

EXPLANATORY NOTES FOR NON-FINANCIAL PERFORMANCE MEASURES

For Waka Kotahi NZ Transport Agency statement of performance expectations 2022/23

30 JUNE 2022

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 (CO₂) emissions from road transport, as derived from the Waka Kotahi National Vehicle Emission Database. The database estimates emissions for each calendar year based on the length of the road transport network travelled together with expected emissions as predicted by the New Zealand Vehicle Emission Prediction Model. The model predicts emissions from the New Zealand vehicle fleet under typical road, traffic and operating conditions. In 2021/22, the model was updated to include calculation of carbon dioxide equivalent (CO₂-e) emission factors.¹

The Ministry for the Environment uses a different calculation method for the New Zealand Greenhouse Gas Inventory, which means the emissions figures from the two methods are not directly comparable. The method used by Waka Kotahi has the advantage of providing both national and regional estimates. Work is being undertaken to update the baseline and target, subject to the outcomes of the first Emissions Reduction Plan in May 2022. Updates will be provided in the 2021/22 Annual Report.

ENV2 Proportion of the light vehicle fleet that are low/no carbon vehicles is the number of light electric vehicles (EVs) and hybrid EVs as a proportion of the total light vehicle fleet. This includes battery

¹ The current data provides CO₂ emission outputs only. CO₂ equivalent is a measure for comparing greenhouse gases based on their heating effect over a period of time (global warming potential), compared to that of an equivalent amount of carbon dioxide as the reference.

electric vehicles (BEV) and plug-in hybrid electric vehicles (PHEV). Data for this measure is derived from monthly BEV and PHEV electric and hybrid light vehicle registrations supplied from the Motor Vehicle Register by Waka Kotahi. Work is being undertaken to update the baseline and target, subject to the outcomes of the first Emissions Reduction Plan in May 2022. Updates will be provided in the 2021/22 Annual Report.

Effectively and efficiently moving people and freight

MOVE1 Light vehicle kilometres travelled in main urban areas estimates the kilometres travelled in Auckland, Christchurch, Dunedin, Hamilton, Lower Hutt, Tauranga and Wellington based on the New Zealand Vehicle Emission Prediction Model. The main urban areas used for this measure are based on continuous boundaries of population density and uses a geographical filter based on Statistics NZ categorisation. Work is being undertaken to update the baseline and target, subject to the outcomes of the first Emissions Reduction Plan in May 2022. Updates will be provided in the 2021/22 Annual Report.

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 is a new measure. The methodology, baseline and 2023 annual target are being finalised and will be provided in the 2021/22 Annual Report. The measure will examine 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 is a new measure. The development of this measure is deferred pending the conclusion of the revenue sustainability review.

MEET2 Proportion of the state highway network that meets minimum asset condition requirements assesses the length of the state highway network that meets minimum asset condition requirements against the total length of the state highway network. Currently, the measurement is limited to the surface pavement condition, with anticipation of expansion to include all state highway assets in the future.

Every state highway in New Zealand has a pavement condition survey completed annually to record and report on the skid resistance, rutting and roughness on any section, to measure changes and identify any section that has reached its minimum condition standard. The minimum condition standards are: skid resistance (anything below 0.15 investigatory level is unacceptable), rutting (anything more than 20mm is unacceptable) and roughness (anything more than 150N is unacceptable). The annual results of skid resistance, rutting and roughness are combined into a single asset condition measure for state highway performance.

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

External results measures

Safer travel on new and existing infrastructure

ST1 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.

ST2 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.² 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 Forecast ISC-IS rating scheme credits for applicable projects relates to the Infrastructure Sustainability Council (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.

ISC certification is awarded upon build completion. As the next applicable Waka Kotahi build completion isn't expected until 3-5 years from now, this measure is based on forecast credit totals.

A minimum point total of 25 (commended rating) at project completion is required for ISC certification. 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 (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

² UCRS 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.

