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OIA-2024-5101

28 August 2024

Dear [REDACTED]

I refer to your email of 2 August 2024 requesting information on the *E-road* system used by the New Zealand Defence Force (NZDF). Your request has been considered under the Official Information Act 1982 (OIA).

*> The policy for E-road*

The NZDF policy for the use of EROAD is contained in Defence Force Instruction (DFI) 40.3 Land Transport. The relevant section is provided at Enclosure 1.

*> Any summary trials that NZDF has done for E-road offences, the rank of the person who did it, the speed they were doing and what the punishment was*

The DFI outlines the steps to be taken for minor, serious, and critical speeding incidents, there is no requirement for a Summary Trial to be undertaken by commanders. No centralised electronic record for Summary Trials undertaken by each of the three Services is maintained. A manual search of hard copy Summary Trial documents would be required to identify if any relevant information exists. This part of your request is therefore declined in accordance with section 18(f) of the OIA.

*> The fastest recorded speed since E-road was brought in*

The fastest recorded speed on a public road was recorded by E-Road as 154km/h. This was recorded on 16 April 2020, when the vehicle was assisting the New Zealand Police.

*> The biggest difference between recorded speed and posted speed*

The biggest difference detected by E-Road was a vehicle travelling 93km/h in a 25km/h Military Camp zone. This, however, is a suspected location error as it is more likely the vehicle was on the open road that intersects with the gated road that has the posted Camp speed of 25km/h.

You have the right, under section 28(3) of the OIA, to ask an Ombudsman to review this response to your request. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Please note that responses to official information requests are proactively released where possible. This response to your request will be published shortly on the NZDF website, with your personal information removed.

Yours sincerely

**AJ WOODS**  
Air Commodore  
Chief of Staff HQNZDF

**Enclosure:**

1. NZDF Telematics Policy

*Section 5 - Telematics policy***3.21 General**

- a. The NZDF has adopted the use of EROAD as the principal means of managing and monitoring the use<sup>18</sup> of its vehicle. EROAD is a telematics system which utilises GPS data to track vehicle use.
- b. The NZDF uses two EROAD systems via GPS data—
  - (1) **EHUBO2**. Used in many light and heavy NZDF vehicles, with a display unit showing the driver the vehicle's GPS speed and providing a visual and audible warning when the posted speed limit is exceeded.
  - (2) **ETRAK Wired**. Fitted to many of the quad bike, side-by-side (Polaris/MRZR) and golf cart vehicles, with no display and recording the speed and location of a vehicle only.
- c. NZDF vehicles fitted with EROAD are tracked by GPS, with the data being used by commanders and managers to—
  - (1) **Domestically**. Observe where vehicles are, or have been.
  - (2) **Civil Defence/emergency scenario**. Ensure all areas are checked during civil defence operations.
  - (3) **Incident investigation**. Check the validity of a complaint eg 0800 How's my driving, speed infringements and vehicle crashes.
- d. EROAD enables the NZDF to—
  - (1) immediately locate vehicles involved in accidents;
  - (2) address positive driving behaviour through leader-board<sup>19</sup>;
  - (3) address incidents of poor driving behaviour through administrative or corrective measures;
  - (4) minimise the cost of RUC by automating deductions for off road use of vehicles;
  - (5) minimise vehicle compliance and administration costs associated with procuring RUC and additional road user charges (RUCAD);
  - (6) better monitor vehicle maintenance requirements through enabling vehicle inspection/servicing/maintenance functions to be linked to Waka Kotahi Land data for accurate COF/WOF/vehicle registration<sup>20</sup>, and
  - (7) book vehicle tasks (ie E-Book).

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<sup>18</sup> EROAD has a function called E-Book-it that could interface with MRO for booking vehicle tasks.

<sup>19</sup> Leader-board is a telematic system (EROAD) that can be used to reinforce positive driver behaviour.

<sup>20</sup> EROAD also has a servicing function that can be adjusted to NZDF need by vehicle type.

### 3.22 Health and Safety at Work Act 2015

The introduction of EROAD enhances the NZDF's ability to meet the duty of care obligations to ensure, as far as is reasonably practicable, the health and safety of workers, as mandated in the HSWA.

### 3.23 Command and management responsibilities

- a. This policy provides guidance to commanders and managers on the administrative measures available to them in order to improve the safety and use of NZDF vehicles.
- b. Nothing in this instruction precludes—
  - (1) commanders disciplinary powers of punishment under the [Armed Forces Discipline Act 1971](#); or
  - (2) disciplinary action by managers against civil staff under the NZDF [Civil Staff Code of Conduct](#).

### 3.24 Lead Agency

- a. DLC(L), in consultation with the Defence Equipment Management Organisation (DEMO) is the lead agency for the management and administration of the EROAD system and is responsible for—
  - (1) determining the locations and vehicles/fleets to be fitted with or exempted from the system.

