

7 December 2018

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REF: OIA-4378

Dear Phil

Request made under the Official Information Act 1982

Thank you for your email of Friday 9 November 2018 requesting the following information under the Official Information Act 1982 (the Act):

1. *Separate numbers for TA staff redundancies, retirements and resignations, per year from 2014 till the present; and in total since March 2016*
2. *number of TA staff in any compliance role who have resigned since March 2016*
3. *number of TA staff in any compliance role who have been recruited each year from 2014 to the present; and in total since March 2016*
4. *Have any contractors as would be defined under the SSC's new guidelines (attached) been contracted by TA to provide service in the road safety compliance field including vehicle inspections and certifications since 2014; and if so how many for each year from 2014 to the present; and in total since March 2016*
5. *number of staff who joined TA since March 2016 who have now resigned*
6. *number of full-time, permanent staff per year from 2014 till the present, and currently*
7. *number of fixed-term FTEs per year from 2014 till the present, and currently*
8. *total number of TA vacancies per year from 2014 till the present, and currently*
9. *sick days taken by full time permanent staff, by month since March 2015 to present; and in total since March 2016*
10. *number of personal grievances lodged by any staff per year from 2014 till present; and in total since March 2016*
11. *number and amount of compensation awards made to staff for these grievances per year from 2014 till present*
12. *Any and all new compliance roles created, their number and whether they were filled or not filled per year from 2014 till the present*
13. *All verbatim anonymous staff comments from TA's early 2018 "AskYourTeam" survey. RNZ understands privacy issues will require the redacting of personal identifying information*
14. *Exit interviews since March 2016 where the staff member has agreed to have the information shared with their manager, with any personal identifying information redacted.*

I address each of your points below:

1. Separate numbers for TA staff redundancies, retirements, and resignations per year from 2014 till the present; and in total since March 2016

Permanent full or part time staff redundancies, retirements and resignations since 2009 are detailed in the table below, to provide additional context.

| Year | Redundancies | Retirements | Resignations |
|---------------------------|-----------------------------|------------------------------|----------------------------------|
| 2009 | 19 | 2 | 82 |
| 2010 | 33 | 6 | 168 |
| 2011 | 27 | 3 | 138 |
| 2012 | 3 | 1 | 140 |
| 2013 | 14 | 4 | 158 |
| 2014 | 12 | 7 | 154 |
| 2015 | 34 | 7 | 119 |
| 2016 | 5 total (2 from March 2016) | 9 total (8 since March 2016) | 165 total (141 since March 2016) |
| 2017 | 1 | 4 | 211 |
| 2018 (to 9 November 2018) | 0 | 2 | 170 |

Since March 2016, there have been a total of

- 3 Redundancies
- 14 Retirements (note this does not include medical retirement)
- 522 Resignations (permanent part time and permanent full-time staff).

2. number of TA staff in any compliance role who have resigned since March 2016

Since March 2016, 17 New Zealand Transport Agency staff in a compliance role have resigned.

Compliance roles have been defined as roles in the Transport Access Delivery group which have a direct compliance focus.

3. number of TA staff in any compliance role who have been recruited each year from 2014 to the present; and in total since March 2016

The number of New Zealand Transport Agency staff in compliance roles who have been recruited (roles in which a candidate has been placed) each year from 2014 to 2018 is detailed in the table below. 23 compliance positions have been recruited since March 2016.

Compliance roles have been defined as roles in the Transport Access Delivery group which have a direct compliance focus. 'Recruited' has been defined as roles which have been filled.

| Year | Compliance roles recruited |
|------|----------------------------|
| 2014 | 3 |
| 2015 | 13 |
| 2016 | 10 |
| 2017 | 7 |
| 2018 | 8 |

4. *Have any contractors as would be defined under the SSC's new guidelines (attached) been contracted by TA to provide service in the road safety compliance field including vehicle inspections and certifications since 2014; and if so how many for each year from 2014 to the present; and in total since March 2016*

Since 2014, the New Zealand Transport Agency has engaged contractors to provide service in the road safety compliance field. Contractor use has been broken down by year in the table below. Please note, Contractor use is recorded at the Agency by financial year.

