

*This template is a general guide to ensure a standard level of written communication about **MINOR** non-compliance/safety risks. This is for non-compliance that falls in the lower section of the intervention pyramid (voluntary/assisted). **The writer will need to add/delete/amend wording and headings in some sections to suit each situation.***

Copy content and paste into regional letterhead found in MS Word under File>New. When complete document should be sent as a PDF format and saved into InfoHub under the operators' folder.

[Date]

[Name]

[Address]

[Address]

[City] [Postcode]

Via email: [Email address]

Dear Sir/Madam, [or name if known]

FITNESS AND PROPRIETY

Waka Kotahi NZ Transport Agency (**Waka Kotahi**) has been made aware of complaint(s) in relation to your behaviour. As the holder of a Passenger Endorsement (and Passenger Service Licence) you are required to meet the fitness and propriety requirements at all time, this includes your personal behaviour and driving safely on the roads and following all road rules.

The information we have received in relation to your behaviour (and driving) is of concern to us and could impact on your ability to drive in a passenger service and will be taken into consideration when Waka Kotahi makes any future decision on your ability to hold a licence.

The non-compliance areas identified requiring your attention are:

1. [Identify deficient area and briefly summarise why this is a concern]
2. [Identify deficient area and briefly summarise why this is a concern]

For example: Excessive speed – we have noticed a sudden increase in excessive speeds being recorded. The last 2 offences were of particular concern at 18km/h and 22km/h over the speed limit.

SUMMARY

Waka Kotahi expectation is that all transport operators and drivers are proactive in ensuring a Safe Journey for their passengers and other road users. Waka Kotahi takes any reported compliance breach seriously.

No further action will be taken as this time. Should you come to the attention of Waka Kotahi again we will take all matters into consideration when making any future decisions in respect of your ability to continue to drive in a **transport / passenger service**. A record of this letter has been retained on file. Waka Kotahi may revisit these issues in the event that:

- a. Further information comes available that supports the non-compliance;
- b. Further non-compliance is received; or
- c. A review of your fitness and propriety to hold an endorsement is undertaken.

If the NZTA proposes undertaking future action you will be notified of the proposed regulatory action and options available to you.

Waka Kotahi is committed to assisting you in becoming a safer transport operator/driver. I have attached some links to some valuable information at the bottom of this letter which can be used to assist you to raise your safety and compliance standards. Further information on obligations and compliance can also be found by visiting our website www.nzta.govt.nz and selecting the *Commercial Driving* option.

If you have any questions, or if you require any further information regarding transport safety and compliance matters, then please do not hesitate to contact me.

Yours faithfully

Name

Designation

Contact Details

USEFUL LINKS:

Work Time and Logbooks:

<https://nzta.govt.nz/assets/resources/factsheets/02/docs/02-work-time.pdf>

Work Time and Logbook for Small Passenger Service Drivers:

<https://nzta.govt.nz/assets/resources/factsheets/02/docs/02-work-time-and-logbooks-guide-for-small-passenger-service-drivers.pdf>

Small Passenger Service Guide:

<https://www.nzta.govt.nz/assets/resources/small-passenger-services-guide/Small-passenger-services-guide.pdf>