

29 January 2021

Malcolm Lock
fyi-request-14289-a6255fa7@requests.fyi.org.nz

REF: OIA-7496

Dear Malcolm

Request made under the Official Information Act 1982

Thank you for your email of 13 December 2020 requesting the following information under the Official Information Act 1982 (the Act):

How many new drivers licenses were processed every year, for the last 5 years?

How many driver licenses renewals were processed every year for the last 5 years?

What is the average time to process a new drivers license?

What is the average time to process a drivers license renewal?

What is the longest time to process either a new or renewed license within the last 5 years

The following document falls within the scope of your request and is enclosed:

- Attachment 1: OIA-7496 (request).xlsx

To provide context for the data provided, there are a number of reasons why there may be a delay between an applicant submitting a driver licence application and having a photo driver licence card issued. Causes for delays include, but are not limited to, test booking availability, unfit eye or medical results, the applicant needing to re-sit theory or practical tests, or cheque payments made to the licensing agent. Furthermore, certain applications, such as an overseas licence conversion from a non-exempt country, require review and approval of the overseas documents by Waka Kotahi NZ Transport Agency before a licence card will be issued, provided the correct documents are supplied by the applicant.

If you would like to discuss this reply with Waka Kotahi, please contact Kerry Greig, Manager, Data Services, by email to kerry.greig@nzta.govt.nz or by phone on (04) 894 5251.

Yours sincerely



Galina Mitchelhill
Senior Manager, Research & Analytics