Since March 2016, a total of 5 contractors have been engaged to provide service in the road safety compliance field.

| Financial Year | Number of Road Safety Compliance Contractors Engaged |
|----------------|--|
| 2013-14 | 1 |
| 2014-15 | 0 |
| 2015-16 | 2 |
| 2016-17 | 1 |
| 2017-18 | 3 |
| 2018-19 | 1 |

5. *number of staff who joined TA since March 2016 who have now resigned*

Since March 2016, 113.4 Full-time equivalent (FTE) permanent staff members have joined and subsequently resigned from the New Zealand Transport Agency.

6. *number of full-time, permanent staff per year from 2014 till the present, and currently*

As at 12 November 2018 the New Zealand Transport Agency had 1343 permanent, full-time employees.

Please see a breakdown of staff full-time equivalent (FTE) count by year in the table below:

| Financial year | Permanent full-time FTE |
|------------------|-------------------------|
| 2013/14 | 1239.5 |
| 2014/15 | 1204.9 |
| 2015/16 | 1269.6 |
| 2016/17 | 1217.7 |
| 2017/18 | 1276.8 |
| As at 12/11/2018 | 1343 |

7. *number of fixed-term FTEs per year from 2014 till the present, and currently*

The New Zealand Transport Agency had 53.3 fixed-term FTE employees as at 12 November 2018. Please see a breakdown of fixed-term FTE by year in the table below:

| Financial year | Fixed-term FTE |
|------------------|----------------|
| 2013/14 | 57.5 |
| 2014/15 | 64.2 |
| 2015/16 | 68.4 |
| 2016/17 | 77.9 |
| 2017/18 | 31.3 |
| As at 12/11/2018 | 53.3 |

8. *total number of TA vacancies per year from 2014 till the present, and currently*

As at 12 November 2018, the New Zealand Transport Agency had 220 full-time equivalent vacancies.

Vacancy data is only available on a point-in-time basis, as vacancy numbers are fluid and change daily. It is therefore not possible to provide a total number of vacancies per year retrospectively.

'Vacancy' has been defined as a permanent or fixed-term position which will be open for a period in excess of six months.

9. *sick days taken by full time permanent staff, by month since March 2015 to present; and in total since March 2016*

Since March 2015 to 12 November 2018, New Zealand Transport Agency permanent, full-time staff have taken 31,375 sick leave days in total since March 2016. These have been broken down by month in the table below.

Please note, sick leave usage has increased over time corresponding with our increase in permanent full time staff (as per questions six and seven above). There is also a pattern of higher usage in winter months, as staff are more susceptible to colds and flu during this period.

For additional context, the table below lists total days of sick leave taken by permanent FTE's by year, number of permanent FTE's each year, and average number of sick days per FTE each year, since 2014.

| Year | Total days of sick leave taken by permanent, full-time staff | FTE's | Sick days per FTE |
|----------------|--|--------|-------------------|
| 2014 | 10604 | 1204.9 | 8.8 |
| 2015 | 9995 | 1269.6 | 7.9 |
| 2016 | 11113 | 1217.7 | 9.1 |
| 2017 | 11419 | 1276.8 | 8.9 |
| 2018 (to date) | 10154 | 1343 | 7.6 |

| Year | Month | Total days of sick leave taken by permanent, full-time staff |
|------|-----------|--|
| 2015 | March | 777 |
| | April | 728 |
| | May | 927 |
| | June | 891 |
| | July | 1170 |
| | August | 1091 |
| | September | 1008 |
| | October | 766 |
| | November | 813 |
| | December | 569 |
| 2016 | January | 485 |
| | February | 688 |
| | March | 899 |
| | April | 941 |
| | May | 968 |
| | June | 1025 |
| | July | 1071 |
| | August | 1238 |
| | September | 1184 |
| | October | 918 |
| | November | 946 |

