

29 November 2016

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Dear Ben

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

Thank you for your email of 7 November 2016 requesting the following information under the Official Information Act 1982:

- How many complaints has NZTA received about roadworks each year for the last five years?
- Of these complaints, what regions have each of them been related to?
- How many of these complaints were upheld by the NZTA?
- What specific area of roadworks has generated the most complaints over the last five years?

On 18 November 2016, Andrew Knackstedt contacted you by email to seek to refine the scope of the request. You responded on 23 November 2016 that three years would be fine and that 'resolved' will be fine instead of 'upheld'. In respect of your fourth point, you indicated 'area' could be changed to 'project' if that works.

We are providing information from 30 June 2013 to 10 November 2016, of customer interactions classified as complaints and logged in our Customer Relationship Management System. When looking at these figures, please note that over the past three years, we have consolidated many of our processes for managing complaints and queries about state highways. During this time, the number of regional teams using the Customer Relationship Management System has increased, and there has been a corresponding growth in the volumes of complaints (and queries) logged in the system.

Unfortunately the Customer Relationship Management System does not record complaints by project name. We have, however, provided you with subject type within the tables below.

The information available at present in our Customer Relationship Management System geographically covers all of New Zealand's state highway network, but excludes complaints:

- received directly by individual capital projects
- received directly by the Auckland Motorway Alliance
- relating to local road controlling authorities' roadworks (ie local roads)
- received via media or social media channels.

Our definition of complaints 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.'

Based on this definition, we do not classify complaints as 'upheld' or otherwise; we aim to address or resolve the base issue itself. The number of complaints that are considered to have been resolved/closed is shown in Table 1.

We do not have a category of 'roadworks' in our Customer Relationship Management System, but we categorise complaints on the base issue described by the complainant. The information that follows has been derived from analyses of categories and fields that are searched or 'tagged' and includes key words that are likely to relate to roadworks.

<b>No. of Complaints in</b>	<b>From 30 June to 31 December</b>	<b>Calendar year</b>	<b>Calendar year</b>	<b>To 10 November</b>	
<b>Sub-category</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>Grand Total</b>
Claims			1	2	3
Congestion	1	1	6	3	11
Debris on road			8		8
Drainage		1		1	2
External works related	1	7	7	1	16
Fencing		1			1
Generic		2	3	1	6
Lighting		1			1
Maintenance issues	2	5	10	11	28
Mobile VMS			2		2
Network information		1		1	2
Noise	1	7	8	1	17
Other	1	3			4
Pavement		10	3	5	18
Planned			1		1
Signs	1	2	2	2	7
Traffic management Co-ordination	2	6	4	7	19
Traveller information			5	2	7
Vibration		1			1
Worksite related	3	5	24	6	38
(blank)		19	60	31	110
<b>Total complaints likely to relate to 'roadworks' from CRMS</b>	<b>12</b>	<b>72</b>	<b>144</b>	<b>74</b>	<b>302</b>
<b>Total complaints likely to relate to 'roadworks' from CRMS that are 'resolved/closed'</b>	<b>12</b>	<b>72</b>	<b>137</b>	<b>61</b>	<b>282</b>

The data from the Customer Relationship Management System, further broken down by geographic region, is shown in Table 2.

