NZTA statement of performance expectations 2025/26 explanatory notes

For NZ Transport Agency Waka Kotahi statement of performance expectations 2025/26

30 June 2025

Explanatory notes for strategic performance measures

Meeting current and future needs

NZTA result measures – Improved asset sustainability

MEET2 Proportion of the state highway network that meets minimum asset condition requirements 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.

MEET3 Expenditure on state highway renewals as a proportion of depreciation (asset sustainability ratio) assesses the relationship between expenditure on asset renewals relative to depreciation (where depreciation is considered a measure accounting for decrease in the asset condition and monetary value of an asset due to use, wear and tear or obsolescence). This measure approximates the extent to which existing state highway assets are being renewed/replaced as they reach the end of their useful lives and wear out. For example, the 2022/23 baseline ratio for base pavement assets broadly implies that, given the rate at which the asset is wearing out/depreciating, investment is at 94% of the level needed to sustain the asset base condition. A richer picture is conveyed when this measure is considered alongside measures of state highway asset condition (see MEET2 above).

The targets have been set using the programmes of work that were included in the State Highway Asset Management Plan to achieve the directional targets adopted by the NZTA Board for our state highway operations, maintenance and renewal proposal for the 10-year period of the 2024–27 National Land Transport Programme (NLTP), modified to deliver against the Government Policy Statement on land transport 2024–34 (GPS).

The upper targets describe the annual ambition for levels of renewal unconstrained by capacity. They reflect that earlier than planned renewals reduce subsequent maintenance need and improves service levels. That is, if we achieve more than the target we save costs, so long as the works were planned and done earlier than planned, because an abnormal portion of assets are in worse than normal condition. The lower range targets are set at a minimum level, while the three-year target reflects the best achievable programme given available contractor resource. Weather and other factors may cause annual changes in programme delivery.

NZTA result measures – Better partnership

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 NZTA: 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 NZTA. It is derived from the results of the annual stakeholder satisfaction survey undertaken by NZTA every year in June. Stakeholders and partners surveyed include regional councils, central government, emergency services, corporate suppliers, industry groups and advocacy groups.

NZTA result measures – An engaged workforce

DEL1 Staff engagement is the overall engagement score from the results of Tapatahi, the NZTA staff engagement survey which is run every 8 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 NZTA.

Effectively and efficiently moving people and freight

System change measures

MOVE2 User experience of transport network by mode uses data from the NZTA 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, active modes and private vehicles. Scores are*e 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.

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 freight customers by assessing the consistency of travel time along a journey. Journey times are extracted for a set of key journeys defined nationally by NZTA. 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 twelve-month rolling average is used to establish a target travel time for a particular journey, day of the week, 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/historic travel time.

APD1 Arterial productivity (average number of people moving in major urban areas during peak hours) represents the efficiency (speed and throughput) of people movement for urban transport networks. It is calculated by multiplying the number of people in cars by their average speed, plus the number of people in buses multiplied by their average speed, for key corridors, during 08:00-09:00am on weekdays. We currently report on the greater Auckland region and are in progress to develop and roll out reporting on other major urban areas using a nationally consistent methodology over the next few years.

ATT1 Arterial travel time (average travel time across the arterial network in major urban areas) measures changes to delay/congestion over time. This is undertaken by establishing an average time to travel 10km on the network during 08:00-09:00am on weekdays, and how this changes year to year. We currently report on the greater Auckland region and are in progress to develop and roll out reporting on other major urban areas using a nationally consistent methodology over the next few years.

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 four 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).

NZTA result measures – Improved user experience on the state highway network

SHU1 State highway user experience monitors customer satisfaction with state highways by surveying around 9000 people per year across New Zealand. It measures the percentage of survey respondents who gave 8–10 (extremely good) out 10 for their overall journey experience on state highways.

NZTA result measure – Improved service quality and customer satisfaction

DEL5 Percentage of customers that are very satisfied or satisfied with their most recent experience with NZTA shows whether our customers satisfaction is improving over time as more touching points have data established for reporting. Good customer satisfaction supports improved regulatory compliance and ensures people can easily access the information they need.

