



16 January 2013

Amy Jackman

Amy.jackman@fairfaxmedia.co.nz

Dear Amy

Request made under the Official Information Act 1982

Thank you for your email received 30 November 2012, requesting information concerning driver testing under the Official Information Act 1982.

Your seven requests and my responses are detailed below:

1. *How many practical driving tests, both restricted and full, were taken between February 27 and November 30, 2011 at Kilbirnie, Porirua and Lower Hutt? How many passed, how many failed/stopped, and what was the pass rate?*

Please refer to attachment one for this data.

2. *How many practical driving tests, both restricted and full, were taken between February 27 and November 30, 2012 at Kilbirnie, Porirua and Lower Hutt? How many passed, how many failed/stopped, and what was the pass rate?*

Please refer to attachment two for this data.

3. *How many testing officers operate out of Kilbirnie, Porirua and Lower Hutt?*

Between 27 February 2011 and 30 November 2011, and 27 February 2012 and 30 November 2012, 13 testing officers conducted the restricted licence and full licence tests from the Kilbirnie Driver Testing Centre, AA Porirua and AA Lower Hutt test sites. Please note that a testing officer can conduct tests at more than one test site.

4. *What is the pass rate for each of these testing officers, for the two time periods specified above?*

Please refer to attachment three for this data.

5. *How many complaints have been laid in relation to tests carried out by each of these testing officers, for the two time periods specified above? How many of these complaints have been upheld?*

Please refer to attachment four for this data.

6. *What is the standard procedure for dealing with complaints?*

Customers are advised to complete an NZ Driver Licensing (NZDL) customer complaint form in the following circumstances:

- To make a specific complaint about a testing officer's attitude/manner/behaviour.
- To make a specific complaint about a failed test result.

Customers are then to forward their completed form directly to:

NZ Driver Licensing (1998) Limited
PO Box 8993
Christchurch 8011

Alternatively, the completed form can be faxed to 03 3436925, or emailed to customerinquiry@nzdl.net.nz.

NZDL will respond directly to the customer within three days with a letter of acknowledgement advising their complaint is being investigated. Once the investigation has been completed a letter is sent to the customer regarding the outcome. The letter also advises them how to pursue the matter further if they are dissatisfied with the outcome of NZDL's investigation.

7. *Are there disciplinary actions if a tester receives too many complaints? Have any of these testers faced disciplinary action?*

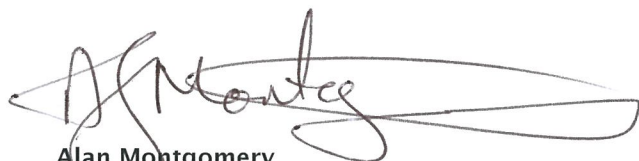
Performance management is tailored to the needs of the testing officer, identifying and focusing on any specific problems or issues they may have. This could include audits being conducted on their test papers or the practical driving tests they conduct, depending on what areas are being focused on for improvement. This may include a supervisor being present in the vehicle during testing. Alternatively, the supervisor may conduct testing while the testing officer observes, this allows them to view how the supervisor may do things differently and/or deals with applicants in a different manner.

Depending on the needs of the testing officer, a full time camera may be placed in the vehicle during testing. Each test is recorded, with the focus primarily on the testing officer's performance. This footage is reviewed on a weekly basis.

Presently, there are no testing officers undergoing performance management. Due to staff absences within NZDL, we have been unable to source information regarding whether any of the testing officers underwent performance management between 27 February 2011 and 30 November 2011, or 27 February 2012 and 30 November 2012. However, from 14 January 2013, we should be able to source this information and will endeavour to forward this to you.

Thank you again for writing. If you would like to discuss this reply with the NZ Transport Agency, please contact Andrew Knackstedt, by email at Andrew.Knackstedt@nzta.govt.nz or by phone on 04 894 6285.

Yours sincerely

A handwritten signature in black ink, appearing to read 'A Montgomery', with a long horizontal flourish extending to the right.

