 9:00am on a non-holiday) in early March each year. This measure is calculated by aggregating the measure results for each region, using regional job totals as a weighting factor. It is a snapshot of the land transport system taken in early March.

The timeframe of 45 minutes is defined as follows for the different modes:

- walking - 45 minutes
- cycling - 45 minutes door-to-door cycle time for a confident cyclist who is willing to cycle on the road
- public transport - 45 minutes and includes walking to/from the stop and both transfers and transit time
- driving - a 45-minute drive time including approximately 15 minutes to find a carpark and get to/from parked car to final destination.

ACCESS2 Proportion of recently consented residential units in major urban areas with access to frequent public transport services is calculated using data from Waka Kotahi's analysis of morning peak frequent public transport each March. We examine the locations of residential units consented up to March each year (plus those consented in the prior two financial years). Functional urban areas examined include: Auckland, Christchurch, Dunedin, Hamilton, Hastings, Kapiti Coast, Napier, Palmerston North, Queenstown, Rotorua, and Tauranga, Wellington and Whangārei.

Internal results measures

Effective delivery

DEL1 Staff engagement is the overall engagement score from the results of Tapatahi, the Waka Kotahi staff engagement survey which is run every 6 weeks. The engagement score is the organisation's overall score using the Peakon methodology, with scores using a range from 0-10: The engagement score is the organisation's overall score using the Peakon methodology, with scores using a range from 0-10:

- The system identifies each employee's latest score per engagement question
- It averages those scores to get an overall engagement score per employee
- The employee overall scores are averaged to get the overall score for Waka Kotahi.

DEL2 Investment performance reports the Investor Confidence Rating (ICR) assessment result for Waka Kotahi. The ICR is a three-yearly assessment undertaken by Treasury of the performance of investment-intensive agencies in managing investments and assets. The rating scale is from A to E, with an 'A' signalling high performance. For more information on the ICR see

<https://www.treasury.govt.nz/information-and-services/state-sector-leadership/investment-management/review-investment-reviews/investor-confidence-rating-icr>.

DEL3 Service quality (ease of transacting with us) is derived from the data collected via the Waka Kotahi Journey Experience Monitor Survey. It is reported as the percentage of respondents who provided a rating of little/no effort required (1-2) for the question on customer effort required for service touchpoints. The rating scale is from 'little/no effort' (1-2) to 'some/a lot of effort' (4-5). The results are reported as a 12-month aggregate of ratings for service experiences including: book a driver's license practical test; renew a driver's license; relicense a motor vehicle; get a Warrant of Fitness for a motor vehicle; pay a road toll; buy road user charges; and contact someone about a problem or question relating to a state highway.

DEL4 Quality of regulatory activity – Percentage of regulatory activity that conforms to key decisions-making criteria tracks the quality of regulatory activity and decisions, using four key criteria: documentation, consistency, decision-making, and follow-up. Regulatory operational teams use self-assessments to measure the quality of a sample of their activities/decisions (first-line quality assurance activity). We check a sample of these self-assessments and then calculate total proportion of regulatory activities that conform to each of the four criteria – evidencing that regulatory decision-making is robust, grounded in sound rationale, and achieving the right outcome.

Effective collaboration

COL1 Partnership and engagement with Māori take the average performance score (percentage that agree) of key strategic relationship drivers of Māori partnerships. The seven key relationship drivers that make up this measure are that Waka Kotahi: 1) see Māori as an equal partner; 2) are culturally aware and competent; 3) look to understand and meet your needs as Māori; 4) provide sufficient time, funding and resource to help foster the relationship; 5) are delivering effective outcomes for Māori; 6) take Māori expertise into account when making decisions in your area; and 7) can be relied on to deliver what they say they will.

COL2 Partnership and engagement with stakeholders is the percentage of external stakeholders and partners who are satisfied with the current relationship their organisation has with Waka Kotahi. It is derived from the results of the annual stakeholder satisfaction survey undertaken by Waka Kotahi every year in June. Stakeholders and partners surveyed include regional councils, central government, emergency services, corporate suppliers, industry groups and advocacy groups.