TDD1 Percentage of transactions that can be done digitally indicates our progress in increasing the number of customer-facing services that we offer digitally. Each of our customer-facing services is broken down to individual service steps. The number of service steps that can be done digitally over the total number of service steps is the percentage of transactions that can be done digitally.

Safe

System change measures

SAFE1 Number of deaths and serious injuries counts the number of road deaths and road serious injuries with data from the Crash Analysis System (CAS), which is administered by NZTA. 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 because 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.

SAFE3 Number of deaths and serious injuries with inappropriate speed, including excessive speed, being a contributing factor counts the number of road deaths and serious injuries from crashes where inappropriate speed was a contributing factor, with data from CAS.

SAFE4 Number of deaths and serious injuries where restraints were not worn counts the number of road deaths and road serious injuries from crashes where restraints were not worn, with data from CAS.

SAFE7 Number of deaths and serious injuries involving alcohol and drugs counts the number of road deaths and serious injuries where a driver has tested positive for alcohol and/or drugs with data from the Crash Analysis System (CAS), which is administered by NZTA.

NZTA result measures – Improved safety for NZTA staff and contractors working on the network

SAFE2 Significant injury frequency rate measures the rate of significant injuries which result in medical treatment, restricted work, lost time and/or fatality. The figure is expressed as a ratio of injuries per million

hours worked for NZTA employees and supply partners respectively. Data is captured through NZTA internal health and safety systems and processes.

NZTA result measures – Improved regulatory performance

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.

Environmentally sustainable

NZTA result measures – Accelerating reduction of our emissions in line with the Carbon Neutral Government Programme

IPOE2 NZTA corporate carbon footprint calculates NZTA emissions from our corporate activities, to meet the requirements of ISO 14064-1:2018. Currently, this includes direct greenhouse gas (GHG) emissions and removals, e.g. fuel from our leased vehicles; indirect GHG emissions from imported energy, e.g. energy for our corporate offices; indirect GHG emissions from transportation, e.g. business-related travel, freight and mail; and indirect GHG emissions from products we use, e.g. 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.

ICF1 Infrastructure carbon footprint calculates NZTA emissions from our non-corporate activities, to meet the requirements of the Carbon Neutral Government Programme. This includes Scope 3 emissions from projects delivered by NZTA, eg fuel from vehicles and indirect GHG emissions from materials we use e.g. aggregate, bitumen, steel, aluminium and waste sent to landfill.

Our emissions are calculated using supplier and financial data. The results are audited and independently verified as part of our corporate Toitū Envirocare Toitū carbonreduce® certification programme annually, and as required by the Carbon Neutral Government Programme. The calculation will be revised each year to reflect any updates to the requirements.

Explanatory notes for output class performance measures Delivered by NZTA

State highway improvements

SHI1 Proportion of state highway improvement activities funded by the National Land Transport Fund delivered to agreed standards and timeframes 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 NZTA for that stage before a progress payment is made or before it can be considered complete.

SHI2 Proportion of state highway improvement activities funded by the Crown delivered to agreed standards and timeframes tells us if we are delivering state highways 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 NZTA for that stage before a progress payment is made or before it can be considered complete.

State highway pothole prevention

SHP1 Percentage of network with resealed and resurfaced pavement tracks the percentage of state highway network in lane kilometres that have had pavement resealing and resurfacing undertaken over the financial year. This measure draws data from the Road Assessment and Maintenance Management (RAMM) database which holds condition data of our state highway network and records of routine maintenance activities.

SHP2 Percentage of network with rehabilitated pavement tracks the percentage of state highway network in lane kilometres that have had pavement rehabilitation undertaken over the financial year. This measure draws data from the RAMM database which holds condition data of our state highway network and records of routine maintenance activities.

