



NZ TRANSPORT AGENCY 2014/15 ANNUAL REPORT HIGHLIGHTS

On behalf of the Government, the Transport Agency has delivered strongly for New Zealand's transport system and the people and businesses that rely on it. We remain focused on our purpose of creating transport solutions for a thriving New Zealand.



78%

of staff say they use customer feedback to improve service



\$280M

of savings in road network renewals, maintenance and operations



98%

of travel is on state highways classified as smooth



46%

increase in fuel excise duty refunds processed



25%

of heavy truck travel done by high productivity motor vehicle



9.9%

increase in proportion of new vehicles with five-star safety rating



1.9%

decrease in average petrol consumption



8%

increase in mode share for public transport



10.5%

decrease in the unit cost of maintaining and operating local roads



27%

of practical driver licence tests booked online

DELIVERING ON OUR STRATEGIC DIRECTION

Our purpose is creating transport solutions for a thriving New Zealand. We made excellent progress on our strategic direction over the past year.

In terms of our four long-term goals, we were on track with most of our success indicators and we are maintaining our focus on delivering great work in these areas.

Our shorter-term priority focus areas help us achieve faster momentum towards our goals. In the past year we made excellent progress and were

ahead of schedule for our freight, customer and road maintenance priorities – which have seen some substantial improvements made to the transport system. These are not only improvements for the past year, but will continue to see benefits in the years to come. In particular, the significant improvement in the ability to get more freight on fewer trucks and the \$280 million of cost savings in road network renewals, maintenance and operations.

In 2015, we concluded that while a lot had been achieved in terms of our

shorter-term priorities there was still room to achieve more and we have sharpened our focus across all our strategic priorities for the next four years.

We also have a new priority for urban cycling. The Government established the Urban Cycleways Fund with \$100m of resources available for investment for the next three years and our new priority will enable us to deliver this programme.

SOME OF THE 2014/15 HIGHLIGHTS AND ISSUES FOR OUR SHORTER-TERM PRIORITIES INCLUDE:

PUTTING CUSTOMERS AT THE HEART OF OUR BUSINESS

- › Last year we made it easier for customers by launching a new website and upgrading online services, streamlining the process for distributing customer feedback and addressing complaints.
- › Our focus now is on supporting the Government's aim to deliver value for money and reduce the cost of doing business by ensuring it is easy for customers to do business with us.

Our target is that by 2019 more than 90% of our customers say it is easy to engage with us.

**LAST YEAR,
80% OF OUR
CUSTOMERS
HAD A POSITIVE
IMPRESSION
DEALING WITH US,
UP FROM 71% IN
2013/14**

MAKING THE MOST OF URBAN NETWORK CAPACITY

- › We have been working closely with local government in our biggest cities to ensure better integration of planning, investment and operational activities for state highways, local roads and public transport to enhance urban network capacity.
- › Making better use of urban network capacity in Auckland has proven difficult given the higher traffic volumes and on going works to improve the network.
- › Moving forward, our focus is on providing predictable journeys for urban customers in our major centres. This is so people can predict how long it will take them to travel by various modes and at different times of the day.

Our target is that by 2019 we will increase journey time predictability, improving up to 390,000 trips travelled per month by urban customers.

**WHILE WE
ACHIEVED MOST OF
OUR TARGETS, OUR
AUCKLAND NETWORK
PRODUCTIVITY
INDICATOR FELL FROM
63% TO 57%**

MOVING MORE FREIGHT ON FEWER TRUCKS

- › An estimated \$125-\$163m in operator costs were saved by enabling more freight to be moved on fewer trucks. We are working with local government and industry to continue to improve freight movement by opening up more of the state highway network to high productivity motor vehicles (HPMVs).
- › Our attention is now turning to improving wider freight system productivity through better integration of road and rail.

Our target is that by 2019 the road and rail networks are planned and managed in a more complementary way that optimises overall freight network productivity.