Explanatory notes for output class performance measures

State highway improvements

SH1 Proportion of state highway improvement activities funded by the National Land Transport Fund delivered to agreed standards and timeframes tells us if we are delivering state highway improvements effectively against plan to support the safety and resilience of the land transport system. This measure primarily assesses the delivery of state highway improvement programmes and projects that are funded by the National Land Transport Fund against milestones and budget. Within each programme, delivery to milestones and budget are equally weighted. Aggregation to the overall result is based on the weighted programme budget across the entire programme in the given year. Delivery to quality standards is tested using cost as a proxy through the different stage gates in the end-to-end project management process, ie the project should meet quality control requirements of Waka Kotahi for that stage before a progress payment is made or before it can be considered complete.

SH2 Proportion of state highway improvement activities funded by the Crown delivered to agreed standards and timeframes tells us if we are delivering state highway improvements effectively against plan to support the safety and resilience of the land transport system. This measure primarily assesses the delivery of state highway improvement programmes and projects that are funded by the Crown against milestones and budget. Within each programme, delivery to milestones and budget are equally weighted. Aggregation to the overall result is based on the weighted programme budget across the entire programme in the given year. Delivery to quality standards is tested using cost as a proxy through the different stage gates in the end-to-end project management process, ie the project should meet quality control requirements of Waka Kotahi for that stage before a progress payment is made or before it can be considered complete.

Local road improvements

LRI1 Proportion of local road improvement activities funded by the National Land Transport Fund delivered to agreed standards and timeframes tells us if we are effectively managing our programme of work to increase the proportion of improvement activities delivered to agreed standards and timeframes. This measure assesses the delivery of local road improvement activities by approved organisations that are funded by the National Land Transport Fund against milestones and budget. Through the annual achievement returns process in Transport Investment Online, approved organisations review and confirm the succeeding year's annual milestones and budget that were agreed at the beginning of the 3-year National Land Transport Programme. This information is the basis of reporting for the incoming year. The same annual achievement returns process also collects information on activities delivered in the financial year that has passed. These are assessed against milestones and budget confirmed at the beginning of the year. Delivery to milestones and budget are equally weighted. Aggregation to the overall result is based on the weighted expenditure of each activity over the total expenditure of the activities in the given year.

Walking and cycling improvements

WCI1 Proportion of cycleways, pathways and shared paths delivered against what was funded tells us if we are managing our programme of work effectively to increase the proportion walking and cycling facilities delivered against the plan. This measure assesses the total length of new or improved cycleways, pathways, shared paths and low traffic streets delivered by Waka Kotahi and approved organisations during the financial year, divided by total length planned to be delivered in the same financial year. It includes walking and cycling facilities (also measured in kilometres). 'Delivered' means improvements that became available to the public within the period and can include sections of a bigger project. Assessment will include only projects with funding approvals at the beginning of the financial year. Information on projects delivered by approved organisations is collected through the annual achievement returns process in Transport Investment Online. Approved organisations review and confirm the succeeding year's annual milestones that were agreed at the beginning of the 3-year National Land Transport Programme. This information is the basis of reporting for the incoming year. The same annual achievement returns process also collects information on projects delivered in the financial year that has passed. These are assessed against the milestones confirmed at the beginning of the year.

WCI2 Cycling count in main urban areas tells if investments in infrastructure and other promotional activities are increasing the uptake of people cycling in local urban areas. This measure assesses the uptake of cycling using cycle counts collected by automated continuous counters in main urban areas (Auckland, Tauranga, Hamilton, Wellington, Christchurch and Queenstown).

WCI3 Walking count in main urban areas tells if our investments in infrastructure and other promotional activities are increasing the uptake of people walking in local urban areas. This measure assesses the uptake of walking using walking counts collected by automated continuous counters in main urban areas (Auckland, Tauranga, Hamilton, Wellington, Christchurch and Queenstown).

State highway maintenance

SHM1 Proportion of state highway maintenance activities delivered to agreed programme tells us if we are effectively managing our programme of work and delivering to expected schedule and budget. This measure compares delivery of pavement and surfacing renewals and maintenance activities against schedule and budget for the financial year. Delivered activities include emergency works. Achievement on these activities is measured in trackers (lane kilometres or sites) and assessed against programme baseline. Each result is weighted based on the weight of the expenditure on each asset type compared to the total expenditure across the entire programme in the year. The overall result is the sum of these weighted asset type results.

SHM2 Proportion of the state highway network that meets minimum asset condition requirements helps us understand the condition of state highway and whether it is properly maintained to ensure a safe and resilient network. This measure assesses the length of the state highway network that meet minimum asset condition requirements against the total length of the state highway network. The state highway network is tested annually against these national pavement condition standards: skid resistance, rutting and roughness.