| | | |
|------|----------------|------|
| | December | 750 |
| 2017 | January | 615 |
| | February | 833 |
| | March | 1140 |
| | April | 717 |
| | May | 1117 |
| | June | 1002 |
| | July | 1232 |
| | August | 1235 |
| | September | 1090 |
| | October | 880 |
| | November | 939 |
| | December | 619 |
| 2018 | January | 611 |
| | February | 784 |
| | March | 1044 |
| | April | 941 |
| | May | 1083 |
| | June | 1056 |
| | July | 1038 |
| | August | 1240 |
| | September | 960 |
| | October | 877 |
| | to 12 November | 382 |

10. number of personal grievances lodged by any staff per year from 2014 till present; and in total since March 2016

There has been a total of 15 personal grievances lodged since March 2016. Personal grievances have been broken down by year (from 2014 to present) in the table below.

| Year | Number |
|-------------------------|--------|
| 2014 | 6 |
| 2015 | 6 |
| 2016 | 7 |
| 2017 | 6 |
| 2018 (to November 2018) | 2 |

11. number and amount of compensation awards made to staff for these grievances per year from 2014 till present

Since 2014, the New Zealand Transport Agency have made the following payments to staff under section 123 of the Employment Relations Act 2000:

| Year | Number | Quantum |
|------|--------|---------|
| 2014 | 2 | 15,000 |
| 2015 | 2 | 12,000 |
| 2016 | 2 | 12,350 |
| 2017 | 0 | 0 |
| 2018 | 0 | 0 |

12. Any and all new compliance roles created, their number and whether they were filled or not filled per year from 2014 till the present

Since 2014, the Transport Agency have created 51 new compliance roles (as at 1 November 2018). Three of the 51 newly created roles have been filled and 48 are currently under recruitment.

Compliance roles have been defined as roles in the Transport Access Delivery group which have a direct compliance focus.

| Year | Newly created compliance roles | Newly created compliance roles filled |
|-------------------------|--------------------------------|---------------------------------------|
| 2014 | 0 | 0 |
| 2015 | 0 | 0 |
| 2016 | 0 | 0 |
| 2017 | 1 | 1 |
| 2018 (to November 2018) | 47 | 2 |

Of the 47 newly created compliance roles in 2018, 2 were created in March 2018, 3 in June 2018, 21 in October 2018, and the remaining 21 positions in November 2018.

13. All verbatim anonymous staff comments from TA's early 2018 "AskYourTeam" survey. RNZ understands privacy issues will require the redacting of personal identifying information

Exact copies of staff comments have been withheld under section 9(2)(a) of the Act. This section allows for the withholding of information to protect the privacy of natural persons, including that of deceased natural persons. However, the Transport Agency is happy to provide a summary of survey results, which is attached as **Attachment 1**: 'Summary of Engagement Survey Results'.

14. Exit interviews since March 2016 where the staff member has agreed to have the information shared with their manager, with any personal identifying information redacted.

Exact copies of staff exit interview notes have been withheld under section 9(2)(a) of the Act. This section allows for the withholding of information to protect the privacy of natural persons, including that of deceased natural persons. However, the Transport Agency is happy to provide a summary of exit interview results, which is attached at **Attachment 2**: 'Summary of Exit Interview Results since March 2016'.

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 of the Act, you have the right to ask the Ombudsman to review my decision to withhold this information. The contact details for the Ombudsman can be located at www.ombudsman.parliament.nz.

Please note that we will also be publishing the response to this request on our website: www.nzta.govt.nz/about-us/news-and-media/official-information-act/official-informationact-oia-responses. If you would like to discuss this reply with the Transport Agency, please contact me by email andrew.knackstedt@nzta.govt.nz or by phone on 04 894 6285.

Yours sincerely



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