

# NZ TRANSPORT AGENCY PERFORMANCE EXPECTATIONS

This section sets out the activities we deliver and invest in (referred to as output classes) and how we assess our performance. Our activities are grouped under three functions:

- providing access to and use of the land transport system (p39)
- planning and investing in the land transport network (p43)
- managing the state highway network (p52).

Supporting information is included in:

- Output class revenue and expenditure (p77)
- Appendix 3: Output class scope statements (p97)
- Appendix 4: Supplementary information for non-financial measures (p99)
- Appendix 5: How our functions contribute to our long-term goals (p104)



# PROVIDING ACCESS TO AND USE OF THE LAND TRANSPORT SYSTEM

## LICENSING AND REGULATORY COMPLIANCE

### WHAT WE DO

Under this output class, the Transport Agency:

- develops land transport rules (under contract to the Ministry of Transport)
- develops clear and well-understood standards for:
  - vehicle inspection and certification
  - transport service licensing operations
  - rail safety operations
  - vocational driver licensing
- monitors and audits compliance with regulatory standards and requirements for vehicles, drivers, operators and transport systems providers
- provides ministerial services
- provides driver and transport operator (including rail operator) licensing and testing services
- maintains the driver licence register
- issues overdimension permits
- administers drug and alcohol assessments of drivers and operators
- provides licensing information and advice.

Funding is from fees and charges and from the Crown, including from Crown contracts for specific activities.

### HOW IT CONTRIBUTES TO OUR LONG-TERM GOALS

Licensing and regulatory compliance primarily contributes to the long-term goal of shaping smart transport choices. This is achieved by reducing deaths and serious injuries through regulation of drivers, vehicles and commercial operators and the associated influence on drivers and driver behaviour. A secondary contribution is also derived from regulatory activities through the support of efficiency of freight supply chains, vehicle fleet efficiency and reducing adverse environmental effects.

HOW WE ASSESS SERVICE DELIVERY PERFORMANCE <sup>o</sup>	ESTIMATED ACTUAL 2015/16	TARGET		
		2016/17	2017/18	2018/19
Unit transaction costs <sup>1</sup>	\$10.75	≤\$11	≤\$11	≤\$11
% of transactions completed online <sup>2</sup>	30%	≥30%	≥50%	≥65%
% accuracy of registers <sup>3</sup>	93%	≥93%	≥93%	≥93%
% of operational assurance activities completed <sup>4</sup>	100%	100%	100%	100%
% of activities that are delivered to agreed standards and timeframes <sup>5</sup>	90%	≥90%	≥90%	≥90%
Number of products/services delivered or processed <sup>6</sup>	6m	≥6.0m	≥6.0m	≥6.0m

HOW THE MONEY IS SPENT*	PROJECTED 2015/16 \$000	BUDGET 2016/17 \$000	FORECAST	
			2017/18 \$000	2018/19 \$000
Expenditure	92,258	94,423	93,299	93,200
Net surplus (deficit)	3,108	(3,385)	(3,936)	(3,837)

<sup>o</sup> Refer to appendix 4 (pages 100-103) for measurement details.

\* Full output class financials are set out on pages 77-83.

## ROAD TOLLING

### WHAT WE DO

Under this output class, the Transport Agency:

- manages the tolling roadside and back office systems, customer interfaces and payment channels
- undertakes the collection of toll revenues and disbursements to the Crown
- provides information and advice to the public.

### HOW IT CONTRIBUTES TO OUR LONG-TERM GOALS

Road tolling supports the long-term goal of shaping smart transport choices. This is achieved by supporting the impacts provided from new infrastructure investment through the collection of fees for infrastructure investment repayments.