SHM3 State highway maintenance cost per lane kilometre delivered helps us monitor the cost in delivering maintenance and renewal activities, providing an understanding of the use of investments and how to best deliver value for money. This measure is calculated by dividing the amount spent on maintenance activities on the state highway network during the financial year by the total number of lane-kilometres in the network at the end of the financial year. This excludes emergency works.

SHM4 Proportion of unplanned road closures resolved within standard timeframes helps us track whether we're helping to make the road network more resilient by responding to and resolving road closures within appropriate timeframes. This measure is the sum of all unscheduled road closure incidences with significant impact on road users that are addressed within standard protocol and timeframes divided by the total number of road closure incidences. Standard protocol and timeframes mean that road closures are addressed within 2 hours on urban roads and within 12 hours on rural roads.

Urban roads are roads within the boundary of either a major or medium urban area (areas with a population of 30,000 people or greater). All other roads outside this definition are rural roads. Performance against this measure is influenced by the frequency and severity of weather events. Reporting is split between road closures caused by weather events and those caused by other events (such as vehicle crashes, fire, obstruction, road works, spillage and public events).

Local road maintenance

LRM1 Proportion of the local road maintenance activities funded by the National Land Transport Fund delivered to plan tells us if we are effectively delivering the planned level of renewal activity on the local road network co-funded by the NLTF, which contributes to optimising the level of service and whole of life costs. This measure compares the delivery of sealed pavement resurfacing and rehabilitation, unsealed road metalling and rehabilitation and drainage renewals by approved organisations against forecast works and budget. Achievement of these activities is measured in trackers (kilometres or lane kilometres) and assessed against the programme baseline at the beginning of each financial year. It excludes emergency works, and other maintenance, operations and renewal work categories not mentioned above. Through the annual achievement return process in Transport Investment Online, approved organisations review and confirm the succeeding year's programme against the forecast submitted at the beginning of the three-year NLTP. This information is the basis of reporting for the incoming year. The same annual achievements return process also collects information on activities delivered in the financial year that has passed. Each result is weighted based on the weight of the expenditure on each asset type compared to the total expenditure across the entire programme in the year. The overall result is the sum of these weighted asset type results.

LRM2 Proportion of travel on smooth roads helps us understand the performance of local roads against the money invested, ensuring access from local roads to nationally important connections. This measure the percentage of vehicle kilometres travelled on sealed roads with roughness below a defined upper threshold level (that is, smoother than a nominated surface texture standard). The threshold varies depending on the traffic volume band and urban or rural environment of the road and the result represents the aggregated total on all roads. This measure is also called 'smooth travel exposure'. This information is reported by local authorities through the annual achievements return process in Transport Investment Online.

LRM3 Local road maintenance cost per lane kilometre delivered helps us monitor the cost in delivering maintenance and renewal activities, providing an understanding of the use of investments and how to best deliver value for money. This measure is calculated by dividing the National Land Transport Fund amount spent on maintenance activities on the local road network during the financial year by the total number of lane-kilometres in the network at the beginning of the financial year. This excludes emergency works.

Public transport services

PTS1 Number of boardings on public transport services helps us track whether the public transport activities invested in by Waka Kotahi, delivered by local authorities and funded from the NLTF are helping to increase uptake. This measure is the sum of all public transport passenger boardings by bus, train and ferry across all regions. It includes boardings using SuperGold card concessions. A boarding is a single trip made on public transport, for example from when a person boards a bus to when they get off and not

to be confused with journey, which is travel from origin to final destination and may involve more than one public transport boarding and travel by different modes. This information is reported by local authorities through the annual achievements returns process in Transport Investment Online.

PTS2 Reliability of public transport services monitors service levels around reliability because reliable public transport services will increase the attractiveness to users. This measure is the proportion of scheduled services that were completed in full. Only services that left the origin stop within 59 seconds early or four minutes 59 seconds late that also completed the trip to destination are included as a pass. An increase in services completed represents an improvement in reliability performance. This information is reported by local authorities through the annual achievements returns process in Transport Investment Online.

Public transport infrastructure

PTS1 Number of boardings on public transport services is also a measure under the public transport services output class (above).

