

28 March 2023

Jamie Ensor
Digital Political Reporter
Newshub
Jamie_ensor@discovery.com

REF: OIA-11947

Dear Jamie

Request made under the Official Information Act 1982

Thank you for your email of 30 January 2023 requesting the following information under the Official Information Act 1982 (the Act):

- *All correspondence internally about Waka Kotahi/NZTA's public communications during the Auckland floods on January 27 and 28. This should include any correspondence between staff about the need for public communication, when to start and finish communicating with the public, any discussion about social media updates, and any discussion of about criticism of Waka Kotahi/NZTA communications.*
- *All communication plans or guides devised, drafted or used on January 27 and 28 with regards to the Auckland floods*
- *All correspondence Waka Kotahi/NZTA staff had with ministers (and their offices) – including the Transport Minister – and Auckland Council about public communications on January 27 and 28*
- *How many Waka Kotahi/NZTA staffers were working on communications related to the Auckland floods on January 27 and 28. If this fluctuated by hour (i.e -3 workers and 4pm, 5 workers at 8pm), can this please be broken down hour-by-hour.*

Your request was extended for an additional 20 working days on 24 February 2023 as allowed for under section 15A of the Act due to the large quantity of information in scope of your request, and the consultation necessary to make a decision on your request meaning that a proper response could not reasonably be made within the 20-working day limit.

Waka Kotahi NZ Transport Agency acknowledges that there was a three-hour delay in social media communications during the January 2023 storm event. During this time, all other operations required to manage the event continued, including Journey Planner which is continuously updated with the latest information on road closures.

We know that the public needs accurate, reliable and up-to-date information as quickly as possible in situations such as the recent flooding events, and we are sorry that we did not meet these

expectations. A review into this has been undertaken, and extended levels of services have been agreed for future red events.

Correspondence and documents sent and received by Waka Kotahi and the office of the Minister of Transport

The documents in scope of your request are outlined in the attached document schedule and are enclosed in a combined document. In order to provide you with a complete overview of communications sent and received relating to the Auckland Anniversary weekend flooding events, we have included documents sent and received by the office of the Minister of Transport from agencies other than Waka Kotahi NZ Transport Agency.

Some information in these documents has been withheld under the following sections of the Act:

- Section 9(2)(a) – to protect the privacy of natural persons, including that of deceased natural persons
- Section 9(2)(g)(i) – to maintain the effective conduct of public affairs through the free and frank expression of opinions by or between or to Ministers of the Crown or members of an organisation or officers and employees of any department or organisation in the course of their duty

Information that is not in scope of your request has been redacted as out of scope.

With respect to the information that has been withheld, I do not consider there are any other factors which would render it desirable, in the public interest, to make the information available.

Recollection of phone calls and call logs

Due to the amount of phone calls that were made and received by key Waka Kotahi staff over the course of the flooding events, call log records have automatically been deleted by the phone providers, and are unable to be provided to you in this response. The emails and documents that have been provided to you with this response are aligned with any discussion that would have occurred through a phone call during the flooding events.

The Minister of Transport spoke to the Waka Kotahi Board Chair and acting Chief Executive via phone call on Friday 27 January 2023. The purpose of these calls was to discuss concerns with the lack of communications on Waka Kotahi social media channels, and to ask for these to be reinstated.

Staff working on the flooding response

A breakdown of staff working on communications relating to the flooding events on 27 and 28 January 2023 have been provided in the tables below:

Social media posts:

Date	Number of staff and time
27/01/2023	1x operator 6:00am-2:30pm
27/01/2023	1x operator 10:30am-7:50pm
27/01/2023	1x team leader 10:00pm-12:00am
28/01/2023	1x team leader 10:40pm (27/01/2023) – 9:30am (29/01/2023)
28/01/2023	1x operator 9:30am-4:00pm

28/01/2023	1x team leader 4:00pm onwards
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We acknowledge that there was a three-hour delay in social media updates on 27 January 2023. A manager returned from leave to continue to provide social media updates at 10pm.

