

25 January 2023

Jessica Smith  
fyi-request-21497-f2fb945b@requests.fyi.org.nz

REF: OIA-11788

Dear Jessica Smith

**Request made under the Official Information Act 1982**

Thank you for your email of 30 December 2022 requesting the following information under the Official Information Act 1982 (the Act):

1. *Does NZTA directly source orange road cones, or is it through subcontractors/government contracts?*
2. *What is the price of a road cones? Individually/in bulk*
3. *What is the road cones per Capita in NZ? How does this compare to international OECD standards?*
4. *Can you provide any and all policies relating to the procurement and placement of road cones?*
5. *How many complaints per quarter were made about road cones in the last 5 years?*
6. *Is there evidence more road cones increase public safety?*
7. *What are the road cones alternatives NZTA is looking into?*
8. *Does NZTA have a policy around road cones and climate change?*
9. *Do road cones reduce ram raids?*

For the sake of clarity, I will respond to your questions in turn.

1. *Does NZTA directly source orange road cones, or is it through subcontractors/government contracts?*

Waka Kotahi NZ Transport Agency does not directly source road cones. These are owned by our contractors.

2. *What is the price of a road cones? Individually/in bulk*

This part of your request is refused under section 18(g)(i) of the Act as the information you have requested is not held by Waka Kotahi. As noted above, road cones are procured and owned by our contractors.

3. *What is the road cones per Capita in Nz? How does this compare to international OECD standards?*

This part of your request is refused under section 18(g)(i) of the Act as the information you have requested is not held by Waka Kotahi.

4. *Can you provide any and all policies relating to the procurement and placement of road cones?*

Waka Kotahi does not hold information relating to the procurement of road cones; therefore, this part of your request is refused under section 18(g)(i) of the Act.

The current guidance for the placement of road cones is the Code of Practice for Temporary Traffic Management (CoPTTM: Part 8 of the Traffic Control Devices manual (TCD Manual), Section C. This can be accessed via the Waka Kotahi website at the following link: [www.nzta.govt.nz/roads-and-rail/code-of-practice-for-temporary-traffic-management/code-of-practice/copttm-document/](http://www.nzta.govt.nz/roads-and-rail/code-of-practice-for-temporary-traffic-management/code-of-practice/copttm-document/).

Waka Kotahi is currently developing a new approach to how temporary traffic management will be delivered on Aotearoa New Zealand's state highways and roads. The new guidance aligns with Worksafe's Road Good Practice Guidelines (2022) and will be implemented from 2023 in stages to eventually replace CoPTTM.

5. *How many complaints per quarter were made about road cones in the last 5 years?*

This information is supplied as Appendix A and should be viewed alongside the enclosed caveats.

6. *Is there evidence more road cones increase public safety?*

Road cones are an internationally standard way of marking hazards, including at roadworks and at road maintenance worksites. They play an important part of traffic management activities as delineation devices, for keeping motorists and our contractors safe around work sites and when road conditions change.

7. *What are the road cones alternatives NZTA is looking into?*

Road cones remain an effective tool in traffic management. Section B of the CoPTTM sets out the different vertical delineators approved for use in traffic management activities. Waka Kotahi is not currently looking into alternative options to replace road cones.

8. *Does NZTA have a policy around road cones and climate change?*

No, Waka Kotahi does not have a policy around road cones and climate change.

9. *Do road cones reduce ram raids?*

This part of your request is refused under section 18(g)(i) of the Act as the information you have requested is not held by Waka Kotahi, nor do we have reason to believe it would be held by any other government agency.

Under section 28 of the Act, you have the right to ask the Ombudsman to review my decision on your request. The contact details for the Ombudsman can be located at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

In line with Waka Kotahi policy, this response will soon be published on our website, with personal information removed.

If you would like to discuss this reply with Waka Kotahi, please contact Ministerial Services at [official.correspondence@nzta.govt.nz](mailto:official.correspondence@nzta.govt.nz).

Yours sincerely

A handwritten signature in blue ink that reads "Driscoll". The signature is written in a cursive, flowing style.

**Josh Driscoll**  
Principal Advisor Transport Services

**Appendix A: Number of complaints logged in the Waka Kotahi CRMS about road cones in the last five years, broken down by quarter**

Calendar year	Quarter	Quarterly Total	Yearly Total
2018	Jan-Feb-Mar	3	
2018	Apr-May-Jun	3	
2018	Jul-Aug-Sep	6	
2018	Oct-Nov-Dec	1	13
2019	Jan-Feb-Mar	10	
2019	Apr-May-Jun	6	
2019	Jul-Aug-Sep	5	
2019	Oct-Nov-Dec	2	23
2020	Jan-Feb-Mar	2	
2020	Apr-May-Jun	0	
2020	Jul-Aug-Sep	4	
2020	Oct-Nov-Dec	4	10
2021	Jan-Feb-Mar	4	
2021	Apr-May-Jun	1	
2021	Jul-Aug-Sep	2	
2021	Oct-Nov-Dec	1	8
2022	Jan-Feb-Mar	0	
2022	Apr-May-Jun	1	
2022	Jul-Aug-Sep	1	
2022	Oct-Nov-Dec	2	4
<b>Five Year Total</b>			<b>58</b>

**Caveats:**

- Data is extracted from the NZTA SAP Customer Relationship Management System (CRMS) and is current as at 13 January 2023.
- Data in the NZTA SAP CRMS excludes:
  - complaints received directly by individual capital projects;
  - complaints Auckland Motorway Alliance (until 30 June 2019) or the Auckland System Management contract (from 1 July 2019)
  - complaints relating to local roads (except in some regions), and
  - complaints or messages received via media or social media channels.
- Waka Kotahi’s definition of a complaint is ‘... any expression of dissatisfaction where a customer expects a response or resolution - even if they don’t specifically ask for one. A complaint identifies a problem or gap between people’s expectations and what was delivered.’ Additionally, a complaint is ‘any submission that comes through our complaints form on the NZTA website.’
- The table above provides for the past five years (to date 13 January 2023), the number of customer interactions classified as complaints and containing the keyword CONE, logged in Waka Kotahi the NZ Transport Agency’s Customer Relationship Management System (NZTA SAP CRMS).