Alan Montgomery
Manager, Customer Access
NZ Transport Agency

Attachment 1

Test site	Tests sat between 27 February 2011 and 30 November 2011										
	Class 1 Restricted test						Class 1 Full test				
	PASS	FAIL	Stopped	Total	Pass rate		PASS	FAIL	Stopped	Total	Pass rate
AA Lower Hutt	853	68	170	1091	78%		921	117	142	1180	78%
AA Porirua Centre	848	114	162	1124	75%		839	133	157	1129	74%
Kilbirnie - Driving Testing Centre	886	77	184	1147	77%		1038	184	325	1547	67%
TOTAL	2587	259	516	3362	77%		2798	434	624	3856	73%

Attachment 2

Test site	Tests sat between 27 February 2012 - 30 November 2012											
	Class 1 Restricted test						Class 1 Full test					
	PASS	FAIL	Stopped	Total	Pass rate		PASS	FAIL	Stopped	Total	Pass rate	
AA Lower Hutt	496	175	594	1265	39%		1224	227	406	1857	66%	
AA Porirua Centre	444	96	357	897	49%		863	145	373	1381	62%	
Kilbirnie - Driving Testing Centre	396	153	454	1003	39%		1079	293	553	1925	56%	
TOTAL	1336	424	1405	3165	42%		3166	665	1332	5163	61%	

Attachment 3

Testing Officer	1R and/or 1F tests conducted between 27 February 2011 - 30 November 2011										
	CLASS 1R					CLASS 1F					
	PASS	FAIL	Stopped	Total	Pass rate	PASS	FAIL	Stopped	Total	Pass rate	Total
1	196	44	47	287	68%	180	32	48	260	69%	
3	174	33	40	247	70%	216	30	74	320	68%	
4	30	4	4	38	79%	29	7	4	40	73%	
6	564	52	121	737	77%	522	90	133	745	70%	
7	1			1	100%						
8	1		1	2	50%						
9	540	35	103	678	80%	602	97	167	866	70%	
10	77	6	11	94	82%	128	22	25	175	73%	
11	535	48	78	661	81%	502	66	59	627	80%	
12	4	1		5	80%	3	1		4	75%	
14	371	36	93	500	74%	479	83	93	655	73%	
15	88		16	104	85%	129	5	19	153	84%	
16	6		2	8	75%	8	1	2	11	73%	
TOTAL	2587	259	516	3362	77%	2798	434	624	3856	73%	

Testing Officer	1R and/or 1F tests conducted between 27 February 2012 - 30 November 2012									
	CLASS 1R					CLASS 1F				
	PASS	FAIL	Stopped	Total	Pass rate	PASS	FAIL	Stopped	Total	Pass rate
2	12	3	11	26	46%	24	10	8	42	57%
3	213	69	226	508	42%	488	96	225	809	60%
5	1	1	3	5	20%	9	2	7	18	50%
6	107	53	124	284	38%	275	161	164	600	46%
9	202	119	343	664	30%	605	110	219	934	65%
10	2	7	2	11	18%	12	2	11	25	48%
11	364	76	276	716	51%	702	120	271	1093	64%
13	216	35	158	409	53%	450	53	118	621	72%
14	219	61	262	542	40%	601	111	309	1021	59%
TOTAL	1336	424	1405	3165	42%	3166	665	1332	5163	61%

Please Note:

Testing officer names have been replaced with a unique key. Therefore, testing officer 3 in both 2011 and 2012 will belong to the same testing officer.

Data is limited to Class 1 Restricted (1R) and Class 1 Full (1F) tests sat between 27 February 2011 - 30 November 2011 and 27 February 2012 - 30 November 2012.

Data includes all application types.

Data is limited to tests resulted as Pass, Fail and Stopped only ("sat" tests)

Data is limited to class 1 Restricted and class 1 Full licence tests sat at AA Lower Hutt, AA Porirua, and the Kilbirnie - Driving Testing Centre only.

Figures are as at 30 November 2012.

Attachment 4

Testing Officer	Number of complaints laid against each testing officer	
	27th February 2012 - 30 November 2012	27th February 2011 - 30 November 2011
3	3	2
4	0	0
5	4	1
6	2	3
8	0	0
9	6	3
10	0	0
11	3	1
13	3	0
14	13	2
15	1	0
16	6	1

Please note:

Testing officer names have been replaced with a unique key. Numbers above correspond with the previous tables.

Data is limited to testing officers that are primarily based in AA Lower Hutt, AA Porirua, and the Kilbirnie – Driving Testing Centre only.

Complaints against the above testing officers between 27 February 2012 and 30 November 2012, comes to a total of 41. Of these complaints, only 3 have been justified.

Complaints against the above testing officers between 27 February 2011 and 30 November 2011, comes to a total of 13. Of these complaints, none have been justified.