SHP3 Percentage of potholes repaired within 24 hours from being logged by contractors helps us understand and condition of the state highway network and whether it is properly maintained to prevent further deterioration in roading quality that causes potholes. This measure is calculated by dividing the number of dispatches of an incident response crew to repair potholes within 24 hours by the total number of dispatches. The dispatch data comes from the RAMM database.

SHP4 Cost per lane kilometre pavement resealing and resurfacing tracks the cost in delivering resealing and resurfacing activities. It tells us if we're effectively managing the costs aligned to GPS expectations to ensure affordability of maintenance. This measure is calculated by dividing the amount spent on resealing and resurfacing 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.

SHP5 Cost per lane kilometre pavement rehabilitation tracks the cost in delivering rehabilitation activities. It tells us if we're effectively managing the costs aligned to GPS expectations to ensure affordability of maintenance. This measure is calculated by dividing the amount spent on rehabilitation 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.

State highway operations

SHO1 Percentage budget variance in state highway operations spend (excluding emergency works) tracks state highway operations spend on network operations, maintenance, management, replacements and renewals, but not emergency works. This measure is calculated by comparing the total spend against the approved budget (including controlled budget changes in-year).

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, 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.

Regulation of drivers

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 act 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 (an NZTA regulatory database). "Progressed within acceptable timeframes" means non-compliance actions are managed towards resolution in line with the NZTA regulatory case management guidelines and processes, which provide recommended timeframes and courses of action based on the risk priority of each case.

Regulation of vehicles

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 act against non-compliance in a timely manner. Results of this measure inform decision-making and will tell us if we are acting 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 (an NZTA regulatory database). "Progressed within acceptable timeframes" means non-compliance actions are managed towards resolution in line with the NZTA 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 goal of this measure is to maintain the safety of vehicles on the road and the integrity of vehicle registration and certification systems.

VSC3 Proportion of standard applications completed for inspecting organisations, vehicle inspectors, and specialist certifiers within specified timeframes ensures we are completing applications to become an inspecting organisation, specialist certifier or vehicle inspector in a timely manner. Results of this measure inform decision-making and will tell us if we are processing applications in a timely manner. This measure is the total number of standard applications for inspecting organisations, specialist certifiers and vehicle inspectors that are processed within Service Level Agreement, divided by the total number of standard applications processed during the period for vehicle inspecting organisations, specialist certifiers and vehicle inspectors. "Completed within specified timeframes" means applications are assessed within Service Level Agreement.

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 act 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 (an NZTA regulatory database). "Progressed within acceptable timeframes" means non-compliance actions are managed towards resolution in line with the NZTA 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 licence holders and commercial driver's classes 2-5, providing valuable insights into the effectiveness of NZTA's regulatory and enforcement efforts. By monitoring this metric, NZTA, 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 act 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 (an NZTA regulatory record system). "Progressed within acceptable timeframes" means remedial actions are managed in line with NZTA 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

REV1 Proportion of unpaid road user charges identified through investigations and assessments that are collected 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 12 months ending 6 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 NZTA 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 NZTA finance tool).

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 (an NZTA call log support dashboard) and SAP (an NZTA 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, NZTA 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.

Delivered in partnership with or by our partners

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 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.

Local road pothole prevention

LRP1 Percentage of sealed network with resealed and resurfaced pavement tracks the percentage of sealed local road network in lane kilometres that have had pavement resealing and resurfacing

undertaken over the financial year. This measure is calculated with data provided by local councils in relation to routine maintenance activities.

LRP2 Percentage of sealed network with rehabilitated pavement tracks the percentage of sealed local road network in lane kilometres that have had pavement rehabilitation undertaken over the financial year. This measure is calculated with data provided by local councils in relation to routine maintenance activities.

LRP3 Cost per lane kilometre pavement resealing and resurfacing tracks the investment cost in delivering resealing and resurfacing activities. It tells us if we're effectively managing the costs aligned to GPS expectations to ensure affordability of maintenance. This measure is calculated by dividing the amount spent on resealing and resurfacing activities on the sealed local road 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.

