

10 August 2023

██████████
██████████

REF: OIA-13253

Dear ██████████

Request made under the Official Information Act 1982

Thank you for your email of 31 July 2023 to the Minister of Transport, Hon David Parker, suggesting changes to Waka Kotahi NZ Transport Agency tolling systems and requesting the following information:

...would someone please let me know how much money is annually spent to send these toll notices?

On 3 August 2023, your request was transferred to Waka Kotahi for response under the Official Information Act 1982 (the Act) as it more closely aligns with our functions.

Your idea of changes to the format to the Toll Payment Notice (TPN) reference number has merit. As this document can provide more information than is publicly available, we need ensure we maintain confidentiality between the driver/registered person and our systems. Waka Kotahi has a project underway to replace the current Tolling Back Office System and your suggestion has been passed on to the project team for consideration.

Annually, we send approximately 3,720,000 envelopes containing TPNs. Printing costs total \$360,000 and mail costs are \$1.8 million annually.

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

Yours sincerely



Tracy Leighton
Head of Customer Operations