HOW WE ASSESS SERVICE DELIVERY PERFORMANCE <sup>o</sup>	ESTIMATED ACTUAL 2015/16	TARGET		
		2016/17	2017/18	2018/19
Unit transaction costs <sup>7</sup>	\$0.70	≤\$0.75	≤\$0.75	≤\$0.75
% revenue compliance	97%	≥98%	≥98%	≥98%
Number of products/services delivered or processed	≥10.5m	≥10.5m	≥10.5m	≥10.5m

HOW THE MONEY IS SPENT*	PROJECTED 2015/16 \$000	BUDGET 2016/17 \$000	FORECAST	
			2017/18 \$000	2018/19 \$000
Expenditure	9,551	11,938	11,602	11,802
Net surplus (deficit)	902	(274)	531	994

<sup>o</sup> Refer to appendix 4 (pages 100–103) for measurement details.

\* Full output class financials are set out on pages 77–83.

## MOTOR VEHICLE REGISTRY

### WHAT WE DO

Under this output class, the Transport Agency:

- operates the motor vehicle register
- delivers motor vehicle registration and licensing services
- undertakes the collection and refund of registration and licensing revenue, which is paid to the National Land Transport Fund
- provides information and advice to the public.

### HOW IT CONTRIBUTES TO OUR LONG-TERM GOALS

Motor vehicle registry services contribute to the long-term goal of shaping smart transport choices. This is achieved by reducing deaths and serious injuries from road crashes, providing more transport mode choices and reducing adverse environmental effects, through first registration of vehicles into the New Zealand fleet. At first registration, vehicle safety and environmental standards have to be met before the vehicle can be licensed for access to the road network.

HOW WE ASSESS SERVICE DELIVERY PERFORMANCE <sup>o</sup>	ESTIMATED ACTUAL 2015/16	TARGET		
		2016/17	2017/18	2018/19
Unit transaction costs	\$5.80	≤\$6.00	≤\$6.00	≤\$6.00
% of transactions completed online <sup>8</sup>	37%	≥40%	≥45%	≥45%
% accuracy of registers <sup>9</sup>	95%	≥95%	≥95%	≥95%
% revenue compliance	99%	≥98%	≥98%	≥98%
Number of products/services delivered or processed	10m	≥9.5m	≥9.5m	≥9.5m
% customer satisfaction <sup>10</sup>	90%	≥88%	≥89%	≥90%

HOW THE MONEY IS SPENT*	PROJECTED 2015/16 \$000	BUDGET 2016/17 \$000	FORECAST	
			2017/18 \$000	2018/19 \$000
Expenditure	59,051	61,566	60,459	60,133
Net surplus (deficit)	(1,175)	(6,168)	(5,566)	(4,626)

<sup>o</sup> Refer to appendix 4 (pages 100-103) for measurement details.

\* Full output class financials are set out on pages 77-83.

## ROAD USER CHARGES COLLECTION, INVESTIGATION AND ENFORCEMENT

### WHAT WE DO

Under this output class, the Transport Agency:

- collects, through the provision of licences for diesel vehicles, and refunds road user charges (RUC) which are paid to the National Land Transport Fund (NLTF)
- investigates evasion of RUC and enforces payment
- provides information and advice to the public.

### HOW IT CONTRIBUTES TO OUR LONG-TERM GOALS

RUC collection, investigation and enforcement contributes to the long-term goal of shaping smart transport choices through revenue collection for the NLTF and, therefore, supports Transport Agency investment in the land transport system.

HOW WE ASSESS SERVICE DELIVERY PERFORMANCE <sup>o</sup>	ESTIMATED ACTUAL 2015/16	TARGET		
		2016/17	2017/18	2018/19
Unit transaction costs	\$5.25	≤\$5.50	≤\$5.50	≤\$5.50
% of transactions completed online <sup>11</sup>	55%	≥60%	≥65%	≥65%
Number of products/services delivered or processed <sup>12</sup>	3m	≥3m	≥3m	≥3m

HOW THE MONEY IS SPENT*	PROJECTED 2015/16 \$000	BUDGET 2016/17 \$000	FORECAST	
			2017/18 \$000	2018/19 \$000
Expenditure	16,714	17,038	15,275	15,405
Net surplus (deficit)	(700)	(2,164)	(1,306)	(1,122)

<sup>o</sup> Refer to appendix 4 (pages 100–103) for measurement details.

\* Full output class financials are set out on pages 77–83.

