

50 Victoria Street
Private Bag 6995
Wellington 6141
New Zealand
T 64 4 894 5400
F 64 4 894 6100
www.nzta.govt.nz

21 December 2022

[REDACTED]
[REDACTED]

REF: OIA-11715

Dear [REDACTED]

Request made under the Official Information Act 1982

Thank you for your email of 23 November 2022 requesting the following information under the Official Information Act 1982 (the Act):

- *Can I please have some feedback about how the VTNZ branches are audited*
- *What the boy / girl (16-20 year old) pass fail statistics are for the Tauranga / Mt Maunganui branches are over the last 2 years*

VTNZ's performance under the practical driver testing service delivery contract is closely monitored and VTNZ must ensure that driver testing officers meet the required standards set out in the agreement. Driver testing officers must also meet VTNZ's code of conduct.

In February 2021, Waka Kotahi NZ Transport Agency paused the auditing of driver testing officers nationally due to COVID-19 disruptions. This decision was made due to the time required for conducting audits and the impact on availability of driver testing officers to conduct driving tests. Waka Kotahi is planning for regular audits to recommence in 2023. An auditing schedule is currently being drafted and will begin following discussion with VTNZ.

All complaints received by VTNZ in respect of driver testing services are managed and investigated according to VTNZ's complaints process and the Driver Testing Officer's Manual which is established and maintained by Waka Kotahi. This complaints procedure is designed to rectify and eliminate poor performance and to identify opportunities to continually improve performance.

VTNZ reports any complaints received to Waka Kotahi on a regular basis. Waka Kotahi audits the complaints made about practical driver testing as well as being involved in complaints that are escalated to Waka Kotahi for resolution. If Waka Kotahi has concerns with the nature of a complaint or with the integrity of a test following its investigation, this will be raised to the relevant area within Waka Kotahi for investigating and resolution with VTNZ.

The statistics requested in part two of your request are enclosed below as Appendix A.

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 at official.correspondence@nzta.govt.nz.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Brett Alridge', with a stylized flourish at the end.

Brett Alridge
Chief Operating Officer

Appendix A: Test volumes and pass rates for Class 1 (car) practical tests sat by applicants aged 16-20 years at VTNZ MT Maunganui and VTNZ Tauranga between 1 January 2020 – 30 November 2022

Site description	Test type	Gender	2020			2021			2022		
			Fail	Pass	Pass rate	Fail	Pass	Pass rate	Fail	Pass	Pass rate
VTNZ MT MAUNGANUI	Class 1 full licence	Female	107	507	83%	130	511	80%	126	320	72%
		Male	179	564	76%	163	558	77%	145	348	71%
	Class 1 restricted licence	Female	398	662	62%	482	520	52%	313	407	57%
		Male	514	706	58%	597	565	49%	465	445	49%
VTNZ TAURANGA	Class 1 full licence	Female	13	56	81%	46	188	80%	61	248	80%
		Male	36	73	67%	81	220	73%	89	293	77%
	Class 1 restricted licence	Female	78	113	59%	362	506	58%	492	448	48%
		Male	121	124	51%	547	513	48%	575	558	49%

Notes:

- 2022 includes data from 1 January 2022 – 30 November 2022 only
- The information was extracted from the Driver Licence Register (DLR) and is current as at 14 December 2022.
- Data is limited to tests of the following test types sat between 1 January 2020 and 30 November 2022 (inclusive) by applicants aged 16, 17, 18, 19 or 20 years at test date:
 - Class 1 (Car) restricted licence test
 - Class 1 (Car) full licence test
- The age of an applicant is calculated from the date the test was sat and from their entered date of birth recorded on DLR as at 14 December 2022.
- Test volumes are determined by the number of tests sat, not the number of individuals who sat a test.
- Sat tests refer to tests resulted as Pass, Fail or Terminated. Tests resulted as Terminated have been grouped with Fail for reporting purposes.
- Data is limited to tests sat at the following test sites only:
 - VTNZ Mt Maunganui
 - VTNZ Tauranga
- The data is limited to tests sat as part of any application type including the Graduated Driver Licensing System (GDLS), overseas conversion, a requalification application, an endorsement application, etc.
- The data excludes tests sat as part of a cancelled application.

- If an applicant passes the restricted licence practical test in an automatic vehicle, an 'I' condition (only vehicle with automatic transmission to be used), is added to the licence. In order for a restricted licence holder to have the 'I condition' removed from their licence, the licence holder is required to re-sit and pass the restricted licence practical test in a manual vehicle. The data includes applicants re-sitting their restricted licence test in a manual vehicle to have the automatic condition removed from their licence.
- The gender of an applicant is as recorded on DLR as at 14 December 2022. Gender options available for selection from DLR are Female, GenderDiverse and Male.
- To protect the privacy of individuals due to small values, the gender type "GenderDiverse" has been grouped with "Female" for reporting purposes.
- The gender type of "Indeterminate" was replaced with "GenderDiverse" on 1 November 2020. Genders recorded in DLR are only used for statistical purposes, and are not displayed on the driver licence card.
- Due to the Covid-19 pandemic, NZ had a 4-level Alert system in place starting from 21 March 2020. Driver licensing and testing facilities closed over alert levels 3 and 4. Further information on the alert system can be found here: <https://covid19.govt.nz/covid-19/alert-system/alert-system-overview/>. History of the Covid-19 alert system can be found here: <https://covid19.govt.nz/alert-levels-and-updates/history-of-the-covid-19-alert-system/>.