

13 July 2016

Allison Hess  
Bay of Plenty Times  
[allison.hess@bayofplentytimes.co.nz](mailto:allison.hess@bayofplentytimes.co.nz)

Dear Allison

Thank you for your email of 8 June 2016 requesting information under the Official Information Act 1982, relating specifically to the Tauranga Eastern Link and Takitimu Drive toll roads. Answers to your questions are provided in order below. Please note that unless otherwise stated, figures are as at 31 May 2016.

- *'Copies of any reports, documents, memoranda, correspondence, legal advice or emails, both internal and external regarding: unpaid toll road fees for the TEL and Takitimu Drive (formerly Route K) tolls roads in Tauranga, Bay of Plenty'*

To date there have been no reports, documents, memoranda, correspondence, legal advice or emails undertaken around the subject of unpaid tolls specifically related to the Tauranga Eastern Link or Takitimu Drive toll roads. Therefore, this part of your request is refused under section 18(e) of the Official Information Act 1982 as the information requested, does not exist.

- *'How many unpaid toll fees have there been since it has opened? Monthly breakdown please for each road'*

We have interpreted your question as the number of trips (not people) that have had a toll payment notice issued due to payment not being received within the required timeframe, and were still payable as at 31 May 2016. Please refer to Attachment 1 for the table that represents these numbers. Users of the toll roads have five working days to pay and if they don't, a toll payment notice is sent to them with a due date for payment. The overall percentage of trips on Tauranga toll roads that were unpaid at three months is between three and four percent, which is in line with the Northern Gateway Toll Road (which has been operating for almost seven years).

- *'How much has been collected through tolls for each since they opened?'*

As at 31 May 2016 a total of \$5.455 million has been collected from tolls on the Tauranga Eastern Link toll road, and \$5.118 million has been collected from tolls on the Takitimu Drive toll road.

- *'How many letters have been sent due to unpaid tolls?'*

We have interpreted your question as the number of toll payment notices that have been sent for travel made on Tauranga toll roads. Please refer to Attachment 2 for the table that represents these numbers.

- *'How many people have been fined for unpaid tolls?'*

A total of 19 individuals have been issued infringement notices for use of the Tauranga Eastern Link and Takitimu Drive toll roads. Please note that it is possible for one person to receive multiple infringements.

- *'How many have been paid late?'*

We have interpreted your question as the number of trips that have been assigned to a toll payment notice, where that toll payment notice has subsequently been paid. Please refer to Attachment 3 for the table that represents these numbers.

- *'How many have been referred to a debt collection agency?'*

We have interpreted your question as the number of debt referrals for individuals where 'individuals' is defined as distinct name and address combinations relating to toll payment notices issued for trips on Tauranga toll roads. Please note that one individual may have multiple debt referrals. As at the end of April 2016 a total of 1,692 individuals had been referred to a debt collection agency. In May we changed our processes around recovering unpaid tolls – we are now treating all debts the same to ensure that everyone meets their responsibilities and pays their fair share.

We now send an additional reminder letter where possible, because we know that when people are reminded about their debt they are more likely to pay it, and if tolls remain unpaid we refer outstanding amounts to debt collection. As part of the change we reviewed all current outstanding tolls nationally from the past 12 months (from around 11 million trips) and identified around 42,500 individuals based on the above definition (relating to Tauranga toll roads) that could be subject to follow-up action. Most of these individuals have received a reminder letter and if they remain unpaid we will then refer outstanding amounts to debt collection.

- *'How many times (if any) have people covered their licence plate to drive past toll cameras?'*

We have interpreted your question as the number of trips on the Tauranga toll roads that have been written off as unassignable due to the plate being altered or obscured. A total of 1,634 trips were written off due to this reason. This is from a total of over 4.5 million chargeable trips.

If you wish to have this request reviewed or investigated by way of complaint under section 28(3) of the Official Information Act, more information can be found on the Ombudsman's website at: [www.ombudsman.parliament.nz/make-a-complaint](http://www.ombudsman.parliament.nz/make-a-complaint).

Should you wish to discuss this response with the Transport Agency, you are welcome to contact Andrew Knackstedt either by email at [andrew.knackstedt@nzta.govt.nz](mailto:andrew.knackstedt@nzta.govt.nz), or phone on 04 894 6285.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Robyn Elston', with a stylized flourish at the end.