**WE ACHIEVED
OUR TARGET
OF LIFTING HPMV
USE TO 25% OF ALL
HEAVY TRUCK TRIPS
BY THE END OF
2014/15**

SAFE SPEEDS TO REDUCE DEATHS AND SERIOUS INJURIES

- › The number of deaths and serious injuries on our open roads, which for many years had shown a declining trend, has increased slightly in 2014/15.
- › Speed affects the outcome of every crash – no matter what the cause. So we remain focused on safe speeds that reduce death and serious injury.
- › We refreshed the focus of our priority for 2015-19 to emphasise safer speeds that are right for the road.
- › We are working with local authorities and our road safety partners to forge a new national direction and guidance for speeds, which are defined by road function, design, safety and use, as well as seeking to change the public's attitude about safe speeds.

Our target is that by 2019 we will decrease the number of serious injuries and deaths on high-risk roads by 10% and reduce social costs by \$130m.

LAST YEAR THERE WERE 1,283 DEATHS AND SERIOUS INJURIES ON OPEN ROADS, COMPARED TO 1,267 IN 2013/14

EFFICIENT ROAD MAINTENANCE INVESTMENT AND DELIVERY

- › We're pleased to report we have achieved \$280m in cost savings on renewals, maintenance and operation of state highways and local roads, which was our target for 2016.
- › We are keeping customers at front of mind and will be focusing on driving value through smart road maintenance. Our refreshed priority reflects that the One Network Road Classification needs to be fully embedded to provide the foundation for continued delivery of the value for money road maintenance that New Zealanders deserve.

Our target is that by 2019 we will ensure that 70-75% of roads meet One Network Road Classification customer levels of service.

WE ACHIEVED OUR 2016 TARGET OF \$280M IN COST SAVINGS ON RENEWALS, MAINTENANCE AND OPERATION OF STATE HIGHWAYS AND LOCAL ROADS

NATIONAL LAND TRANSPORT PROGRAMME

The NLTP is an excellent example of an effective partnership approach between the NZ Transport Agency, NZ Police, councils and local communities to plan, invest in, build and manage New Zealand's transport system and make it safe and efficient.

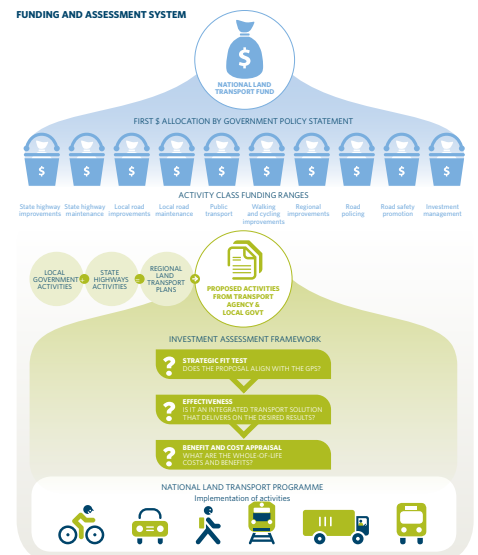
A highlight was delivering the 2012-15 National Land Transport Programme (NLTP) within 1% of budget. Total direct National Land Transport Funding investment for the three years ending June 2015 was \$9.2 billion.

The 2015-18 programme was launched on 30 June with a \$13.9b programme of investment. This is a 15% increase compared to the previous NLTP.

LOOKING FORWARD

Work programmes are underway for making progress on our goals and on our shorter-term priority areas over the next four years. We are committed to delivering a land transport system that is safe and effective for all New Zealanders.

Transparency and accountability are important to us so we publish **quarterly reports** on our progress towards our **strategic goals, objectives and priorities** throughout the year.



Download a copy of our 2014/15 annual report



If you have further queries, call our contact centre on 0800 699 000 or write to us: NZ Transport Agency, Private Bag 6995, Wellington 6141
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New Zealand Government