<b>Table 2. Number of complaints relating to 'roadworks' and total number of complaints - by year and by region</b>						
		<b>From 30 June to 31 December</b>	<b>Calendar year</b>	<b>Calendar year</b>	<b>To 10 November</b>	
<b>Responsible (region)</b>	<b>Sub-category</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>Grand Total</b>
Auckland	Congestion			2		2
	Mobile VMS			1		1
	Noise			2		2
	Traffic management co-ordination			1		1
	Worksite related			1		1
	(blank)		2	19	9	30
<b>Auckland total</b>			<b>2</b>	<b>26</b>	<b>9</b>	<b>37</b>
Bay of Plenty	Drainage		1			1
	External works related		1	1		2
	Fencing		1			1
	Maintenance issues				2	2
	Noise		6			6
	Other	1				1
	Traffic management co-ordination	1				1
	Worksite related	1	2		2	5
	(blank)		3			3
<b>Bay of Plenty total</b>		<b>3</b>	<b>14</b>	<b>1</b>	<b>4</b>	<b>22</b>
Canterbury	Generic		2			2
	Maintenance issues			2	2	4
	Planned			1		1
	(blank)		1	9	2	12
<b>Canterbury total</b>			<b>3</b>	<b>12</b>	<b>4</b>	<b>19</b>
Gisborne	(blank)				1	1
<b>Gisborne total</b>					<b>1</b>	<b>1</b>
Hawkes Bay	Generic			1		1
	Maintenance issues				1	1
	(blank)		1	1	1	3

Hawkes Bay total			1	2	2	5
Manawatu – Whanganui	Lighting		1			1
	Maintenance issues		1	1		2
	Network information		1			1
	Other		1			1
	Pavement		2	1		3
	Signs			1		1
	Worksite related	1		3	1	5
	(blank)			1		1
Manawatu – Whanganui total		1	6	7	1	15
Marlborough	Noise			3		3
	Pavement			1	2	3
	Signs	1				1
	Traffic management co-ordination			1	2	3
	Worksite related		1			1
	(blank)				2	2
Marlborough total		1	1	5	6	13
Nelson Tasman	Worksite related			1		1
	(blank)				1	1
Nelson Tasman total				1	1	2
Northland	Claims			1		1
	Congestion		1	2	1	4
	Debris on road			7		7
	External works related			1		1
	Maintenance issues		1			1
	Noise			1		1
	Pavement		1		1	2
	Traveller information			2		2
	Worksite related				2	2
	(blank)		10	21	6	37
Northland total			13	35	10	58
Otago	Maintenance issues			1		1

	Pavement		1			1
	Worksite related	1				1
	(blank)				4	4
Otago total		1	1	1	4	7
Southland	Congestion				1	1
Southland Total					1	1
Taranaki	Generic			1		1
	Mobile VMS			1		1
	Worksite related			10		10
	(blank)			1		1
Taranaki total				13		13
Waikato	Claims				2	2
	Congestion	1				1
	Debris on road			1		1
	Drainage				1	1
	External works related		5	1		6
	Generic				1	1
	Maintenance issues	2	2	1	5	10
	Noise	1	1	1	1	4
	Other		2			2
	Pavement		6	1	2	9
	Signs			1	2	3
	Traffic management co-ordination	1	6	2	5	14
	Traveller information			1	1	2
	Vibration		1			1
	Worksite related			5	1	6
	(blank)		1	2	2	5
Waikato total		5	24	16	23	68
Wellington	Congestion			1		1
	External works related	1	1	4	1	7
	Maintenance issues			4	1	5
	Network information				1	1
	Noise			1		1
	Signs		1			1
	Traveller information			1	1	2
	Worksite related		1	4		5
	(blank)		1	3	3	7

Wellington Total		1	4	18	7	30
National (location is generic or non-specified)	Congestion			1	1	2
	Generic			1		1
	Maintenance issues		1	1		2
	Signs		1			1
	Traveller information			1		1
	Worksite related		1			1
	(blank)			3		3
National total (location is generic or non-specified)			3	7	1	11
<b>Total complaints likely to relate to 'roadworks' from CRMS</b>		<b>12</b>	<b>72</b>	<b>144</b>	<b>74</b>	<b>302</b>

If you would like to discuss this reply with the NZ Transport Agency, please contact Andrew Knackstedt, National Media Manager, by email to [Andrew.Knackstedt@nzta.govt.nz](mailto:Andrew.Knackstedt@nzta.govt.nz) or by phone on (04) 894 6285.

Yours sincerely



Chris Young  
National Manager Network Directions and Performance