

28 March 2023

Out of
Scope

REF: OIA-12118

Dear **Out**

Request made under the Official Information Act 1982

Thank you for your email of 28 February 2023 to the Minister of Transport requesting the following information under the Official Information Act 1982 (the Act):

I write to make a formal complaint about Waka Kotahi purporting to unilaterally change its agreement and terms and conditions about prepaid toll fares, reducing the valid period from 2 years to 3 months.

This is unfair and unreasonable, especially as the tolls are pre-paid so Waka Kotahi already has our money.

It is hard to understand any possible justification except to expropriate prepaid tolls from the public and set people up unfairly for fines.

Please provide under the OIA all advice to you and any related reports etc to explain the reasons for this change, including why you believe its in the public interest and what you will do to address this.

On 1 March 2023, this request was transferred by the office of the Minister of Transport to Waka Kotahi NZ Transport Agency for response.

Waka Kotahi has not provided advice or any other related reports to the Minister of Transport that would be within scope of your request. I am therefore refusing your request under section 18(e) of the Act because the document alleged to contain the information requested does not exist or, despite reasonable efforts to locate it, cannot be found.

I can confirm that the change to prepaid trip pass validity dates only applies to new trips purchased after 31 March 2023. The validity period of trips purchased before 31 March 2023 has not changed. Members of the public will be able to request full refunds for any unused trips (valid or expired) on our website up to 8 years after purchase.

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.

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 official correspondence by email to official.correspondence@nzta.govt.nz.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'J Klein', with a large loop at the end.

Jurgita Klein

Principal Technical Advisor, Ministerial Services