PT11 Punctuality of metro rail services monitors service levels around punctuality because public transport services will increase the attractiveness to users. This measure is the proportion of scheduled trips that should have left the origin stop between 59 seconds before and four minutes 59 seconds of scheduled departure time and are within 59 seconds before and four minutes 59 seconds after the scheduled departure time at all timing points such as bus stops. A decline in punctuality is an indication of increasing infrastructure failures. This information is reported by Auckland Transport and Greater Wellington Regional Council through the annual achievements returns process in Transport Investment Online.

Rail network

RN1 Amount of freight carried by rail tells us if our investment in rail is helping to support more freight being carried by rail.

RN2 Freight travel time reliability tells us if on time performance is meeting targeted levels and making freight transport by rail an attractive option. It is the proportion of priority freight service trips that arrive within 30 minutes of scheduled arrival time. Only trips that completed the trip to destination (did not break down) are included. This measure is reported by KiwiRail as 'On time performance – Freight Premier (%)'. The result of this measure is dependent on the levels of investment made by KiwiRail on locomotives.

Coastal shipping

CS1 Coastal shipping activities delivered and funded in accordance with contractual terms helps us track if we are managing activities effectively with our co-investment partners to help progress towards growth in the domestic coastal shipping sector. This target will be achieved when the contractual terms of the procurement proposals assessed, are met, and result in the related funding being released.

Investment management

IM1 Proportion of total cost of managing the investment funding allocation system to National Land Transport Programme expenditure helps us track whether we are minimising the total costs of managing the funding allocation for the NLTP. This measure is the total service cost of managing the Investment Funding Allocation System (IFAS), divided by total NLTP expenditure. The NLTP includes NLTF, and Crown funded or financed expenditure as well as expenditure on existing loan repayments including PPP unitary payments. It includes payments to Police for Road Safety and KiwiRail for works on the Rail network. The local share is excluded from the calculation. This measure is reported cumulatively over the three-year period of the NLTP. The measure effectively shows the portion of spend that administers and manages the NLTP rather than being spent directly on outputs such as roading, rail and public transport.

Road to Zero

RTZ1 Kilometres of high-risk roads addressed through speed management measures the centreline length of road network treated with/aligned to Safe and Appropriate Speed limits. To align with Road to Zero and the principles of a Safe System it is expected that the majority of Supporting corridors will still require a lower (80km/h) speed limit due to the lack of physical separation to prevent head-on crashes (research shows that people should be protected from head-on crashes above 70km/h). Furthermore, it is possible that some median barrier corridors would require a lower (80km/h) speed limit due to environmental factors such as a winding alignment.

RTZ2 Kilometres of the network treated with new median barriers measures the total centreline length of road network that has been treated with median barriers to separate opposing traffic flows. This is measured in kilometres. Median barriers are to be recorded geospatially so we can monitor the additional kilometres of the network where median barriers have been installed. Median barriers are defined as concrete, steel or wire rope barriers, to NZTA M23 road safety barrier system specifications or similar, that are designed to separate traffic flows. This indicator excludes wooden "sight rails" and wide medians without barriers.

RTZ3 Number of intersections treated with Primary Safe System treatments measures the number of intersections that have been treated with Primary Safe System infrastructure measures. Primary Safe System treatments can be recorded geospatially so we can monitor the additional number of intersections where safety improvements have been installed. There are five treatment philosophies that an intersection can receive. These are: Rural Safe System Transformation, Rural Primary Safe System Treatment (medium cost), Urban Safe System Transformation, Urban Primary Safe System Treatment (medium cost 1) and Urban Primary Safe System Treatment (medium cost 2).

RTZ4 Number of passive breath tests conducted tracks the number of breath tests conducted and whether this meets targeted service levels for which we fund NZ Police through the NLTF. This measure is the total number of breath tests conducted by NZ Police under the Road Safety Partnership Programme. A passive breath test is usually done by Police at checkpoints or traffic stops using an electronic device (Drager) that detects the presence of alcohol in the breath. If alcohol is detected, a breath screening test will be required, depending on that result an evidential breath test/or blood test may be required.

RTZ5 Number of hours mobile cameras are deployed tracks the number of hours that mobile cameras are deployed and whether this meets targeted service levels for which we fund NZ Police through the NLTF. This measure is the total number of hours mobile speed cameras are in operation while deployed in mobile speed camera vehicles. This is conducted by NZ Police under the Road Safety Partnership Programme.