Website updates:

Date	Number of staff and time
27/01/2023	6x operators 5:30pm-5:30am (28/01/2023)
27/01/2023	1x operator 8:00pm-8:00am (28/01/2023)
28/01/2023	6x operators 5:30am – 5:30pm

Media management:

Date	Number of staff and time
27/01/2023	2x managers between 7:00am and 1:00am (28/01/2023)
28/01/2023	2x managers between 6:00am and 9:00pm

Under section 28 of the Act, you have the right to ask the Ombudsman to review my decision to withhold some information in your request. The contact details for the Ombudsman can be located at www.ombudsman.parliament.nz.

In line with Waka Kotahi policy, this response will soon be published on our website.

If you would like to discuss this reply with Waka Kotahi, please contact Kaity Alexander, Media Manager, by email to kaity.alexander@nzta.govt.nz.

Yours sincerely



Neil Walker
National Manager, Maintenance and Operations

OIA-11947 Document Schedule

Ref	Document	Date	Decision on release
1.	Traffic bulletin: Flooding and slips on Auckland Northland state highways motorists urged to avoid non-essential travel	27/01/2023	Release in full
2.	RE: Comms support	27/01/2023	Release in full
3.	RE: Comms support (1)	27/01/2023	Release in full
4.	Current state highway status	27/01/2023	Release in full
5.	Text message 1	27/01/2023	Release in full
6.	Text message 2	27/01/2023	Release in full
7.	FW: Heads up weather event	27/01/2023	Some information withheld under section 9(2)(a) of the Act
8.	Teams Chat	27/01/2023	Release in full
9.	Text to Minister	27/01/2023	Some information withheld under section 9(2)(a) of the Act
10.	Auckland flooding	27/01/2023	Some information withheld under section 9(2)(a) of the Act
11.	FW: Heads up weather event calls received	27/01/2023	Some information withheld under section 9(2)(a) of the Act
12.	Sitrep 1 Auckland Severe Weather Jan 2023	27/01/2023	Some information withheld under section 9(2)(a) of the Act
13.	Storm event anniversary weekend Sitrep 1	27/01/2023	Release in full
14.	FW Waka Kotahi sitrep – Auckland Severe Weather	27/01/2023	Some information withheld under section 9(2)(a) of the Act
15.	FW Key messages advisory and background update - severe weather events	28/01/2023	Some information withheld under section 9(2)(a) of the Act
16.	MEDIA RELEASE Multiple State Highway closures due to extremely heavy rainfall	28/01/2023	Release in full
17.	MEDIA RELEASE Progress clearing State Highway 1 today - but additional closures in region	28/01/2023	Release in full

18.	RE Fwd FYI Busways	28/01/2023	Some information withheld under section 9(2)(a) of the Act
19.	NERT 28/01/23 Notes of meeting #2 12:00pm	28/01/2023	Some information withheld under section 9(2)(a) of the Act
20.	RE MEDIA RELEASE Multiple State Highway closures due to extremely heavy rainfall	28/01/2023	Some information withheld under section 9(2)(a) of the Act
21.	RE Northland Queries - responses	28/01/2023	Some information withheld under section 9(2)(a) of the Act
22.	RE Fwd Auckland IMT Storm event Anniversary Weekend Sitrep #4	28/01/2023	Some information withheld under section 9(2)(a) of the Act
23.	TRAFFIC BULLETIN Auckland/Northland/Coromandel state highways update	28/01/2023	Release in full
24.	Auckland	28/01/2023	Some information withheld under section 9(2)(a) of the Act
25.	Auckland (2)	28/01/2023	Release in full
26.	Contact	28/01/2023	Some information withheld under section 9(2)(a) of the Act
27.	FW	28/01/2023	Some information withheld under section 9(2)(a) of the Act
28.	FW emergency response	28/01/2023	Some information withheld under section 9(2)(a) of the Act
29.	FW North Island weather	28/01/2023	Some information withheld under section 9(2)(a) of the Act
30.	FW Minister Office update	28/01/2023	Some information withheld under section 9(2)(a) of the Act
31.	FW NEMA Situation report #001 and action plan #001	28/01/2023	Some information withheld under section 9(2)(a) of the Act
32.	FW Updated P2W messages	28/01/2023	Some information withheld under section 9(2)(g)(i) of the Act
33.	FW P2W Information	28/01/2023	Some information withheld under section 9(2)(a) of the Act
34.	FWD Traffic bulletin for review and approval	28/01/2023	Some information withheld under section 9(2)(a) of the Act

