

26 June 2024

[REDACTED]

Centrist

[REDACTED]

REF: OIA-15453

Dear [REDACTED]

**Request made under the Official Information Act 1982**

Thank you for your email of 22 May 2024 requesting the following information under the Official Information Act 1982 (the Act):

1. *How many Restricted Licence driving tests were booked in Q4 2022 and Q1 2023 (1/10/22 thru 31/3/23)?*
2. *Of those tests, how many were resits and how many were first-time bookings?*
3. *Of all the Restricted tests booked in question one, how many ended up being no-shows where the applicant simply failed to turn up?*
4. *Turning to pass rates, how many of those bookings in question #1 achieved their Restricted on the first attempt?*
5. *How many Restricted Licence driving tests were booked in Q4 2023 and Q1 2024 (1/10/23 thru 31/3/24)?*
6. *Of those tests, how many were resits and how many were first time bookings?*
7. *Of all the Restricted tests booked in question #5, how many ended up being no-shows where the applicant simply failed to turn up?*
8. *Turning to pass rates, how many of those bookings in question #5 achieved their Restricted on the first attempt?*

For questions 1 to 8, we have interpreted "Restricted Licence driving tests" or "Restricted tests" as Class 1 (Motor Cars and Light Motor Vehicles) Restricted Driver Licence tests and we have interpreted "achieved their Restricted" as individual persons who passed their Restricted Driver Licence test.

The following document falls within the scope of your request and is enclosed:

- Attachment 1 – OIA-15453 - [REDACTED] (Q1 - Q8).xlsx (spreadsheet).

The data in Attachment 1 should be read in conjunction with the caveats on the first tab of the spreadsheet.

*9. Does NZTA have a system that notifies, (eg. texts) applicants shortly (say a day or more) before their test and asks them to confirm their booking?*

NZ Transport Agency Waka Kotahi (NZTA) does not have a system as described, but Vehicle Testing New Zealand Limited (VTNZ) does. VTNZ sends out text reminders 48 hours and 24 hours prior to a test. Applicants are then able to reply to the text to cancel their booking.

*10. Are driving testers able to undertake any other meaningful work if they are not needed for a test that hour because there is a no-show (an applicant defaults on a booking) or, is their time wholly or partially wasted for that hour?*

Driver testers are employed by VTNZ and as such their work is managed by VTNZ and not NZTA.

*11. Is NZTA collecting demographic data on no-shows in order to identify ways of countering the problem? If so, what have you learned about the cohort most likely to miss bookings?*

NZTA does not collect this data. In September 2023 (prior to the change) the percentage of no-shows for tests nationally was 6 percent for Restricted Driver Licence tests and 4 percent for Full Driver Licence tests. In January 2024 it was 10 percent and 7 percent, and in April 2024 it was 7 percent and 6 percent respectively.

While these figures indicate that the number of no-shows has increased, measures put in place have succeeded with reducing them.

*12. What is done to try to allow others to use the test times originally booked by no-shows? For instance, is there some system for people to use the time booked by the no-show when they cancel with short notice or when they don't cancel at all? Even if there is no system, would a person waiting be allowed to use the test reserved by the no-show if the person was waiting on standby?*

VTNZ encourages people to cancel their tests, via methods such as the text system mentioned previously, rather than not showing up. VTNZ is also able to reopen missed test slots in its booking system for others to book tests.

*13. Is the way of using (or not) the test times missed by the no-shows any different than when the re-sits had to be paid for? If so, how? If there is no system in place to allow others to use the times reserved by the no-shows, why not and what is being done to fix it?*

The text system was introduced after the fee change was implemented in October 2023.

*14. Did the percentage of no-shows after the resits became free surprise NZTA?*

This question is a matter of opinion and NZTA does not wish to comment.

In line with NZTA policy, this response will soon be published on our website, with personal information removed.

If you would like to discuss this reply with NZTA, please contact Andy Knackstedt, Senior Manager, Media, by email to [andy.knackstedt@nzta.govt.nz](mailto:andy.knackstedt@nzta.govt.nz).

Yours sincerely

A handwritten signature in black ink, appearing to read 'Galina Mitchelhill', with a stylized flourish at the end.

**Galina Mitchelhill**

Senior Manager, Research and Analytics