RTZ6 Proportion of road safety advertising campaigns that meet or exceed their agreed success criteria tells us if road safety advertising campaigns are doing the fundamental job of communicating their intended message on the basis that awareness and understanding of a road safety message is a pre-condition to changing attitudes and behaviours in a positive way. The measure assesses different aspects of campaigns effectiveness (including message take out and unprompted recall). The success of each individual campaign is assessed using weighted scores based on strategic priority.

Driver licensing and testing

DLT1 Proportion of non-compliance actions for driver licence course providers and testing officers that are progressed within acceptable timeframes tells us if we're identifying the highest-risk people that we need to intervene with and directing our resources to take action against non-compliance in a timely manner. This measure is the total number of non-compliance actions for driver licence course providers and testing officers that are actively monitored and progressed towards resolution, divided by the total number of non-compliance actions identified and open for driver licence course providers and testing officers, as reported in CASEY (a Waka Kotahi regulatory database). "Progressed within acceptable timeframes" means non-compliance actions are managed towards resolution in line with the Waka Kotahi regulatory case management guidelines and processes, which provide recommended timeframes and courses of action based on the risk priority of each case.

DLT2 Proportion of practical tests taken within 30 working days of booking shows us how well we're servicing our customers and supporting safety outcomes by ensuring learner drivers who wish to progress through the licensing system are able to access practical testing in a timely manner. This measure is the total number of driver licence applicants who took practical tests within 30 working days of booking, divided by the total number of driver licence applicants who took practical tests in the same period. Data is sourced from the Driver Licence Register.

DLT3 Number of compliance monitoring activities for driver licensing and testing course providers measures the compliance of driver licensing and testing course providers. It tracks the total number of compliance activities completed by course providers, including audits, inspections, and other regulatory actions, over a specific period. This measure helps Waka Kotahi assess engagement with the industry, manage workload, and monitor the effectiveness of its efforts to improve the safety of the land transport system. By ensuring that providers operate within the agency's rules and regulations, this measure aims to enhance public confidence in the licensing system and improve the competence and safety of drivers on the road.

Regulation of commercial transport operators

CTO1 Proportion of non-compliance actions for commercial operators that are progressed within acceptable timeframes tells us if we're identifying the highest-risk people that we need to intervene with and directing our resources to take action against non-compliance in a timely manner. This measure is the total number of non-compliance actions for commercial transport operators that are actively monitored and progressed towards resolution, divided by the total number of non-compliance actions identified and open for commercial transport operators, as reported in CASEY (a Waka Kotahi regulatory database). "Progressed within acceptable timeframes" means non-compliance actions are managed towards resolution in line with the Waka Kotahi regulatory case management guidelines and processes, which provide recommended timeframes and courses of action based on the risk priority of each case.

CTO2 Number of compliance monitoring activities completed for commercial transport service licence holders and commercial drivers (classes 2-5) measures our effort in ensuring compliance with relevant laws and regulations in the commercial transport sector through monitoring and inspection activities. It tracks the number of completed compliance activities carried out for commercial transport service license holders and commercial drivers in classes 2-5, providing valuable insights into the effectiveness of Waka Kotahi's regulatory and enforcement efforts. By monitoring this metric, Waka Kotahi can identify areas that require additional resources, improve compliance rates, and mitigate non-compliance risks to ensure safe and efficient commercial transport services.

CTO3 Proportion of transport service licenses and permitting applications completed within the specified timeframes helps us evaluate our performance in completing transport service licenses and permitting applications for commercial transport operators. It is a crucial measure of our ability to provide quality services to commercial transport operators and applicants and is essential for maintaining the smooth functioning of the transport system.

Meeting the specified timeframes is essential to ensure the safety and sustainability of the transport system and maintain compliance with regulations and standards. By tracking this measure, we can identify areas for improvement and maintain the trust of commercial transport operators and applicants.

Regulation of the rail transport system

RTS1 Proportion of non-compliance actions for rail participants that are progressed within acceptable timeframes tells us if we're identifying the highest-risk people that we need to intervene with and directing our resources to take action against non-compliance in a timely manner. This measure is the total number of remedial actions for rail participants progressed by their due date and the total number of overdue remedial actions where the appropriate escalation path is being undertaken in accordance with the Railways Act 2005, divided by the total number of remedial actions identified for rail participants, as recorded in the Rail Information System (a Waka Kotahi regulatory record system). "Progressed within acceptable timeframes" means remedial actions are managed in line with Waka Kotahi rail safety compliance intervention tools, processes and legislation, which provide recommended timeframes and courses of action based on the risk priority of each case.

