

3 February 2022 | File Ref: 1/19/18 |

Released by: Kerry Arnold

## Operator Rating System (ORS) update

We are sharing the information below that has been released by the Waka Kotahi NZ Transport Agency (Waka Kotahi) regulatory management team. Until the ORS returns to service Waka Kotahi will use the Commercial Operator Assessment Tool (COAT) to assess operator compliance.

### Operator Rating System Update



2 February 2022

### Funding application for ORS

Kia ora

The Operator Rating System (ORS) was developed in 2008 as a way of improving the safety of heavy vehicles on New Zealand roads. It rates transport operators on their compliance with safety regulations.

Transport Service Licence (TSL) holders – heavy commercial transport operators, vehicle recovery operators and some transport services – used the rating to help improve their safety standards and were supportive of the system.

However, ORS was put on hold in 2019 due to concerns over the data quality and accuracy of scores.

Since then, Waka Kotahi has worked with industry to find ways to improve the ORS's effectiveness by providing more nuanced information.

Waka Kotahi, Ia Ara Aotearoa Transporting New Zealand (formerly Road Transport Forum) and other industry representatives held workshops in 2019 and 2020 that assisted in the development of indicative and detailed business cases for an upgraded ORS.

---

**Please note:** The content of this Advisory has been issued to inform members of Transporting New Zealand. It is for road freight transport industry circulation, not for media publication. It can be forwarded in its entirety to members of Transporting New Zealand. It cannot be reproduced, or printed in parts, under any logo other than Ia Ara Aotearoa Transporting New Zealand's logo, without written permission from Transporting New Zealand.

COVID-19 slowed the development of the business case, which was signed off in December 2021. An application is now being submitted to the National Land Transport Fund (NLTF) for funding to enable the Operator Rating System to be upgraded and made operational again.

A decision on whether NLTF funding is available is expected by June.

Ngā mihi

Dylan Hunt

Senior Manager

Safer Commercial Transport

---

**Please note:** The content of this Advisory has been issued to inform members of Transporting New Zealand. It is for road freight transport industry circulation, not for media publication. It can be forwarded in its entirety to members of Transporting New Zealand. It cannot be reproduced, or printed in parts, under any logo other than la Ara Aotearoa Transporting New Zealand's logo, without written permission from Transporting New Zealand.

*KA-04 Advisory – Operator rating system update Feb 2022*