

From: Jo O'Brien <Jo.O'Brien@nzta.govt.nz>
Sent: Wednesday, September 18, 2024 5:01 PM
To: Caitlin Ferner <caitlin.ferner@nzta.govt.nz>
Subject: Fwd: Information for social media campaign on wait times

Hey here are stats on practical test fails :)

Sent from [Outlook for Android](#)

From: Mya Charlton <Mya.Charlton@nzta.govt.nz>
Sent: Wednesday, September 18, 2024 4:38:23 PM
To: Jo O'Brien <Jo.O'Brien@nzta.govt.nz>; James Watson <James.Watson@nzta.govt.nz>
Subject: RE: Information for social media campaign on wait times

Kia ora,

Please find attached.

Critical Error:

A critical error is a serious driving error that does not meet the threshold for an immediate failure error. Critical errors are recorded at any time they occur during either stage of the test, whether or not the applicant was undertaking an assessable task at the time of the error. Most illegal driving actions are classified as critical errors (except errors that endanger any road user, which are classified as immediate failure errors). Critical errors are more important than the errors assessed by task assessment items, so critical errors have a greater influence on the outcome of the test. Critical errors include:

Too slow
Mounting a kerb
Too fast
Stalling the vehicle
Failing to look
Incomplete stop at a Stop sign
Failing to signal
Blocking a pedestrian crossing
Other illegal action

Immediate Failure Errors:

Immediate failure errors are recorded at any time they occur during either stage of the test regardless of whether or not the applicant was undertaking an assessable task at the time of the error. All driving actions resulting in immediate danger to any road user or to property are classified as immediate failure errors and would usually be when the applicant is operating the vehicle carelessly, dangerously or recklessly. Immediate failure errors are the most dangerous errors of all, and result in immediate failure of the test. Immediate failure errors include:

Testing officer intervention
Excessive speed
Failing to carry out an instruction
Stopping at dangerous position
Collision
Failing to stop
Failing to give way
Other dangerous action

To pass the restricted test, the driver must:

- not accumulate too many critical errors in either stage 1 or stage 2 (no more than one critical error before the end of stage 1 and no more than two critical errors over the entire test),

- not incur any immediate failure errors, and
- score at least the overall test pass mark.

To pass the full test, the driver must:

- not accumulate more than 1 critical error throughout the test,
- not incur any immediate failure errors, and
- score at least the overall test pass mark.

I hope this makes sense but if you have any questions, please reach out.

Kind regards,

Mya Charlton ([she/her](#))

Team Manager, Agent Operations

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From: Jo O'Brien <Jo.O'Brien@nzta.govt.nz>

Sent: Wednesday, September 18, 2024 10:45 AM

To: James Watson <James.Watson@nzta.govt.nz>; Mya Charlton <Mya.Charlton@nzta.govt.nz>

Subject: RE: Information for social media campaign on wait times

Thanks James, we are trying to finalise social media content by tomorrow. [@Mya Charlton](#) do we know yet if VTNZ can help with the practical test failure reasons?

Ngā mihi

Jo

From: James Watson <James.Watson@nzta.govt.nz>

Sent: Tuesday, September 17, 2024 12:30 PM

To: Jo O'Brien <Jo.O'Brien@nzta.govt.nz>; Mya Charlton <Mya.Charlton@nzta.govt.nz>

Subject: FW: Information for social media campaign on wait times

Kia ora Mya

Please see below query regarding practical test failure reasons – I wasn't sure if VTNZ were going to provide info, or were "hoping" to be able to provide additional commentary with regards to common practical test failure reasons?

In terms of the other question around theory test questions/answers - I'll contact Karen Fountain to find out if this can be provided (unless of course your team also have visibility these)

Cheers
James

From: Jo O'Brien <Jo.O'Brien@nzta.govt.nz>
Sent: Tuesday, September 17, 2024 12:22 PM
To: James Watson <James.Watson@nzta.govt.nz>
Subject: FW: Information for social media campaign on wait times

Kiaora James, some follow up requests from Caitlin, our social media person below. Could you help with these? Jo

From: Caitlin Ferner <caitlin.ferner@nzta.govt.nz>
Sent: Tuesday, September 17, 2024 10:42 AM
To: Jo O'Brien <Jo.O'Brien@nzta.govt.nz>
Subject: RE: Information for social media campaign on wait times

Thanks so much 😊 Would you know where I could find the answers to the test question/a copy of all the questions and answers?

