

13 July 2022

Chris Hodgetts
fyi-request-19685-9b14d9d0@requests.fyi.org.nz

REF: OIA-10350

Dear Chris

Request made under the Official Information Act 1982

Thank you for your email of 16 June 2022 requesting the following information under the Official Information Act 1982 (the Act):

Did NZTA commission a survey requesting feedback on the public's thoughts, views and opinions of this agency?

And if so, could you please supply the results of the survey, along with the questions, and possible answers the participants could select from - and any answers provided by participants that were outside the scope of the pre-determined selections.

Also, could you also please advise the reasons for the survey, and if any internal improvement will come from the outcomes of the survey.

Each part of your request has been addressed in turn below:

Did NZTA commission a survey requesting feedback on the public's thoughts, views and opinions of this agency?

Two surveys have been conducted which fall within the scope of your request. These are as follows:

- Public Sector Reputation Index 2021.
 - This is a syndicated survey operated by Kantar Public. The full public release which summarises across 58 agencies, including Waka Kotahi NZ Transport Agency, is available online at: www.kantarnewzealand.com/wp-content/uploads/2019/05/Public-Sector-Reputation-Index-2021.pdf
- Road to Zero Social Licence Survey.

- This survey was commissioned by Waka Kotahi to monitor and inform the Road to Zero strategic communications approach and understand its impact.

And if so, could you please supply the results of the survey, along with the questions, and possible answers the participants could select from - and any answers provided by participants that were outside the scope of the pre-determined selections.

The Public Sector Reputation Index 2021 report for Waka Kotahi is provided in the following attachment:

- Public Sector Reputation Index 2021 Waka Kotahi Report.pdf

Please refer to page 30 for a concise summary of specific measures about Waka Kotahi.

The report from the Road to Zero Social Licence Survey is provided in the following attachment:

- Road to Zero Social Licence Survey Report.pdf

The public opinion of Waka Kotahi is covered on page 19.

Also, could you also please advise the reasons for the survey, and if any internal improvement will come from the outcomes of the survey.

- Public Sector Reputation Index 2021:
 - This sector-wide public survey provides a cost effective way to benchmark changes in perception of public organisations over time.
 - Information about public trust and understanding helps Waka Kotahi to monitor our reputation, understand where more information may be required by the public, and better understand how strategy and project communications are being received publicly.
- Road to Zero Social Licence Survey:
 - This survey is commissioned to provide insight into the public's perceptions and thinking about the road safety strategy and its components in order to better understand how to best implement safety interventions and behaviour change campaigns. Insights from the survey will also be used to shape further phases of the public awareness educational and public information campaign.

Certain information within the enclosed documents has been withheld under section 9(2)(a) of the Act. This section allows for the withholding of information to protect the privacy of individuals, including that of deceased individuals.

Under section 28 of the Act, you have the right to ask the Ombudsman to review my decision to refuse this part of your request. The contact details for the Ombudsman can be located at www.ombudsman.parliament.nz.

If you would like to discuss this reply with Waka Kotahi, please contact Ministerial Services by email at official.correspondence@nzta.govt.nz.

Yours sincerely



Sarah Azam
Senior Manager Communications and Engagement