**Note:** Exempt fleets are—

    1. 1 NZSAS Regt operational vehicles;
    2. Counter-terrorism;
    3. Bomb disposal;
    4. TEMPEST;
    5. VIP vehicles for—
      - (i) CDF;
      - (ii) Service Chiefs; and
      - (iii) Commander Joint Forces;
    6. where the NZDF hosts high-value or strategic equipment such as weapons, crypto, electronic test equipment; and
    7. restrictions where NZDF personnel are required to work with other Government agencies.
  - (2) identifying, in consultation with HQJFNZ, which vehicles are to have the system deactivated (temporarily or permanently) due to operational requirements;
  - (3) installation of telematics systems into—
    - (a) newly acquired vehicle requirements;
    - (b) new vehicles at manufacture (if possible); and
    - (c) SG fleet (leased) and have telematics included as part of the full lease agreements;
  - (4) identifying opportunities, through the use of telematics, to improve vehicle utilisation and efficiency;

- (5) monitoring and notification of—
    - (a) failures to follow approved routes (including fringe benefit tax); and
    - (b) instances of critical speeding;
  - (6) the monitoring of system performance.
  - (7) incorporating telematics monitoring results in the six-monthly NZDF Transport Compliance Report and
  - (8) the weekly personnel and permissions review of EROAD users.
- b. Capability Branch is responsible for—
- (1) determining if the vehicle/fleet is to be fitted with telematics, through DEMO and LC(L);
  - (2) the through-life cost analysis of the fitment and lease of telematics systems; and
  - (3) installation of telematics in new vehicles at manufacture (if possible).

### **3.25 Encouraging better use of vehicles**

- a. The use of telematics has the ability to detect opportunities to improve safety, vehicle life and for reductions to the NZDF's carbon footprint. Indicators in driver behaviour for taking administrative measures detected frequently in the telematics system include, but are not restricted to—
- (1) harsh braking;
  - (2) harsh and excessive acceleration; and/or
  - (3) excessive idling times.
- b. In these situations, commanders and managers are to—
- (1) conduct corrective training where appropriate; or
  - (2) initiate driver leader boards (for both light and heavy vehicles) which highlight those drivers who demonstrate excellent driving techniques.

### **3.26 Speeding detected by enforcement agencies**

- a. Where an infringement notice has, or will be, issued by an enforcement agency commanders and managers are to ensure that any payment of fines in relation to the infringement notice is paid in accordance with [DFI 9.1 Financial Instructions](#), Part 2, Chapter 4. Only in exceptional circumstances are fines to be paid for by the NZDF.
- b. Depending on the speed infringement notified, commanders and managers are to take the following actions—

- (1) **Minor speeding incidents.** A minor speeding incident is one which does not trigger the NZDF threshold for serious/critical speeding (refer to paragraphs [3.27b.\(2\)](#) and [\(3\)](#)). Commanders and/or managers may consider that administrative measures are appropriate if it has been determined that the frequency of speeding demonstrates ongoing poor driving behaviour, or is creating unnecessary risk. In these situations commanders and managers are to—
  - (a) interview the driver;
  - (b) determine if remedial training is required; and
  - (c) advise the driver that the issue of the infringement notice may have ramifications for the NZDF, including—
    - (i) negatively impacting on NZDF Operator Rating System (ORS) ratings;
    - (ii) increased and targeted road side inspections of NZDF heavy vehicles by enforcement agencies;
    - (iii) increased ACC levies; and
    - (iv) removal of land transport exemptions and variations granted to the NZDF by Waka Kotahi NZTA.
- (2) **Serious speeding incidents.** A serious speeding incident is one where the speed recorded on the infringement notice exceeds 20 kph in a light vehicle and 15 kph in a heavy vehicle. In these cases commanders and managers may remove the driver from NZDF driving duties for a period of seven days or longer and require the driver to undertake remedial driver training before being permitted to drive an NZDF vehicle.
- (3) **Critical speeding incidents.** A critical speeding incident is one where the speed reported on the infringement notice exceeds posted speed limits by 40 kph. For critical speeding incidents commanders and managers are to withdraw the driver from NZDF driving duties for the period notified on the infringement notice. Commanders and managers may also require the driver to undertake remedial driver training.

### 3.27 Speeding detected only by EROAD

For incidents that have been detected by telematics and not by enforcement agencies, a graduated response may be undertaken—

- (1) **Minor speeding incidents**<sup>21</sup>. In cases of minor speeding incidents command or management are to take the corrective training, if it has been determined that the frequency of speeding is demonstrating poor driving behaviour or is creating unnecessary risk. When making the decision whether or not to take administrative measures in relation to a minor speeding incident, commanders and managers are to apply judgement and take into account the circumstances in which the incident took place ie consistency of non-compliance.
- (2) **Critical speeding incidents**. Where critical incidents are detected using telematics only, there is nothing in this DFI that precludes commanders and managers from exercising disciplinary powers and taking the administrative measures specified in paragraph [3.26b.\(3\)](#).
- (3) For critical speeding incidents in excess of 40 kmh above the posted speed limit, commanders and managers are to withdraw the driver from NZDF driving duties for the mandatory 28 day suspension period detailed in the [Land Transport Act 1998](#), section 95(1)(c)(i).
- (4) Commanders and managers may also require the driver to undertake remedial driver training.