Want to make sure I'm using the same language.

Wanting to check if there'll be info on practical test failure reasons? I remember that data might have been harder to source – we probably don't need it if it's too tricky to obtain 😊

Caitlin Ferner (she/her)

Senior Communications Advisor, Regulatory
Te Waka Kōtuia | Engagement and Partnerships
NZ Transport Agency Waka Kotahi

From: Jo O'Brien <Jo.O'Brien@nzta.govt.nz>
Sent: Friday, September 13, 2024 7:22 AM
To: Caitlin Ferner <caitlin.ferner@nzta.govt.nz>
Subject: FW: Information for social media campaign on wait times

Kiaora here's info on test questions. Jo

From: James Watson <James.Watson@nzta.govt.nz>
Sent: Thursday, September 12, 2024 3:32 PM
To: Jo O'Brien <Jo.O'Brien@nzta.govt.nz>
Subject: RE: Information for social media campaign on wait times

Kia ora Jo

Please find stats attached. I've also been provided the following supporting commentary;

“Here’s the list of the top 20 hardest questions. This is limited to Class 1L tests. To get to the detail of what the answers are for each Question ID, I *think* you may need to go to Standards and Guidelines (Karen Fountain’s team).

There’s two ranking columns that are hopefully fairly self-explanatory. One is just limited to “if the question has been presented in at least 30,000 tests”.

The data is for tests completed in the calendar year 2024 to date

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Test Type	Question ID	Question Text (English)	Total Answered Correctly	Total Answered Incorrectly	Test Count	Correctly Answered	Ranking (Hard to easy)	Ranking if over 30k
Class1L	1434	On a Transit Lane sign, what does T2 mean?	22094	12862	34956	63.2%	1	1
Class1L	1368	When driving on a road with lanes you must be able to stop in half the length of clear road you can see in front of you.	21567	11960	33527	64.3%	2	2
Class1L	1366	When coming to a pedestrian crossing with a raised traffic island in the middle, what must you do?	11627	6102	17729	65.6%	3	-
Class1L	1557	When you have a learner licence you must always drive with a supervisor. A supervisor is a person who has held a current and valid licence for a year.	52799	24346	77145	68.4%	4	3
Class1L	1560	If you have a front tyre blowout, the vehicle will:	53420	23719	77139	69.3%	5	4
Class1L	1484	When driving into bright sunlight, you should use sunglasses and your vehicle sun visors for safety. What else are you advised to do?	20184	8640	28824	70.0%	6	-
Class1L	1432	What does this sign mean?	24551	10327	34878	70.4%	7	5
Class1L	1436	What must you do at an intersection controlled by a stop sign?	25202	10035	35237	71.5%	8	6
Class1L	1405	What does this sign mean?	24476	9133	33609	72.8%	9	7
Class1L	1495	What is the safest way to drive up to intersections?	20980	7762	28742	73.0%	10	-
Class1L	1525	Does the driver of the blue car have to give way?	22478	8016	30494	73.7%	11	8
Class1L	1517	Does the driver of the blue car have to give way?	22823	7865	30688	74.4%	12	9
Class1L	1527	Does the driver of the blue car have to give way?	22822	7816	30638	74.5%	13	10
Class1L	1385	What does 'the speed limit' mean?	25398	8495	33893	74.9%	14	11
Class1L	1555	If you have a restricted licence you can carry a passenger if they are your spouse.	57714	19161	76875	75.1%	15	12
Class1L	1561	If you have a rear tyre blowout, the vehicle will:	57968	19016	76984	75.3%	16	13
Class1L	1448	What does a yellow reflector (cat's eye) placed on the road mean?	26295	8286	34581	76.0%	17	14
Class1L	1541	What is the maximum distance a load may extend in front of a car?	58760	18256	77016	76.3%	18	15
Class1L	1512	Does the driver of the blue car have to give way?	23605	6906	30511	77.4%	19	16
Class1L	1441	Flush medians can be used when:	26972	7869	34841	77.4%	20	17
Class1L	1423	When coming up to a one-lane bridge, what does this sign indicate?	26941	7625	34566	77.9%	21	18
Class1L	1364	What is the purpose of the 2-second rule?	26370	7449	33819	78.0%	22	19
Class1L	1398	How close can you park your vehicle to the approach side of a pedestrian crossing where no broken yellow lines have been marked?	26608	7342	33950	78.4%	23	20

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Please do sing out if any questions.