## REFUND OF FUEL EXCISE DUTY

### WHAT WE DO

Under this output class, the Transport Agency records, refunds and accounts for fuel excise duty refund applications.

### HOW IT CONTRIBUTES TO OUR LONG-TERM GOALS

Refund of excise duty is a Transport Agency function performed on behalf of the Ministry of Transport as an adjunct to the collection of fuel excise duty, and as provided for under the Land Transport Management Act 2003. This output makes no direct contribution to the Transport Agency's desired goals.

HOW WE ASSESS SERVICE DELIVERY PERFORMANCE <sup>o</sup>	ESTIMATED ACTUAL 2015/16	TARGET		
		2016/17	2017/18	2018/19
Average number of days taken to deliver <sup>13</sup>	8	10	10	10
Number of products/services delivered or processed <sup>14</sup>	≥70k	≥70k	≥70k	≥70k

HOW THE MONEY IS SPENT*	PROJECTED 2015/16 \$000	BUDGET 2016/17 \$000	FORECAST	
			2017/18 \$000	2018/19 \$000
Expenditure	650	918	818	794
Net surplus (deficit)	0	0	0	0

<sup>o</sup> Refer to appendix 4 (pages 100–103) for measurement details.

\* Full output class financials are set out on pages 77–83.

# PLANNING AND INVESTING IN THE LAND TRANSPORT NETWORK

## INVESTMENT MANAGEMENT

### WHAT WE DO

Under this output class, the Transport Agency invests in and/or influences:

- the development and management of regional land transport plans
- the development and update of transport models.
- the preparation and improvement of land transport activity management plans, regional public transport plans, road safety action plans and procurement strategies
- the preparation of programme business cases for land transport investments of approved organisations or for the state highway network
- land transport research.

The Transport Agency contributes to operating costs to:

- efficiently develop and manage the National Land Transport Programme
- develop a shared view of planning and investing with our investment partners
- provide policy advice to government on policy frameworks

- encourage closer integration of stakeholders' land use and transport planning
- monitor and audit land transport activities and the performance of organisations that we invest with
- provide investment and procurement advice on land transport activities including public transport
- monitor and report on the national Road Policing Programme.

### HOW IT CONTRIBUTES TO OUR LONG-TERM GOALS

Investment management helps deliver on our long-term goal of integrating one network for customers by:

- providing greater certainty for regional land transport plans, infrastructure development and activity management, and investment in the New Zealand transport system
- managing the National Land Transport Fund investments to maximise the overall benefit for New Zealand's transport system.

HOW WE ASSESS SERVICE DELIVERY PERFORMANCE <sup>o</sup>	ESTIMATED ACTUAL 2015/16	TARGET		
		2016/17	2017/18	2018/19
Total cost of managing the funding allocation system as a % of the National Land Transport Programme expenditure <sup>15</sup>	1%	≤1%	≤1%	≤1%
% of activities completed to agreed standards and timeframes (management of funding allocation system) <sup>16</sup>	100%	100%	100%	100%
% of operational assurance activities completed <sup>17</sup>	100%	100%	100%	100%
% of activities that are delivered to agreed standards and timeframes (transport planning) <sup>18</sup>	90%	≥90%	≥90%	≥90%
% of activities that are delivered to agreed standards and timeframes (sector research) <sup>19</sup>	100%	≥90%	≥90%	≥90%
Average number of days taken to deliver <sup>20</sup>	20	20	20	20
% customer satisfaction (approved organisations/stakeholders) <sup>21</sup>	70%	≥75%	≥80%	≥80%

HOW THE MONEY IS SPENT*	PROJECTED 2015/16 \$000	BUDGET 2016/17 \$000	FORECAST	
			2017/18 \$000	2018/19 \$000
Expenditure	60,775	59,775	58,775	57,683
Net surplus (deficit)	0	0	0	0

<sup>o</sup> Refer to appendix 4 (pages 100-103) for measurement details.

\* Full output class financials are set out on pages 77-83.