### 3.28 Failing to follow approved routes

- a. EROAD has the ability to detect when drivers of NZDF vehicles fail to follow approved routes. Examples of this include, but are not restricted to—
  - (1) Failing to follow routes designated by road controlling authorities for the use of overweight vehicles.
  - (2) Failing to follow routes designated by road controlling authorities for the carriage of dangerous goods.
  - (3) Taking route deviations for personal reasons.
- b. Where these incidents have been detected by telematics and have not been addressed by enforcement agencies, commanders and managers may investigate the incident and are to undertake administrative, training or disciplinary measures, taking into account the circumstances in which the incident took place.

### 3.29 EROAD administrative permissions

EROAD administrative permissions are assigned as follows—

- (1) Client administration—
  - (a) DEMO Fleet manager;

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<sup>21</sup> 10–19 kmh for light vehicles (GVM < 6,000 kgs) and 5-14 kmh for heavy vehicles (GVM > 6,000 kgs) over the posted speed limit.

- (b) DEMO Vehicle Risk Support Officer;
  - (c) DLC(L) Transport Operations Officer;
  - (d) DLC(L) Land Transport Compliance Manager; and
  - (e) Master Driver (Defence).
- (2) Unit Manager—
- (a) DEMO Fleet Managers;
  - (b) Fleet Transport Leader, LC(M);
  - (c) RNZAF Vehicle Fleet Manager;
  - (d) A/S4 TRADOC;
  - (e) A/S4 JSG;
  - (f) A/S4 1 NZSAS Regt; and
  - (g) 1 NZ Bde Master Driver;
- (3) Unit/fleet managers are to receive reports on—
- (a) usage of fleet by unit;
  - (b) RUC usage;
  - (c) RUC off-road report;
  - (d) RUC purchases (including RUCAD);
  - (e) fuel usage;
  - (f) fuel efficiency;
  - (g) fuel transactions;
  - (h) Leader-board for drivers; and
  - (i) minor over-speeds.
- (4) Units receive weekly/monthly minor over-speed reports and critical over-speeds.
- (5) Units/DLC(L) receive an email alert from the telematics system for critical over-speeds.

### 3.30 EROAD administration

EROAD Limited should not be contacted directly. DEMO Fleet Managers, DLC(L) Transport Operations Officer and Land Transport Compliance Manager (Linton) are the delegated NZDF points of contact for EROAD. The respective functional responsibilities are detailed in [Table 3-1](#).

**Table 3-1** EROAD Limited and NZDF Points of Contact and Responsibilities

<b>Function</b>	<b>Responsible</b>	<b>Remarks</b>
Add/delete vehicle(s) to a unit fleet	DEMO Fleet Managers Transport Operations Officer	Through DEMO Fleet Managers
Create a fleet of vehicles	DEMO Fleet Managers Transport Operations Officer	Exercise/Operations/Courses
Add/delete and administration user to the EROAD system	Interface with SAP DEMO Fleet Managers Transport Operations Officer	Update profiles Posting amendments New person Adjust access to views
Add/delete a driver profile to the EROAD system	Unit managers	Units are responsible for managing their driver's profile and behaviour monitoring
Add/delete a user to the EROAD system	Interface with SAP DEMO Fleet Managers Transport Operations Officer	Update profiles Posting amendments New person Adjust access to views
Add/delete a user to the EROAD Fleet manager Email list	DEMO Fleet Managers Transport Operations Officer	Posting amendments also in conjunction with Add/Delete user to EROAD
Add/remove an EROAD unit to a vehicle	DEMO Fleet Managers Transport Operations Officer	Through DEMO Fleet Managers
Reporting EROAD speed alerts light, heavy & Geo Fence.	DEMO VRSO or Fleet Managers Transport Operations Officer	
Technical issues and unserviceability with EROAD units in vehicles.	Unit POC and EROAD customer Local EROAD Technician support provider	Unit to call 0800 4EROAD (0800 437623) select 'support'
EROAD system software training	EROAD via DEMO Fleet managers	Assistance from Transport Operations Officer or Land Transport Compliance Manager

*Annexes to Chapter 3*

- [3A](#) 0800NZFORCES 'How's My Driving?' - Vehicle Signage
- [3B](#) 0800NZFORCES 'How's My Driving?' - Report
- [3C](#) 0800NZFORCES 'How's My Driving?' - Investigation Process