

15 December 2022

Mary Argue
Reporter
Wairarapa Age Times
mary.argue@age.co.nz

REF: OIA-11558

Dear Mary

Request made under the Official Information Act 1982

Thank you for your email of 24 November 2022 requesting the following information under the Official Information Act 1982 (the Act):

We understand Waka Kotahi has a significant backlog resulting in delays with granting limited licences.

This information came to us via the Masterton District Court.

We would like to know how much pressure Waka Kotahi is currently under and put this into context. Therefore, we have the following questions;

- 1. How many limited licence applications are currently active with Waka Kotahi?*
- 2. How many of these applications are for drivers based in Wairarapa [or have come through the Masterton District Court?]*
- 3. What is the current turnaround time for a limited licence application? Has this increased / decreased in the past six months?*
- 4. How many limited licence applications have Waka Kotahi received in the year to November 2022?*
- 5. How many limited licence applications did Waka Kotahi receive in the year to November 2021?*
- 6. What is the optimal turn around time for an application for a limited licence?*
- 7. Can Waka Kotahi elaborate further on why there is a backlog/delay in processing limited licence applications? What is Waka Kotahi doing to remedy the delay?*

I have numbered each part of your request for convenience and will address each in turn.

- 1. How many limited licence applications are currently active with Waka Kotahi?*

As at 25 November 2022, Waka Kotahi NZ Transport Agency had 75 Limited Licence applications on hand.

2. *How many of these applications are for drivers based in Wairarapa [or have come through the Masterton District Court?]*

Waka Kotahi does not hold a record of the number of Limited Licence applications we receive from each region or court. 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 are no grounds for believing that the information is held by another department or Minister of the Crown or organisation, or by a local authority.

3. *What is the current turnaround time for a limited licence application? Has this increased / decreased in the past six months?*

Our current Service Level Agreement (SLA) processing time is four working days. Processing time is counted from the time the complete application is received by the Exemptions & Registers Integrity team for processing. Four working days has been the SLA for many years. Our response to question seven includes the number of days taken to process applications, broken down by week.

Please note, the time between the granting of a Court Order by the courts, to the time the complete application arrives to be processed by Waka Kotahi, or any time where we have requested further information in relation to an incomplete application, is not counted towards the SLA processing time.

4. *How many limited licence applications have Waka Kotahi received in the year to November 2022?*

Please see the table below.

Limited Licence applications 2022	
	Total
January	54
February	436
March	495
April	154
May	394
June	515
July	447
August	344
September	599
October	461
November	245
December	0*
TOTAL	4144

**Month not yet complete at the time data was pulled*

5. How many limited licence applications did Waka Kotahi receive in the year to November 2021?

Please see the table below.

Limited Licence applications 2021	
	Total
January	185
February	222
March	260
April	188
May	281
June	301
July	350
August	175
September	155
October	209
November	224
December	201
TOTAL	2751

6. What is the optimal turn around time for an application for a limited licence?

Limited Licences are a priority workstream for the Exemptions & Registers Integrity team. Our optimal aim is to be as low in the 4 working day SLA as possible.

7. Can Waka Kotahi elaborate further on why there is a backlog/delay in processing limited licence applications? What is Waka Kotahi doing to remedy the delay?

Waka Kotahi does not currently have a back log or delay in processing Limited Licence applications. The following tables show that we have met our SLA processing time of four working days each week since January 2021, with the exception of week one of September 2021, where application timeframes reached six working days to process.

Weekly Waka Kotahi processing timeframes for Limited Licence applications 2021 (days)					
	Week 1	Week 2	Week 3	Week 4	Week 5
January	3	3	3	3	/
February	3	3	4	4	/
March	4	4	4	4	/
April	4	4	3	4	3
May	4	3	4	3	/
June	3	3	3	3	/
July	3	3	4	3	3
August	3	2	4	0	/
September	6	0	0	2	/

October	1	1	2	0	0
November	0	1	1	1	/
December	2	0	2	0	/

Weekly Waka Kotahi processing timeframes for Limited Licence applications 2022 (days)					
	Week1	Week 2	Week 3	Week 4	Week 5
January	1	2	4	3	/
February	4	3	3	4	/
March	4	3	3	3	/
April	2	1	3	3	2
May	1	2	3	3	/
June	4	3	2	3	/
July	3	3	2	2	3
August	2	2	2	2	/
September	2	3	2	3	/
October	3	1	1	2	/
November	3	1	2	3	*
December	*	*	*	*	*

** figure not available at the time data was pulled.*

/ - indicates there was not a fifth week for this month.

Under section 28 of the Act, you have the right to ask the Ombudsman to review my decision to 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 Andy Knackstedt, Senior Manager Media, by email to andrew.knackstedt@nzta.govt.nz.

Yours sincerely



Sue Hardiman

Senior Manager, Vehicle and Driver Licensing