## PUBLIC TRANSPORT

### WHAT WE DO

Under this output class, the Transport Agency and approved organisations (in conjunction with third parties and operators, where appropriate), invest in bus, ferry and rail public transport services, technology, facilities and infrastructure to achieve increased patronage with reduced reliance on subsidies. This includes investment in subsidised door-to-door transport for people with mobility impairments.

Rail infrastructure is generally excluded from this activity class because the intention is to fund this outside the National Land Transport Fund (NLTF).

### HOW IT CONTRIBUTES TO OUR LONG-TERM GOALS

Public transport primarily contributes to the long-term goal of maximising return for New Zealand through providing more mode choices, easing urban congestion and the reduction in adverse environmental effects. Public transport has secondary contributions to better use of existing transport system capacity, resilience and security. It can also contribute to reducing deaths and serious injuries from road crashes. These contributions are supported by administration of the SuperGold cardholders scheme and enhanced public transport concessions for SuperGold cardholders.

### HOW WE ASSESS SERVICE DELIVERY PERFORMANCE<sup>o</sup>

See investment management on page 101, for service delivery performance measures.

### HOW WE ASSESS OUR INVESTMENT PERFORMANCE

See National Land Transport Programme investment indicators on page 55.

HOW THE MONEY IS SPENT*	PROJECTED 2015/16 \$000	BUDGET 2016/17 \$000	FORECAST	
			2017/18 \$000	2018/19 \$000
Expenditure	310,000	332,000	337,000	349,342
Net surplus (deficit)	0	0	0	0

<sup>o</sup> Refer to appendix 4 (pages 100–103) for measurement details.

\* Full output class financials are set out on pages 77–83.

## ADMINISTRATION OF THE SUPERGOLD CARDHOLDERS SCHEME AND ENHANCED PUBLIC TRANSPORT CONCESSIONS FOR SUPERGOLD CARDHOLDERS

### WHAT WE DO

Under the first output class (administration of the SuperGold cardholders' scheme), the Transport Agency and regional councils administer the SuperGold cardholders scheme. Under the second output class (enhanced public transport concessions for SuperGold cardholders), the Transport Agency provides funding to regional councils for the provision of enhanced public transport concessions for SuperGold cardholders.

Both outputs are funded as specific projects by the Crown. The Transport Agency manages the scheme on behalf of the Ministry of Transport. The local authorities participating in the scheme are mostly (but not all) regional councils. All are referred to here as 'regional councils'.

### HOW IT CONTRIBUTES TO OUR LONG-TERM GOALS

The SuperGold cardholders concessionary fares scheme contributes to the long-term goal of maximising return for New Zealand by providing more transport mode choices for the elderly and improving the use of public transport capacity during off-peak hours.

HOW WE ASSESS SERVICE DELIVERY PERFORMANCE <sup>o</sup>	ESTIMATED ACTUAL 2015/16	TARGET		
		2016/17	2017/18	2018/19
Average number of days to deliver	≤20	≤20	≤20	≤20
% of activities that are delivered to agreed standards and timeframes <sup>22</sup>	100%	100%	100%	100%

### HOW WE ASSESS OUR INVESTMENT PERFORMANCE

See National Land Transport Programme investment indicators on page 55.

HOW THE MONEY IS SPENT*	PROJECTED 2015/16 \$000	BUDGET 2016/17 \$000	FORECAST	
			2017/18 \$000	2018/19 \$000
Expenditure	28,824	28,224	28,224	28,224
Net surplus (deficit)	0	0	0	0

<sup>o</sup> Refer to appendix 4 (pages 100-103) for measurement details.

\* Full output class financials are set out on pages 77-83.



## WALKING AND CYCLING

### WHAT WE DO

Under this output class, the Transport Agency invests in new and improved walking and cycling infrastructure for transport purposes and model community education and promotion activities. This includes the delivery of the 2015-18 Urban Cycleways Programme. Walking and cycling facilities include cycle paths, cycle lanes, new footpaths, facilities for crossing roads, shelters and cycle parking facilities.

New walking and cycling facilities that are a component of a roading improvement project are funded as part of investments to improve roading networks rather than through the walking and cycling activity class.

