

6 July 2023

[REDACTED]

REF: OIA-12929

Dear [REDACTED]

### Request made under the Official Information Act 1982

Thank you for your email of 18 June 2023 requesting the following information under the Official Information Act 1982 (the Act) in relation to the He Tohu Huarahi Māori bilingual traffic signs programme. I will answer each of your questions in turn.

1. **How such signs will enhance road safety, both for New Zealand residents and foreign drivers, some of whom will not be fluent in English, let alone Maori.**
2. **What science-based evidence you have used to support your proposed actions in 1.**

Waka Kotahi NZ Transport Agency undertook research to determine whether there were any safety *disbenefits* accompanying bilingual traffic signage. Waka Kotahi found that there were no more deaths or serious injuries as a result of establishing bilingual traffic signs where these data were measured. Bilingual traffic signs are used safely in many countries and are considered 'standard' in the European Union.

This research is available at: <https://www.nzta.govt.nz/resources/research/notes/005/>

Examples used in this research report were locales where bilingual signs were implemented specifically to improve public safety or tourist safety.

A further memo released as part of the current public consultation identifies safety enhancement as one of the likely benefits of bilingual traffic signage.

This memo is available at: <https://www.nzta.govt.nz/assets/resources/research/research-notes/005/memo-likely-benefits-of-bilingual-traffics-signs-in-aotearoa-new-zealand.pdf>

3. **What type of twisted individual puts culture ahead of road-deaths by writing such insane crap below?. If this person truly means this, I would be delighted if the "small decrement in public physical safety" results in the death of one of his/her children, as that would be fitting justice.**

This does not constitute a request for official information, under the Act. In addition, your commentary and the direct suggestion of delight at the death of a child, is offensive. Waka Kotahi requests that any further interactions you have with us are professional and respectful of others.

If you continue to behave in this way, or in any other way that we consider to be unreasonable, we will restrict your contact with our office. We may restrict your contact with us to only written, telephone or face-to-face communications. We may also limit who you can communicate with, the topics you can communicate with us about, how often you can communicate with us or the amount of material you can send us.

I have attached two documents for your reference:

- *Waka Kotahi Managing unreasonable customer conduct guidelines*, which explains how we manage customers who behave unreasonably towards us
- *Individual rights and mutual responsibilities of the parties to a complainant*, which explains how Waka Kotahi treats complainants and how we expect complainants to treat us.

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 Ministerial Services by email to [official.correspondence@nzta.govt.nz](mailto:official.correspondence@nzta.govt.nz).

Yours sincerely



**Katie Mayes**

National Manager Policy and System Planning