LRP4 Cost per lane kilometre pavement rehabilitation tracks the investment cost in delivering rehabilitation activities. It tells us if we're effectively managing the costs aligned to GPS expectations to ensure affordability of maintenance. This measure is calculated by dividing the amount spent on rehabilitation activities on the sealed local road 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.

LRP5 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.

Local road operations

LRO1 All councils have a network asset management plan maintained to agreed standards tells us if all councils maintain their network asset management plan to the standards agreed with Road Efficiency Group Te Ringa Maimoa. Key assessment areas include systems, evidence, communicating, decision making, service delivery, improvement plan and benefit delivery.

LRO2 Proportion of local road operations spend (excluding emergency works) delivered within agreed budget tracks local road operations spend on network operations, maintenance, management, replacements and renewals, but not emergency works. This measure is calculated by comparing the total spend on local road operations against the approved budget (including controlled budget changes in-year).

Public transport services

PTS1 Number of boardings on public transport services helps us track whether the public transport activities invested in by NZTA, 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 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

PTI2 Quality of public transport facilities (percentage of survey respondents who gave 6-10 out of 10 for their satisfaction with the quality of public transport facilities) demonstrates NZTA's performance in public transport infrastructure considering the condition of public transport facilities. It monitors how satisfied users are with the quality of public transport facilities. A decline in satisfaction is an indication of underinvestment for those facilities.

PTI3 Punctuality of public transport services measures the number of public transport services (buses, ferries and trains) that are on time. 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.

Safety

SFY1 Number of passive breath tests and breath screening tests conducted (delivered by New Zealand Police) 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.

SFY3 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 precondition 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.

SFY4 Number of officer issued speed offences (delivered by New Zealand Police) tracks the number of officer issued speed offences and whether this meets targeted service levels for which NZ Police are funded through the NLTF. This measure is agreed with NZ Police under the Road Policing Investment Programme (RPIP).

SFY5 Number of hours mobile cameras are deployed (delivered by NZTA) measures the general deterrence impact of mobile camera operations that aim to instil an 'anytime, anywhere' perception among drivers. General deterrence is achieved when road users change their behaviour, not because of being caught, but because they believe there is high chance of being detected if they speed along the road network. Note that revenue collected from safety cameras is returned to the Crown.

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.

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 of walking and cycling facilities delivered against what was funded. This measure assesses the total length of new or improved cycle lanes, cycle paths and shared paths delivered by NZTA and approved organisations during the financial year, divided by total length funded to be delivered in the same financial year. It does not include footpaths, low-traffic neighbourhoods or facilities delivered via the Low-Cost Low-Risk work category.

'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 and where it is the final year of significant spend. Note that occasionally a project may have small amounts of approved funding in subsequent years for small changes to the project.

WCI2 National average change in cycling rate indicates if investments in infrastructure and other activities are changing the uptake of people cycling across New Zealand. This measure assesses the national uptake of cycling using cycle counts collected by automated continuous counters located across 15 regions. Each region has different numbers of count sites on a range of facility types (both higher and lower volume routes), so the absolute number of cyclists counted does not reflect the number of cyclists in that region. To reflect the national average change, we're using the growth rate compared to last year, which is calculated using a population weighted average of regional change from the count sites in these 15 regions. The national measure is heavily influenced by the change in regions containing Tier 1 cities with large populations.

WCI3 National average change in walking rate indicates if investments in infrastructure and other activities are changing the uptake of people walking across New Zealand. This measure assesses the national uptake of walking using pedestrian counts collected by automated continuous counters located across 15 regions. Each region has different numbers of count sites on a range of facility types (both higher and lower volume routes), so the absolute number of pedestrians counted does not reflect the number of pedestrians in that region. To reflect the national average change, we're using the growth rate compared to last year, which is calculated using a population weighted average of regional change from the count sites in these 15 regions. The national measure is heavily influenced by the change in regions containing Tier 1 cities with large populations.