### HOW IT CONTRIBUTES TO OUR LONG-TERM GOALS

Walking and cycling infrastructure contributes to the long-term goal of maximising return for New Zealand through facilitating more transport choices in urban environments where walking or cycling facilities are offered to the community. This contribution indirectly supports better use of transport capacity, reducing adverse environmental effects, congestion relief and the reduction in deaths and injuries from road crashes.

### HOW WE ASSESS OUR INVESTMENT PERFORMANCE

See National Land Transport Programme investment indicators on page 55.

HOW THE MONEY IS SPENT*	PROJECTED 2015/16 \$000	BUDGET 2016/17 \$000	FORECAST	
			2017/18 \$000	2018/19 \$000
Expenditure	52,000	87,230	82,770	38,100
Net surplus (deficit)	0	0	0	0

\* Full output class financials are set out on pages 77-83.

## ROAD SAFETY PROMOTION

### WHAT WE DO

Under this output class, the Transport Agency manages and invests in activities that contribute to the safe, efficient and effective use of land transport networks and services, including road user advertising, education and information initiatives that contribute to the high and medium priority areas of the Safer Journeys strategy.

### HOW IT CONTRIBUTES TO OUR LONG-TERM GOALS

Road safety promotion's primary contribution to the long-term goals of shaping smart transport choices and maximising return for New Zealand is through the reduction in deaths and serious injuries from road crashes by influencing the behaviour of drivers and other road users.

HOW WE ASSESS SERVICE DELIVERY PERFORMANCE <sup>o</sup>	ESTIMATED ACTUAL 2015/16	TARGET		
		2016/17	2017/18	2018/19
% of activities that are delivered to agreed standards and timeframes <sup>23</sup>	100%	100%	100%	100%
% of road safety advertising campaigns that meet or exceed their agreed success criteria <sup>24</sup>	≥75%	≥75%	≥75%	≥75%

### HOW WE ASSESS OUR INVESTMENT PERFORMANCE

See National Land Transport Programme investment indicators on page 55.

HOW THE MONEY IS SPENT*	PROJECTED 2015/16 \$000	BUDGET 2016/17 \$000	FORECAST	
			2017/18 \$000	2018/19 \$000
Expenditure	34,976	37,546	35,056	36,665
Net surplus (deficit)	307	(622)	(132)	(131)

<sup>o</sup> Refer to appendix 4 (pages 100-103) for measurement details.

\* Full output class financials are set out on pages 77-83.

## ROAD POLICING PROGRAMME

### WHAT WE DO

The Transport Agency prepares the Road Policing Programme and recommends it to the Minister of Transport for approval. The Transport Agency also monitors and reports on delivery of the programme, as designated by the Chief Executive of the Ministry of Transport.

The Road Policing Programme is funded through Vote Police but the investment source is the National Land Transport Fund.

### HOW IT CONTRIBUTES TO OUR LONG-TERM GOALS

The Road Policing Programme contributes to the long-term goals of shaping smart transport choices and of maximising return for New Zealand through a reduction in deaths and serious injuries from road crashes, by enforcing the law applying to road users. This has a secondary contribution to more efficient freight supply chains and improving the resilience and security of the transport network, through the protection of the roading asset by enforcing the law applying to road users.

### HOW WE ASSESS SERVICE DELIVERY PERFORMANCE<sup>o</sup>

See investment management on page 101, for service delivery performance measures.

### HOW WE ASSESS OUR INVESTMENT PERFORMANCE

See Road Policing Programme investment indicators on page 57.

### HOW THE MONEY IS SPENT\*

	PROJECTED 2015/16 \$000	BUDGET 2016/17 \$000	FORECAST	
			2017/18 \$000	2018/19 \$000
Expenditure	315,200	323,000	321,800	321,800
Net surplus (deficit)	0	0	0	0

<sup>o</sup> Refer to appendix 4 (pages 100–103) for measurement details.

\* The Road Policing Programme is funded from the National Land Transport Fund, but not part of the Transport Agency's financial statements. For detailed financial information see Vote Police.

