

Primary success measures

| SUCCESS MEASURES | | DEFINITION | TARGET OUTCOME |
|---------------------|---|--|--|
| Compliance | Managed Access | Managed authorised vehicle access (i.e. access only for immediate residents, businesses, property owners for access to carparks off Mercury Lane, within the Pilot area, emergency services access) | 95% compliance |
| Compliance | Reliable Technology | Reliable operation and responsiveness of the bollard and Automatic Number Plate Recognition (ANPR) systems | 95% reliability |
| Active Modes Safety | Active Modes safety on Mercury Lane | Analysis of general pedestrian and active mode movement and safety using the Pilot area and accessing the Mercury Lane station entrance; this includes disability and mobility users along with push chair users | High level of pedestrians and active modes safety moving to and from the station |
| Pedestrian Volumes | Numbers of pedestrians using Mercury Lane | Analysis of pedestrian volumes and desire lines post opening of the station | Increase in number of pedestrians using this space |
| Compliance | Loading Zone (LZ) use | LZ is compliant for time of use – 15 minutes only, 24-7 | Ongoing high levels of compliance |
| Compliance | Direction of Travel | No vehicles travelling in the wrong direction i.e allows northbound travel only in the one-way section of the Pilot Shared Space Area from 9 Mercury Lane to Karanghape Rd | 100% compliance |
| Traffic Speed | General traffic speed in Pilot Area | Average general traffic speed in a shared space | General traffic speeds of less than 10-15km/hr |

Note: Primary success measures are the key indicators used to assess whether the project is delivering its intended outcomes. They are monitored alongside other BAU network insights to identify issues and inform what operational changes may be required during the trial. The primary success measures are those the project can directly influence by making changes to the technology deployed, road markings, signage, traffic signal phasing, hours of operation or enforcement.

Note: Where a success measure fails to meet its target outcome it will be assessed in conjunction with other relevant measures to provide a holistic view of the network and support informed decision making, before changes are made. Furthermore, where a target outcome isn't achieved for a short duration, change may not be necessary immediately. User acceptance and patterns can take time to bed in after operational changes have been made. Longer term trends (over a 3 month period) are often more informative.

