

21 June 2023

██████████  
████████████████████

REF: OIA-12751

Dear ██████████

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

Thank you for your email of 24 May 2023 requesting the following information under the Official Information Act 1982 (the Act):

*As per the tolling online website (<https://tollingonline.nzta.govt.nz/#/purchasetrips/prerequisites>), there is a delay between the time a car passes through a toll road and the toll appearing on the website: "We're currently experiencing delays with some trips showing up for payment."*

*I would like to know when this message first appeared on the NZTA website*

The messaging about delays in trips showing for payment was placed on the Waka Kotahi NZ Transport Agency website on 31 March 2022 and was removed on 29 May 2023.

1. *The average time it takes for a toll to be searchable on the NZTA website.*

Trips that are automatically validated appear on the Tolling website within seconds of a vehicle going under the toll gantry. I have interpreted this request to be in relation to 'delayed trips' i.e., trips that require manual validation. Eight percent of all trips cannot be automatically validated. This can be due to a number of factors, including image quality issues, glare / sunstrike, as well as dirty registration plates and personalised plates that have characters such as the letter 'o' and zero's '0'.

2. *The percentage of tolls that are not ever searchable on the NZTA website (i.e. over five days).*

This number would be very small, and as a result it is not tracked. Therefore, I must refuse this part of your request under section 18(g) of the Act, as this information is not held by Waka Kotahi, and there is no reason to believe that this information is held by another department.

*If possible, I would also like to know the reasons for delays and/or when they will be fixed. To my knowledge, the message has been present from at least March 2023.*

The reason for the delays was due to resourcing for our Contact Centre being unable to keep up with the processing of manual toll validations due to high call / email volumes, it was resolved by bringing in dedicated temp staff from late-September 2022 to key manual validations on a full-time basis.

Under section 28 of the Act, you have the right to ask the Ombudsman to review my decision to refuse this request. The contact details for the Ombudsman can be located at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

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

If you would like to discuss this reply with Waka Kotahi, please contact Myra Mumford, Manager Customer Service Support, by email to [myra.mumford@nzta.govt.nz](mailto:myra.mumford@nzta.govt.nz)

Yours sincerely

A handwritten signature in black ink, appearing to read 'Tracy Leighton', with a horizontal line above it.

**Tracy Leighton**  
Head of Customer Operations