**Robyn Elston**

National Manager Delivery

For Chief Executive

**Attachment 1:** Number of toll *trips* (not people) that have had a toll payment notice issued and remain unpaid. (As at 31 May 2016)

Road	Month	Chargeable trips	Outstanding total	Percentage of chargeable trips that are still unpaid
Takitimu Drive	2015-08	175,888	3,753	2%
Takitimu Drive	2015-09	197,681	4,707	2%
Takitimu Drive	2015-10	210,963	5,362	3%
Takitimu Drive	2015-11	222,105	5,630	3%
Takitimu Drive	2015-12	233,605	7,101	3%
Takitimu Drive	2016-01	221,865	7,114	3%
Takitimu Drive	2016-02	231,273	7,088	3%
Takitimu Drive	2016-03	254,202	8,658	3%
Takitimu Drive	2016-04	244,426	9,832	4%
Takitimu Drive	2016-05	245,389	10,214	4%
Tauranga Eastern Link	2015-08	182,339	5,397	3%
Tauranga Eastern Link	2015-09	199,409	6,250	3%
Tauranga Eastern Link	2015-10	224,682	7,652	3%
Tauranga Eastern Link	2015-11	220,411	7,732	4%
Tauranga Eastern Link	2015-12	258,804	11,015	4%
Tauranga Eastern Link	2016-01	260,782	11,313	4%
Tauranga Eastern Link	2016-02	240,379	10,487	4%
Tauranga Eastern Link	2016-03	271,651	13,038	5%
Tauranga Eastern Link	2016-04	260,411	15,561	6%
Tauranga Eastern Link	2016-05	240,588	14,043	6%

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**Attachment 2: Number of *toll payment notices* that have been sent for travel made on the Tauranga toll roads, by month of trip. (As at 31 May 2016)**

**Note:** One toll payment notice often covers multiple trips.

<b>Road</b>	<b>Month</b>	<b>Total</b>
Takitimu Drive	2015-08	12,981
Takitimu Drive	2015-09	14,107
Takitimu Drive	2015-10	15,453
Takitimu Drive	2015-11	14,156
Takitimu Drive	2015-12	16,800
Takitimu Drive	2016-01	16,936
Takitimu Drive	2016-02	14,708
Takitimu Drive	2016-03	16,117
Takitimu Drive	2016-04	16,075
Takitimu Drive	2016-05	10,386
Tauranga Eastern Link	2015-08	13,211
Tauranga Eastern Link	2015-09	15,441
Tauranga Eastern Link	2015-10	19,657
Tauranga Eastern Link	2015-11	17,090
Tauranga Eastern Link	2015-12	23,908
Tauranga Eastern Link	2016-01	24,860
Tauranga Eastern Link	2016-02	19,530
Tauranga Eastern Link	2016-03	22,163
Tauranga Eastern Link	2016-04	22,978
Tauranga Eastern Link	2016-05	13,731

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**Attachment 3:** Number of *trips* that have been issued a toll payment notice, where that toll payment notice has been paid. (As at 31 May 2016)

Road	Month	Paid
Takitimu Drive	2015-08	16,461
Takitimu Drive	2015-09	15,601
Takitimu Drive	2015-10	14,140
Takitimu Drive	2015-11	12,397
Takitimu Drive	2015-12	14,339
Takitimu Drive	2016-01	13,992
Takitimu Drive	2016-02	11,315
Takitimu Drive	2016-03	12,343
Takitimu Drive	2016-04	11,689
Takitimu Drive	2016-05	3,240
Tauranga Eastern Link	2015-08	15,349
Tauranga Eastern Link	2015-09	15,572
Tauranga Eastern Link	2015-10	17,266
Tauranga Eastern Link	2015-11	14,141
Tauranga Eastern Link	2015-12	19,103
Tauranga Eastern Link	2016-01	19,198
Tauranga Eastern Link	2016-02	14,115
Tauranga Eastern Link	2016-03	15,925
Tauranga Eastern Link	2016-04	15,606
Tauranga Eastern Link	2016-05	4,109

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