Cheers
James

From: Jo O'Brien <Jo.O'Brien@nzta.govt.nz>
Sent: Wednesday, September 11, 2024 2:47 PM
To: James Watson <James.Watson@nzta.govt.nz>
Subject: RE: Information for social media campaign on wait times

Kiaora James, just following up on the theory test info request as mentioned in meeting this morning.

Is it possible to get info on top failed theory test questions by the end of this week? (These would be the priority, rather than the top questions people get right)

We probably don't need a class type breakdown, just overall figures or figures for car licence tests would be enough.

Ngā mihi
Jo

From: James Watson <James.Watson@nzta.govt.nz>
Sent: Monday, September 2, 2024 4:20 PM
To: Mya Charlton <Mya.Charlton@nzta.govt.nz>
Cc: Jo O'Brien <Jo.O'Brien@nzta.govt.nz>
Subject: RE: Information for social media campaign on wait times

Kia ora Mya

Yes please if you can ask VTNZ that would be appreciated 😊

Re Insight Hub – I'll look to try and get my hands on that data (I was going to check with Natasha Napier in first instance)

Cheers

James Watson

Principle Advisor – Driver Licence Wait Times

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From: Mya Charlton <Mya.Charlton@nzta.govt.nz>
Sent: Monday, September 2, 2024 4:05 PM
To: James Watson <James.Watson@nzta.govt.nz>
Cc: Jo O'Brien <Jo.O'Brien@nzta.govt.nz>
Subject: RE: Information for social media campaign on wait times

Kia ora James,

- “What are the top 5-10 questions that applicants get wrong on their theory test?

This is available via Inshithub and Stats Analysis should be able to provide this broken down by Class/Test type etc.

- What are the 5-10 most common reasons why people fail practical test?

I can ask VTNZ if they have this information available from the testing tablets.

- What are the 5-10 top questions that people get right on the theory test?

This is available via Inshithub and Stats Analysis should be able to provide this broken down by Class/Test type etc.

- What are the 5-10 most common things that people get right on their practical test?

I can ask VTNZ if they have this information available from the testing tablets.

Kind regards,

Mya Charlton ([she/her](#))

Agencies Team Leader, Agent Operations

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From: James Watson <James.Watson@nzta.govt.nz>

Sent: Monday, September 2, 2024 2:42 PM

To: Mya Charlton <Mya.Charlton@nzta.govt.nz>

Cc: Jo O'Brien <Jo.O'Brien@nzta.govt.nz>

Subject: FW: Information for social media campaign on wait times

Hi Mya

Do you know if any of this type of data/information is captured or made available from VTNZ or AA?

Or would we require a specific discussion with both VTNZ and AA to attempt to obtain the info?

- “What are the top 5-10 questions that applicants get wrong on their theory test?
- What are the 5-10 most common reasons why people fail practical test?
- What are the 5-10 top questions that people get right on the theory test?
- What are the 5-10 most common things that people get right on their practical test?

Ngā mihi

James Watson

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From: Jo O'Brien <Jo.O'Brien@nzta.govt.nz>

Sent: Monday, September 2, 2024 2:29 PM

To: James Watson <James.Watson@nzta.govt.nz>

Subject: Information for social media campaign on wait times

Kiaora James

I've been talking with our social media team on communications to help bring down wait times.

One idea they had to engage people on the issue is to run posts on the reasons why people pass and fail their tests.

So we have come up with a few questions that Ashley Fry said you might be able to help answer. Could you help provide some answers for these?

- What are the top 5-10 questions that applicants get wrong on their theory test?
- What are the 5-10 most common reasons why people fail practical test?
- What are the 5-10 top questions that people get right on the theory test?
- What are the 5-10 most common things that people get right on their practical test?

- What are the major differences between driving rules or conditions in New Zealand and China, India, Phillipines (as these are the biggest nationalities seeking licence conversions) eg side of the road you drive, give way rules.

Ngā mihi

Jo O'Brien

Ngāti Awa | Ngāti Pukeko | Ngāti Manawa | Whakatōhea | Ngāi Tūhoe | Ngāti Whakaue

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