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 requires a two-year history of travel time data (current financial year and previous financial year). The previous financial year is used to establish a target travel time for a particular journey and time-of-day interval, which is then compared to the equivalent travel time in the current financial year. A journey is deemed predictable if it 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 built residential dwellings in major urban areas with access to frequent public transport services is calculated using data from the 2021 MRCagney analysis of morning peak frequent public transport in March 2021 and data on building consents issued between July 2020 to February 2021. Major urban areas cover the following: Auckland, Blenheim, Christchurch, Dunedin, Hamilton, Hastings, Invercargill, Napier, Nelson, 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; relicence 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 Regulatory performance reports the progress of delivering our updated regulatory strategy Tū ake, tū māia 2022. By 30 June 2023, we expect to have the strategy finalised and approved by the Board, followed by the commencement of delivering the implementation plan. The detailed steps of implementation will be provided once the strategy is approved.

Effective collaboration

COL1 Partnership and engagement with Māori is a new measure. The methodology and baseline are being finalised and will be provided in the 2021/22 Annual Report.

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

State highway improvements primarily contribute to a safer, more resilient transport system, improved access to social and economic opportunities, and enhanced liveability.

As well as seeking to reduce adverse effects, we look to provide improved levels of service and value for money for more sustainable transport outcomes.

SH11 will tell us if we are delivering state highways improvements effectively against plan to support the safety and resilience of the land transport system. This measure assesses the delivery of state highway improvement programmes and projects that are funded by the National Land Transport Fund against milestones and budget, as well as property acquisition programmes which are assessed against budget. Within each programme, delivery to milestones and budget are equally weighted. Aggregation to the overall result is based on the weighted programme budget across the entire programme in the given year. Delivery to quality standards are tested using cost as a proxy through the different gateways in the 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.

SH12 will tell us if we are delivering state highways improvements effectively against plan to support the safety and resilience of the land transport system. This measure assesses the delivery of state highway improvement programmes and projects that are funded by the Crown against milestones and budget, as well as property acquisition programmes which are assessed against budget. Within each programme, delivery to milestones and budget are equally weighted. Aggregation to the overall result is based on the weighted programme budget across the entire programme in the given year. Delivery to quality standards are tested using cost as a proxy through the different gateways in the 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

Local road improvements primarily contribute to a safer, more resilient transport system, improved access to social and economic opportunities, and enhanced liveability. As well as seeking to reduce adverse effects, we look to provide improved levels of service and value for money for more sustainable transport outcomes.

LRI1 tells us if we are 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

Walking and cycling investment encourages more people to walk and cycle, promoting improved health and wellbeing. These measures will tell us if our investments are helping to achieve the outcomes we are seeking by:

- creating safer and more accessible infrastructure
- creating transport networks that give people more transport choices
- supporting access to social and economic opportunities, including education, employment and tourism
- supporting environmentally friendly and sustainable transport modes.

WCI1 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 are 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 will tell 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 will tell 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

State highway maintenance provides reliable access for people to social and economic opportunities while maintaining the safety and resilience of the state highway network and responsibly managing any impacts on human health and the environment.

SHM1 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 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 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 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

Local road maintenance provides reliable access for people to social and economic opportunities while maintaining the safety and resilience of the local road network.

LRM1 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 will help 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 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

Public transport improves customers' travel choices, increases people's access to employment, educational and social opportunities, eases congestion and makes better use of the existing transport system. It also reduces the impact of transport on the environment and contributes to reducing the number of deaths and serious injuries from road crashes. Public transport supports vibrant and liveable urban communities and effective land use. The Total Mobility scheme increases equity of access for mobility-impaired people and the SuperGold scheme improves access to social and health opportunities for older members of society.

PTS1 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 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

Public transport improves customers' travel choices, increases people's access to employment, educational and social opportunities, eases congestion and makes better use of the existing transport system. It also reduces the impact of transport on the environment and contributes to reducing the number of deaths and serious injuries from road crashes. Public transport supports vibrant and liveable urban communities and effective land use. Investing in infrastructure improvements for public transport increases the safety, reliability, resilience and effectiveness of services, as well as increasing attractiveness to users.

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

PTI1 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

Rail Network activities enable the development of a resilient and reliable rail network, which improve safety and support freight movements in a mode-neutral system by enabling increasing volumes of freight to be moved off the roads and onto rail. Improving the rail network also contributes to reducing congestion and emissions.

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

RN2 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

Coastal Shipping activities generate a range of benefits including:

- increasing the use of coastal shipping as an alternative to other freight transport
- embedding mode neutrality and choice for freight transporters
- enhancing the sustainability and competitiveness of the domestic sector
- understanding the challenges facing coastal shipping and working with it to address these challenges.

