

14 December 2022

Caroline Williams  
Reporter – Auckland  
Stuff  
caroline.williams@stuff.co.nz

REF: OIA-11491

Dear Caroline

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

Thank you for your email of 16 November 2022 requesting information about road signs that have been replaced in Auckland, under the Official Information Act 1982 (the Act). I will address each of your queries in turn.

Only one road sign on the Auckland State Highway Network has been replaced because of a spelling mistake or incorrect information, during the period 1 January 2018 to 15 November 2022.

**1. For each replaced sign, please state:**

**- The location**

The sign was located at the southbound off-ramp on Esmonde Road.

**- The error (what the sign said vs what it should have said)**

The road sign was spelled “Esmond”, rather than “Esmonde”.

**- The date it was replaced (month and year)**

The sign was replaced in December 2022.

**- Who made the mistake (i.e Waka Kotahi or contractors)**

The mistake was made by the third-party supplier which manufactured the sign.

**2. I'd also like to know what Waka Kotahi spent to replace the incorrect signs (a total figure for the period).**

**3. Lastly, please state the Waka Kotahi policy for when a mistake is made by a contractor: Do they have to cover the cost of the mistake?**

The sign was replaced at no cost to Waka Kotahi NZ Transport Agency. This is because error was the fault of the manufacturer and so responsibility for any repair or replacement does not fall to Waka Kotahi.

Waka Kotahi is only the Road Controlling Authority (RCA) for the State Highways in the Auckland Region.

If you are interested in information that relates to local roads, we recommend that you contact Auckland Transport as it is the RCA for local roads in the Auckland region.

In line with Waka Kotahi policy, this response will soon be published on our website.

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

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Neil Walker', with a long horizontal flourish extending to the right.

**Neil Walker**  
National Manager, Maintenance and Operations