35.	Messaging re Puhoi	28/01/2023	Some information withheld under section 9(2)(a) of the Act
36.	Mills Flat Bridge and AT Roads in Auckland North	28/01/2023	Some information withheld under section 9(2)(a) of the Act
37.	NERT 28/01/23 Notes of meeting #3 4:00pm	28/01/2023	Some information withheld under section 9(2)(a) of the Act
38.	Photos of Sh25a in case they are useful	28/01/2023	Release in full
39.	Q re Northland from Minister's office	28/01/2023	Some information withheld under section 9(2)(a) of the Act
40.	RE AKL weather contacts	28/01/2023	Some information withheld under section 9(2)(a) of the Act
41.	RE ATOC and Twitter - AKL weather	28/01/2023	Some information withheld under section 9(2)(a) of the Act
42.	RE ATOC and Twitter - AKL weather (2)	28/01/2023	Some information withheld under section 9(2)(a) and 9(2)(g)(i) of the Act
43.	FW: lines on use of P2W	28/01/2023	Some information withheld under section 9(2)(a) of the Act
44.	Use of P2Wk and attachment Dh 28 Jan	28/01/2023	Release in full
45.	RE key messages advisory and background update - severe weather event	28/01/2023	Some information withheld under section 9(2)(a) of the Act
46.	FM text to SM	28/01/2023	Some information withheld under section 9(2)(a) of the Act
47.	Auckland IMT Storm event anniversary weekend sitrep#2	28/01/2023	Some information withheld under section 9(2)(a) of the Act
48.	Auckland IMT Storm event anniversary weekend sitrep#3	28/01/2023	Some information withheld under section 9(2)(a) of the Act
49.	Auckland IMT Storm event anniversary weekend sitrep#4	28/01/2023	Some information withheld under section 9(2)(a) of the Act
50.	New request - state of emergency opening of the northern motorway NX2	28/01/2023	Some information withheld under section 9(2)(a) of the Act
51.	RE P2Wk information	28/01/2023	Some information withheld under section 9(2)(a) of the Act

52.	SITREP 2 Auckland Severe Weather Jan 2023	28/01/2023	Some information withheld under section 9(2)(a) of the Act
53.	SITREP 3 Auckland Severe Weather Jan 2023	28/01/2023	Some information withheld under section 9(2)(a) of the Act
54.	SITREP 4 Auckland Severe Weather Jan 2023	28/01/2023	Some information withheld under section 9(2)(a) of the Act
55.	storm event anniversary weekend sitrep 5	28/01/2023	Release in full
56.	FW Auckland IMT: Storm event Anniversary Weekend - Sitrep#2	28/01/2023	Some information withheld under section 9(2)(a) of the Act
57.	FW sitrep#2 - Auckland severe weather Jan 2023	28/01/2023	Some information withheld under section 9(2)(a) of the Act
58.	FW sitrep#3 - Auckland severe weather Jan 2023	28/01/2023	Some information withheld under section 9(2)(a) of the Act
59.	FW sitrep#4 - Auckland severe weather Jan 2023	28/01/2023	Some information withheld under section 9(2)(a) of the Act
60.	FW Auckland IMT Storm event Anniversary weekend sitrep#3	28/01/2023	Some information withheld under section 9(2)(a) of the Act
61.	FW Auckland IMT Storm event Anniversary weekend sitrep#4	28/01/2023	Some information withheld under section 9(2)(a) of the Act
62.	FW Talking points for Minister 29.1. 11am	29/01/2023	Some information withheld under section 9(2)(a) of the Act
63.	KiwiRail media response to Stuff re Auckland metro repair/recovery	29/01/2023	Some information withheld under section 9(2)(a) of the Act
64.	North Island rail KiwiRail update 29.1.23	29/01/2023	Some information withheld under section 9(2)(a) of the Act. Out of scope information redacted
65.	RE Auckland IMT Storm event Anniversary Weekend Sitrep #7	29/01/2023	Some information withheld under section 9(2)(a) of the Act
66.	RE Request for information	29/01/2023	Some information withheld under section 9(2)(a) of the Act
67.	Te Puke freight derailment media statement	29/01/2023	Some information withheld under section 9(2)(a) of the Act
68.	TRAFFIC BULLETIN North Island road closures what you need to know	29/01/2023	Release in full