CS1 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 will be achieved when items specified in the contractual terms of the procurement proposals assessed, are met, and result in the related funding being released.

Investment management

Investment management allows us to shape the land transport system in accordance with government direction. Minimising the cost of managing the investment funding allocation system will help ensure we're reducing expenditure on unnecessary or inefficient processes.

IM1 will help 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

This output class contributes to the Road to Zero Strategy interim target of a 40% reduction in deaths and serious injuries by 2030 (when compared to 2018 levels). This means 750 fewer people killed and 5,600 fewer seriously injured by 2030. This output class also embeds a safe system approach to our safety interventions and investment.

RTZ1 helps us track the length of roads made safe through speed management interventions, and how effective we are at delivering these against targeted levels. This measure is the total length of the state highway network where reduced speed limits were applied during the financial year. This includes lengths of road where associated infrastructure to support speed reduction were added or replaced such as road markings, speed bumps and other traffic calming activities.

RTZ2 helps us track if safety improvements are meeting targeted levels, as increasing the number of projects started helps improve the delivery of the Road to Zero programme. This measure is the total number of corridor infrastructure safety improvement projects along state highways that commenced construction during the financial year, as evidenced by contract awards. Improvements include median and roadside barriers, wide centrelines and rumble strips, among others. Corridors can be urban or rural roads and do not include intersections.

RTZ3 helps us track if safety interventions are meeting targeted levels, as increasing the number of projects started helps improve the delivery of the Road to Zero programme. This measure is the total number of intersections that commenced construction of primary safe system interventions during the financial year, as evidenced by contract awards. Interventions include installation of roundabouts, signalised roundabouts, raised safety platforms, grade-separated interchanges or overpasses and separation of turning facilities.

RTZ4 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 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 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

Driver licensing and testing contributes to safe, competent and legal drivers, builds public confidence in the licensing system, and enhances access to the social and economic opportunities associated with being able to drive. These measures will show us how we are improving the land transport system by ensuring drivers meet and maintain required safety standards.

DLT1 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 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.

Regulation of commercial transport operators

Effective regulation of commercial transport operators helps to ensure commercial operators and drivers are safe and legal, so people and goods can be moved safely.

CTO1 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.

Regulation of the rail transport system

Effective regulation of rail participants helps to ensure Aotearoa has safe rail networks - both now and for future generations.

RTS1 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.

Revenue collection and administration

Revenue collection and administration allows us to collect the amount of revenue prescribed fairly and in accordance with the law to invest in a safe, resilient, and accessible transport system. Revenue collected through motor vehicle registration is also invested in the transport system.

REV1 tells us if we're effective in our road user compliance monitoring, debt collection and recovery activities, which will help ensure fees are collected in a fair and equitable way. This measure is the total amount of unpaid road user charges and penalties that are collected, divided by the total amount of unpaid road user charges and penalties that were invoiced for payment in the twelve months ending six months prior to reporting (ie a report ending in June 2022 covers the total amount invoiced from January to December 2021). Collected amounts refer to road user charges and penalties paid to Waka Kotahi for invoices related to the twelve-month period mentioned, as well as road user charges and penalties paid to debt collection agencies during the financial year. Data is sourced from the Motor Vehicle Register and SAP (the Waka Kotahi finance tool).

REV2 helps us monitor if we're efficiently and effectively processing refund applications to meet targeted timeframes, and within a reasonable amount of time for our customers. This measure is determined by how long it takes, on average, to process road user charges, fuel excise duty and regional fuel tax applications. Days to process refers to the number of working days between the date an application was received and the date when a decision of the application is made. This excludes the time that applications may be queried or audited. Data is sourced from the HEAT (a Waka Kotahi call log support dashboard) and SAP (Waka Kotahi finance tool).

Vehicle safety and certification

Vehicle safety and certification (including registration, licensing, standards and certification activities) helps ensure vehicles on our roads are safe and maintains the integrity of vehicle registration and certification systems.

VSC1 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 helps to show whether we are maintaining an efficient licensing process and have as many as possible vehicles being relicensed within the required timeframes. The information that is captured tells us about vehicles used on Aotearoa roads and the persons responsible for their use. This measure is calculated as the total number of active or current licences for the period, divided by the total number of vehicles due for relicensing for the same period. Data is sourced from the Motor Vehicle Register.