## LOCAL ROAD IMPROVEMENTS

### WHAT WE DO

Under this output class, the Transport Agency invests, in conjunction with approved organisations, in local road improvements including new roads, seal extensions, new traffic management facilities and replacement of bridges and other structures.

### HOW IT CONTRIBUTES TO OUR LONG-TERM GOALS

Local road improvements primarily contributes to the long-term goal of maximising return for New Zealand by improving the efficiency of freight supply chains, increasing the resilience and security of the local road network, easing severe congestion, and consequently reducing deaths and serious injuries from road crashes.

### HOW WE ASSESS SERVICE DELIVERY PERFORMANCE<sup>o</sup>

See investment management on page 101, for service delivery performance measures.

### HOW WE ASSESS OUR INVESTMENT PERFORMANCE

See National Land Transport Programme investment indicators on page 55.

HOW THE MONEY IS SPENT*	PROJECTED	BUDGET	FORECAST	
	2015/16 \$000	2016/17 \$000	2017/18 \$000	2018/19 \$000
Expenditure	114,000	142,000	150,000	158,000
Net surplus (deficit)	0	0	0	0

<sup>o</sup> Refer to appendix 4 (pages 100-103) for measurement details.

\* Full output class financials are set out on pages 77-83.

## LOCAL ROAD MAINTENANCE

### WHAT WE DO

Under this output class, the Transport Agency invests, in conjunction with investment from approved organisations, in local road maintenance and operations including the maintenance of pavements, structures, drains and traffic services.

### HOW IT CONTRIBUTES TO OUR LONG-TERM GOALS

Maintenance of local road infrastructure contributes to the long-term goal of maximising return for New Zealand. It helps ensure that the impacts the established network has on the transport system are sustained. Sound management of maintenance activities and of the operation of the network has a broad impact including better use of transport capacity, ensuring network resilience and security and freight supply chain efficiency as well as reducing urban congestion and the risk of road crashes, by ensuring that surface condition standards are maintained and traffic flow and incidences are effectively managed.

HOW WE ASSESS SERVICE DELIVERY PERFORMANCE <sup>o</sup>	ESTIMATED ACTUAL 2015/16	TARGET		
		2016/17	2017/18	2018/19
% of activities that are delivered to agreed standards and timeframes	100%	100%	100%	100%
<ul style="list-style-type: none"> <li>Reinstatement of earthquake damaged local roads in Canterbury – Crown loan</li> </ul>				

### HOW WE ASSESS OUR INVESTMENT PERFORMANCE

See National Land Transport Programme investment indicators on page 55.

HOW THE MONEY IS SPENT*	PROJECTED 2015/16 \$000	BUDGET 2016/17 \$000	FORECAST	
			2017/18 \$000	2018/19 \$000
Expenditure	627,420	699,000	608,000	615,000
Net surplus (deficit)	0	0	0	0

<sup>o</sup> Refer to appendix 4 (pages 100-103) for measurement details.

\* Full output class financials are set out on pages 77-83.

## REGIONAL IMPROVEMENTS

### WHAT WE DO

Under this output class, the Transport Agency plans and invests in regionally important state highway and local road projects outside the main metropolitan areas that address regional safety, resilience, and/or economic productivity through the movement of freight and tourists.

### HOW IT CONTRIBUTES TO OUR LONG-TERM GOALS

Regional improvements help us deliver on our long-term goal of maximising return for New Zealand through maintaining the resilience and security of the whole road network, efficient and reliable freight supply chains as well as reducing the risk of road crashes.

### HOW WE ASSESS SERVICE DELIVERY PERFORMANCE<sup>o</sup>

See investment management on page 101, for service delivery performance measures.

### HOW WE ASSESS OUR INVESTMENT PERFORMANCE

See National Land Transport Programme investment indicators on page 55.

HOW THE MONEY IS SPENT*	PROJECTED 2015/16 \$000	BUDGET 2016/17 \$000	FORECAST	
			2017/18 \$000	2018/19 \$000
Expenditure	12,500	98,000	115,000	85,000
Net surplus (deficit)	0	0	0	0

<sup>o</sup> Refer to appendix 4 (pages 100-103) for measurement details.

