

Hon Simeon Brown

Minister for Energy
Minister of Local Government
Minister of Transport
Minister for Auckland
Deputy Leader of the House



M240343

Wendy Robertson
Driving Change Network
wendy@drivingchange.nz

Dear Wendy,

Thank you for your letter of 8 April 2024 about the long wait times being experienced by driver licence test applicants.

As you highlight in your letter, driver licence test wait times have greatly increased, causing significant system congestion and long delays for licence applicants. Following the introduction of a new all-in-one fee system for each licensing stage in October 2023 by the previous government, wait times have increased to over 60 days in some areas of New Zealand, from a baseline of 10 days prior to the changes. I consider this level of delay to be unacceptable. Addressing these long wait times is a priority for this Government.

I have directed officials to work at pace to resolve this issue. As part of these efforts, a number of operational interventions to reduce wait times have been implemented. These include introducing a 10 working day stand down period if an applicant fails two theory tests in a day, increasing the number of testing locations, and increasing the number of testing officers.

I will continue to urgently work with officials to explore the legislative and operational options available to reduce applicant wait times down to acceptable levels. I will ensure that you continue to be engaged as this work progresses, including that you are kept informed of any timelines as they are finalised.

Thank you again for writing.

Yours sincerely,

A handwritten signature in black ink, consisting of the letters 'S' and 'B' connected by a horizontal line, with a long horizontal stroke extending to the right.

Hon Simeon Brown
Minister of Transport