69.	TRAFFIC BULLETIN North Island state highway network update	29/01/2023	Release in full
70.	MEDIA RELEASE Hard work continues to clear roads across the motu but more wet weather expected	29/01/2023	Release in full
71.	MEDIA RELEASE Contractors continuing to clear debris, slips and flooding from state highway network	29/01/2023	Release in full
72.	NERT 28/01/23 Notes of meeting #4 8am	29/01/2023	Some information withheld under section 9(2)(a) of the Act
73.	SITREP 5 Auckland Severe Weather Jan 2023	29/01/2023	Some information withheld under section 9(2)(a) of the Act
74.	SITREP 6 Auckland Severe Weather Jan 2023	29/01/2023	Some information withheld under section 9(2)(a) of the Act
75.	storm event anniversary weekend sitrep 7	29/01/2023	Release in full
76.	storm event anniversary weekend sitrep 8	29/01/2023	Release in full
77.	FW Auckland IMT Storm event Anniversary weekend sitrep#5	29/01/2023	Some information withheld under section 9(2)(a) of the Act
78.	FW Auckland IMT Storm event Anniversary weekend sitrep#7	29/01/2023	Some information withheld under section 9(2)(a) of the Act
79.	FW Auckland IMT Storm event Anniversary weekend sitrep#8	29/01/2023	Some information withheld under section 9(2)(a) of the Act
80.	FW sitrep #5 North Island severe weather Jan 2023	29/01/2023	Some information withheld under section 9(2)(a) of the Act
81.	Fwd: Sitrep #6 - Waka Kotahi National Emergency Response Team (NERT) North Island Severe Weather Jan 2023	29/01/2023	Some information withheld under section 9(2)(a) of the Act
82.	AT public transport update PR	30/01/2023	Some information withheld under section 9(2)(a) of the Act
83.	Follow up on COVID case isolation issue	30/01/2023	Some information withheld under section 9(2)(a) of the Act

84.	FW A message from Acting CE Karen Jones	30/01/2023	Some information withheld under section 9(2)(a) of the Act
85.	FW Auckland flooding	30/01/2023	Some information withheld under section 9(2)(a) and 9(2)(g)(i) of the Act
86.	FW update on transport network across Auckland - 14:00 and summary plan for Tuesday 31 January 2023	30/01/2023	Some information withheld under section 9(2)(a) of the Act
87.	FW words for the Minister	30/01/2023	Some information withheld under section 9(2)(a) of the Act
88.	FW Newshub - response to PM comments	30/01/2023	Some information withheld under section 9(2)(a) of the Act
89.	FW PM Briefing 1130am Auckland and Waikato flooding	30/01/2023	Some information withheld under section 9(2)(a) of the Act
90.	FYI KiwiRail/AT media advisory: weather impacts on the Auckland rail network	30/01/2023	Some information withheld under section 9(2)(a) of the Act
91.	MIN-4058 - talking points for oral update on upper North Island flooding - 30 Jan update	30/01/2023	Release in full
92.	North Island rail KiwiRail update 30.1.23	30/01/2023	Some information withheld under section 9(2)(a) of the Act. Out of scope information redacted
93.	RE Journey Planner FYI	30/01/2023	Some information withheld under section 9(2)(a) of the Act
94.	RE Speaking points on aviation sector	30/01/2023	Some information withheld under section 9(2)(a) of the Act
95.	RE for your review draft letter to aviation reps - AKL flood reimbursement policy request	30/01/2023	Some information withheld under section 9(2)(a) of the Act
96.	Te Puke Derailment media update	30/01/2023	Some information withheld under section 9(2)(a) of the Act
97.	TRAFFIC BULLETIN Northern Gateway toll lifted to provide alternative free detour on SH1	30/01/2023	Release in full
98.	TRAFFIC BULLETIN Travel advisory for Auckland Harbour Bridge tomorrow	30/01/2023	Release in full