\* Full output class financials are set out on pages 77-83.

# MANAGING THE STATE HIGHWAY NETWORK

## STATE HIGHWAY IMPROVEMENTS

### WHAT WE DO

Under this output class, the Transport Agency manages and invests in state highway network infrastructure to reduce the number and severity of crashes and improve the time and reliability of travel between destinations connected by the network. The Transport Agency does this in a socially and environmentally responsible way.

### HOW IT CONTRIBUTES TO OUR LONG-TERM GOALS

State highway improvements helps deliver on our long-term goal of delivering highway solutions for customers through contributing to more efficient freight supply chains, a resilient and secure transport network, easing severe urban congestion, as well as helping to reduce deaths and serious injuries from road crashes. This is achieved through capital investment in the state highway network.

HOW WE ASSESS SERVICE DELIVERY PERFORMANCE <sup>o</sup>	ESTIMATED ACTUAL 2015/16	TARGET		
		2016/17	2017/18	2018/19
% of activities that are delivered to agreed standards and timeframes <sup>25</sup>	≥90%	≥90%	≥90%	≥90%

### HOW WE ASSESS OUR INVESTMENT PERFORMANCE

See National Land Transport Programme investment indicators on page 55.

HOW THE MONEY IS SPENT*	PROJECTED 2015/16 \$000	BUDGET 2016/17 \$000	FORECAST	
			2017/18 \$000	2018/19 \$000
Expenditure	1,495,519	1,550,213	1,526,385	1,406,214
Net surplus (deficit)	0	0	0	0

<sup>o</sup> Refer to appendix 4 (pages 100–103) for measurement details.

\* Full output class financials are set out on pages 77–83.

## STATE HIGHWAY MAINTENANCE

### WHAT WE DO

Under this output class, the Transport Agency manages and invests in the maintenance and operation of the state highway network infrastructure to ensure that it is in as safe a condition as possible and provides a reliable travel journey for customers. The infrastructure is maintained to meet skid resistance and rutting standards, and to ensure interventions occur at the optimal time to reduce exposure to future maintenance costs arising from wear and tear on our roads.

### HOW IT CONTRIBUTES TO OUR LONG-TERM GOALS

State highway maintenance helps deliver on our long-term goal of delivering highway solutions for customers through contributing to maintaining the resilience and security of the whole road network, efficient and reliable freight supply chains as well as easing congestion and reducing the risk of road crashes. This is achieved by ensuring that the established state highway network asset condition is sustained by an ongoing capital investment programme.

HOW WE ASSESS SERVICE DELIVERY PERFORMANCE <sup>o</sup>	ESTIMATED ACTUAL 2015/16	TARGET		
		2016/17	2017/18	2018/19
% of activities that are delivered to agreed standards and timeframes <sup>26</sup>	≥90%	≥90%	≥90%	≥90%
Safe stopping: % of network meeting surface texture standards <sup>27</sup>	≥98%	≥98%	≥98%	≥98%
Network resilience: % of rutting >20mm over state highway network <sup>28</sup>	2.5%	3%	3%	3%
Safe stopping: % of network above skid threshold <sup>29</sup>	≥97%	≥98%	≥98%	≥98%
Smooth ride: % of travel on network classed as smooth <sup>30</sup>	≥97%	≥97%	≥97%	≥97%
Availability of state highway network: % of unplanned road closures resolved in 12 hours <sup>31</sup>	≥80%	≥90%	≥90%	≥90%
% customer satisfaction <sup>32</sup>	≥45%	≥50%	≥50%	≥50%

### HOW WE ASSESS OUR INVESTMENT PERFORMANCE

See National Land Transport Programme investment indicators on page 55.

HOW THE MONEY IS SPENT*	PROJECTED 2015/16 \$000	BUDGET 2016/17 \$000	FORECAST	
			2017/18 \$000	2018/19 \$000
Expenditure	458,749	568,212	571,222	584,222
Net surplus (deficit)	0	0	0	0

<sup>o</sup> Refer to appendix 4 (pages 100-103) for measurement details.

\* Full output class financials are set out on pages 77-83.