RTS2 Number of compliance monitoring activities completed for rail licence holders helps us to maintain a safe and compliant rail transport system by monitoring the number of compliance monitoring activities completed for all rail participants regulated under the Railways Act 2005. These activities may include ordinary and special safety assessments, as well as investigations initiated in response to safety concerns or incidents. By tracking the number of compliance monitoring activities, we can evaluate the effectiveness of our regulatory efforts and enforcement activities related to rail safety and compliance. This measure provides valuable insights into the overall health of the rail transport system and helps us identify areas that require additional attention or resources.

RTS3 Proportion of ordinary safety assessments completed for rail licence holders within specified timeframes evaluate the timely completion of ordinary safety assessments for rail license holders. It is calculated as the ratio of ordinary safety assessments completed within a specified timeframe to the total number of required assessments for rail license holders. Completing safety assessments within the specified timeframe is essential for ensuring that rail operations are conducted safely and in compliance with regulations.

The timeframe for completing safety assessments may vary depending on the type of assessment and other factors. By monitoring the completion of safety assessments within the specified timeframe, this measure provides insight into the efficiency and effectiveness of the safety assessment process.

Overall, this is an important metric for evaluating the performance of safety assessment processes and ensuring that rail operations are conducted safely and in compliance with regulations.

Revenue collection and administration

REV2 Proportion of refunds processed within 20 days tracks the efficiency and effectiveness of the refund processing system by evaluating the proportion of road user charges, fuel excise duty, and regional fuel tax refund applications processed and decided within 20 working days of receipt, excluding rejected, queried, or audited applications. This measure ensures that customers receive their refunds within a reasonable timeframe. The target for this measure is to process and decide on at least 85% of refund applications within the 20-working-day timeframe.

Data is sourced from the HEAT (a Waka Kotahi call log support dashboard) and SAP (Waka Kotahi finance tool) systems to accurately track refund processing times. The calculation for this measure is the total number of refunds processed within 20 working days (released for payment status) divided by the total number of completed refunds for the month (released for payment status). The target population includes individuals, businesses, and organizations that have applied for a refund of road user charges, fuel excise duty, or regional fuel tax.

By meeting the target, Waka Kotahi can ensure that its refund processing system is efficient and effective, and that customers receive their refunds in a timely manner. This helps to maintain customer satisfaction and trust, and contributes to a safe, resilient, and accessible transport system.

REV3 Number of road user charges compliance monitoring activities completed for all road users helps us ensure that road users are paying their fair share of road user charges (RUC) by tracking the number of compliance monitoring activities completed. These activities may include investigations, reviews, and audits aimed at ensuring compliance with relevant legislation and regulations, as well as preventing evasion of RUC. By measuring the number of compliance monitoring activities completed, we can gain insights into the regulatory efforts and enforcement activities related to RUC and identify any areas that may require additional attention or resources.

Vehicle safety and certification

VSC1 Proportion of non-compliance actions for vehicle inspecting organisations, vehicle certifiers and vehicle inspectors that are progressed within acceptable timeframes tells us if we're identifying the highest-risk people that we need to intervene with and directing our resources to take action against non-compliance in a timely manner. Results of this measure inform decision-making and will tell us if we are taking action against non-compliance in a timely manner. This measure is the total number of non-compliance actions for vehicle inspecting organisations, vehicle certifiers and vehicle inspectors that are actively monitored and progressed towards resolution, divided by the total number of non-compliance

actions identified and open for vehicle inspecting organisations, vehicle certifiers and vehicle inspectors, as reported in CASEY (a Waka Kotahi regulatory database). “Progressed within acceptable timeframes” means non-compliance actions are managed towards resolution in line with the Waka Kotahi regulatory case management guidelines and processes, which provide recommended timeframes and courses of action based on the risk priority of each case

VSC2 Number of compliance monitoring activities completed for inspecting organisations and vehicle inspectors focuses on the performance of inspecting organizations and vehicle inspectors in various regions and teams and includes visits with completed status and specific visit types. The ultimate goal of this measure is to maintain the safety of vehicles on the road and the integrity of vehicle registration and certification systems.

Low emission vehicles

CCS1 Proportion of vehicle imports with CO2 and importer information, allowing robust measurement against national CO2 targets tracks the regulation of distributors of new vehicles and importers of used vehicles to New Zealand to ensure they supply vehicles with progressively lower CO₂ emissions year on year in order to contribute to broader climate change emission reduction targets.