

17 March 2015

Susan Strongman
Reporter- Consumer Affairs
NZ Herald
susan.strongman@nzherald.co.nz

Dear Susan

Request made under the Official Information Act 1982

Thank you for your email of 22 February 2015 to Andy Knackstedt asking for:

The number of complaints received by the NZTA about app-based transportation network Uber and/or the company's drivers and the nature of the complaints.

To respond to your request, the Transport Agency has received one complaint. The complainant wanted the following addressed:

- Will they be operating and subject to the same Rules and regulations that everyone else has to including but not limited to.
- 24 7 dispatch?
- Phone number in the yellow or white pages?
- 24/7 coverage?
- Will their vehicles have fare schedules and fleet numbers displayed in the correct locations ?
- Braille stickers?
- Correct information on their door signs?
- Will they or have they applied for an ATO licence?

The Transport Agency also received one enquiry asking why private hire services such as Uber can operate when New Zealand taxis are 'rigorously regulated'. Names have been withheld under section 9(2)(a) which protects the privacy of an individual(s).

With respect to the information that has been withheld, I do not consider there are any other factors which would render it desirable, in the public interest, to make the information available.

Under section 28(3) of the Official Information Act 1982, you have the right to apply to an Ombudsman for an investigation and review of the decision to withhold this information. The address is:

Office of the Ombudsmen
PO Box 10152
Wellington

Please note that this response will be published on the Transport Agency web within 48 hours of you receiving it. If this conflicts with a dead line and/or if you would like to discuss this reply with the NZ Transport Agency, please contact Andrew Knackstedt, National Media Manager, by email to Andrew.Knackstedt@nzta.govt.nz or by phone on 04 894 6285.

Yours sincerely



Kate Styles
National Manager Operations
for Chief Executive