

2 October 2023

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REF: OIA-13544

Dear ██████████

Request made under the Official Information Act 1982

Thank you for your email of 4 September 2023 requesting the following information under the Official Information Act 1982 (the Act):

On your website, it is listed as \$49.60 - for the application fee. Could you please let me know how much does it cost to print a physical driver's licence? (Manufacturing). Please provide a break down of all costs.

The cost of manufacturing Driver Licence cards cannot be released as it would likely affect our ability to carry out a competitive tender process for the future supply of this service. This information is therefore withheld under section 9(2)(j) of the Act to enable Waka Kotahi NZ Transport Agency to carry on, without prejudice or disadvantage, commercial negotiations.

With respect to the information that has been withheld, I do not consider there are any other factors which would render it desirable, in the public interest, to make the information available.

How much did NZTA spent on licence manufacturing of all licences issued in 22/23 FY?

Waka Kotahi spent \$1.27 million on the production and processing of New Zealand Driver licence cards during the 2022-2023 financial year.

Why re-issuance for lost/stolen licences cost substantially less than a new application for a licence?

Our fees are made up of numerous cost components that have to be recovered. This includes our staff time to ensure that the Driver Licence Register details are correct, credit card fees, the cost of manufacturing the card, overheads, and the cost of the agent (New Zealand Automobile Association Inc. (AA) or Vehicle Testing New Zealand (VTNZ)) to provide the public facing service on our behalf.

With getting a replacement licence, the cost of manufacturing the photo identification licence and the credit card costs is the same as getting a new licence. However, the amount of time that Waka Kotahi staff and our agents spend processing the transaction is substantially less than that involved in getting a new licence. With a new licence, we are required to recover the costs associated with test bookings, cancellations and re-bookings, as well as sending out test results and assessing the eligibility of the applicant to get the licence.

What are the physical resources/materials used in the current format?

Producing Driver Licence cards involves a composite card construction comprising of polyethylene terephthalate (PET) and polyvinyl chloride (PVC).

How many kilograms of plastics used to manufacture all licences issued in 22/23 FY?

Waka Kotahi does not hold any records about the weight of materials used for producing Driver Licence cards. I am therefore refusing this part of your request under section 18(g)(i) of the Act as the information requested is not held by Waka Kotahi, and there is no reason to believe it is held by another department or organisation.

If projections available, how much NZTA is projecting to save in its budget via digital reform?

We are unable to respond to this part of your request as New Zealand legislation does not currently support replacing a printed Driver Licence cards with a digital version.

Under section 28 of the Act, you have the right to ask the Ombudsman to review my decision to withhold part of this information and refuse part of 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 us by email to official.correspondence@nzta.govt.nz.

Yours sincerely



Eric van der Plank
Senior Manager, Commercial Services