99.	Urgent Cabinet Oral Update Tomorrow	30/01/2023	Some information withheld under section 9(2)(a) of the Act
100.	MEDIA RELEASE Roding contractors monitoring for more widespread rainfall	30/01/2023	Release in full
101.	Zoom link - FW PM briefing 11.30am Auckland and Waikato flooding	30/01/2023	Some information withheld under section 9(2)(a) of the Act
102.	SITREP 7 Auckland Severe Weather Jan 2023	30/01/2023	Some information withheld under section 9(2)(a) of the Act
103.	SITREP 8 Auckland Severe Weather Jan 2023	30/01/2023	Some information withheld under section 9(2)(a) of the Act
104.	Storm event Anniversary Weekend sitrep 9	30/01/2023	Release in full
105.	Storm event Anniversary Weekend sitrep 10	30/01/2023	Release in full
106.	Storm event Anniversary Weekend sitrep 11	30/01/2023	Release in full
107.	Storm event Anniversary Weekend sitrep 12	30/01/2023	Release in full
108.	MIN-4058 RESPONSE RE Urgent Cabinet oral update tomorrow	30/01/2023	Some information withheld under section 9(2)(a) of the Act
109.	FW Auckland IMT: Storm event Anniversary Weekend - Sitrep#9	30/01/2023	Some information withheld under section 9(2)(a) of the Act
110.	FW Auckland IMT: storm event Anniversary Weekend - Sitrep#10	30/01/2023	Some information withheld under section 9(2)(a) of the Act
111.	FW Auckland IMT: storm event Anniversary Weekend - Sitrep#11	30/01/2023	Some information withheld under section 9(2)(a) of the Act
112.	FW Sitrep #7 Waka Kotahi National Emergency Response Team (NERT) North Island Severe Weather Jan 2023	30/01/2023	Some information withheld under section 9(2)(a) of the Act
113.	FW Auckland IMT Storm event Anniversary weekend sitrep#12	30/01/2023	Some information withheld under section 9(2)(a) of the Act

114.	Fwd: Sitrep #8 - Waka Kotahi National Emergency Response Team (NERT) North Island Severe Weather Jan 2023	30/01/2023	Some information withheld under section 9(2)(a) of the Act
115.	RE FYI Traffic Bulletin Northern Gateway toll lifted to provide alternative free detour on SH1	30/01/2023	Some information withheld under section 9(2)(a) of the Act
116.	RE JQ Update AKL recovery	31/01/2023	Some information withheld under section 9(2)(a) of the Act
117.	SITREP 9 Auckland Severe Weather Jan 2023	31/01/2023	Some information withheld under section 9(2)(a) of the Act
118.	SITREP 10 Auckland Severe Weather Jan 2023	31/01/2023	Some information withheld under section 9(2)(a) of the Act
119.	Storm event anniversary weekend sitrep 13	31/01/2023	Release in full
120.	Storm event anniversary weekend sitrep 15	31/01/2023	Release in full
121.	Storm event anniversary weekend sitrep 16	31/01/2023	Release in full
122.	Storm event anniversary weekend sitrep 17	31/01/2023	Release in full
123.	MIN-4058 talking points for oral update on the upper North Island flooding events update 2	31/01/2023	Release in full
124.	MINO-578 – update on Auckland flooding for post Cabinet press conference	31/01/2023	Release in full
125.	Text messages		Some information withheld under sections 9(2)(a) and 9(2)(g)(i) of the Act. Out of scope information has also been redacted.