

22 October 2013

Liam Kennedy  
[fyi-request-1177-8a9f2126@requests.fyi.org.nz](mailto:fyi-request-1177-8a9f2126@requests.fyi.org.nz)

Dear Liam

**Request made under the Official Information Act 1982**

Thank you for your email of 30 September 2013 requesting statistical information, regarding practical driver licensing tests, under the Official Information Act 1982. Your questions and the NZ Transport Agency responses follow.

**1. 'Statistical information on the number of class 1 restricted & full license tests conducted and corresponding number of passes and failures for the period 01-Sep-2012 to 31-Aug-2013 grouped by:**

- (a) The type of license - restricted or full and
- (b) The testing center and
- (c) An anonymous (or pseudo) ID of a testing officer and
- (d) The number of resits per candidate (e.g. 3 resits by 2000 applicants for restricted license) and
- (e) The number of resit taken per candidate before obtaining the pursued type of license (e.g. 2000 people took 2 resits before obtaining restricted license) and
- (f) The age of candidates (the ages and age bracket used by NZTA in its monthly publication of pass rates statistics would suffice) and
- (g) The gender of candidates.'

Please find attached all statistics as requested above. Please note that as clarified with you on 9 October 2013, the statistics for question 1 (a) to (d) include all tests conducted (all application types) including overseas conversions and requalification of licences. The statistics for question 1 (e) are limited to new driver licence application types only in order to give a correct representation of people re-sitting the test.

**2. 'The quality control and/or audit procedures in place to ensure integrity and trustfulness of practical driver testing.'**

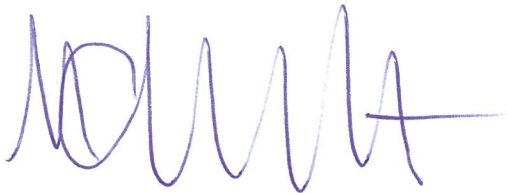
Previously, the Transport Agency conducted audits of all testing officers. However, for the last 2 years, the NZ Driver Licensing Ltd commenced a significant audit program of its own, which the

Transport Agency monitors. This includes some covert surveillance auditing, camera footage of some tests and a detailed audit of test papers.

To date, there have been no customer satisfaction surveys. However, the Transport Agency is currently developing a customer satisfaction survey to help identify areas for improvement.

If you would like to discuss this reply with the Transport Agency, please contact Ellena Crafar, Customer Access, by email to [info@nzta.govt.nz](mailto:info@nzta.govt.nz) or by phone on 0800 108 809.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Michelle Charlton', with a long horizontal stroke extending to the right.

**Michelle Charlton**

Manager, Customer Information

**Please note:**

- Data is limited to Class 1 Restricted licence tests and Class 1 Full licence tests sat between 01 September 2012 – 31 August 2013
  - Data includes all application types
  - Data is limited to 'sat' tests only (tests resulted as 'Pass', 'Fail' or 'Stopped')
  - 'Fail' column in the spreadsheet includes the test results 'Fail' and 'Stopped'
- Question 'E' - is limited to the application type 'New Driver Licence' (Class 1 Restricted licences and Class 1 Full licences obtained through the Graduated Driver Licensing System\*).
- Question 'E' - data for tests prior to passing the Class 1 Restricted or Class 1 Full test between 01 September 2012 – 31 August 2013 include tests sat prior to the 01 September 2012 – 31 August 2013 period
  - Figures are as at 15 October 2013

\*The reason the data has been limited to the application type 'New Driver Licence' is so that an accurate representation of test attempts at obtaining the Class 1 Restricted licence or Class 1 Full licence can be used to answer question 'E'. "The number of resit taken per candidate before obtaining the pursued type of license (e.g. 2000 people took 2 resits before obtaining restricted license)"

(a) The type of licence - restricted or full

Test year	Test month	Class 1 (Car) Restricted licence test			Class 1 (Car) Full licence test		
		PASS	FAIL	Total	PASS	FAIL	Total
2012	Sep	2178	2391	4569	4533	2728	7261
	Oct	2698	2513	5211	4856	2653	7509
	Nov	2685	2646	5331	5111	2963	8074
	Dec	2426	2237	4663	4373	2196	6569
2013	Jan	2388	2173	4561	4379	2067	6446
	Feb	2619	2724	5343	4840	2769	7609
	Mar	2581	2948	5529	4551	2787	7338
	Apr	2989	3169	6158	4658	2943	7601
	May	3325	3782	7107	5224	3502	8726
	Jun	2855	2672	5527	4384	2603	6987
	Jul	3589	3366	6955	5407	3044	8451
	Aug	3499	3276	6775	4995	2936	7931
<b>Total</b>		<b>33832</b>	<b>33897</b>	<b>67729</b>	<b>57311</b>	<b>33191</b>	<b>90502</b>



## (b) The testing center

Test site	Class 1 (Car) Restricted licence test			Class 1 (Car) Full licence test		
	PASS	FAIL	Total	PASS	FAIL	Total
AA ASHBURTON	308	379	687	483	433	916
AA BALCLUTHA	96	85	181	139	46	185
AA BLENHEIM	438	146	584	621	162	783
AA FEILDING	273	190	463	327	178	505
AA Gisborne	382	390	772	496	374	870
AA GORE	255	103	358	319	54	373
AA Greymouth - NEW	187	126	313	321	73	394
AA HAMILTON 5X ROADS	330	292	622	653	205	858
AA HAWERA	217	258	475	291	314	605
AA INVERCARGILL	675	251	926	1037	204	1241
AA KAITAIA	185	144	329	208	106	314
AA KAPITI/PARAPARAUMU	332	204	536	461	133	594
AA KERIKERI -New	265	192	457	393	171	564
AA LEVIN - iSITE LEVIN	17	13	30	15	17	32
AA LEVIN - Library	225	185	410	217	187	404
AA LOWER HUTT	869	1102	1971	1594	906	2500
AA MANUKAU	1983	3919	5902	4209	4018	8227
AA MEADOWLANDS	1696	2095	3791	3521	2662	6183
AA MOBILE 30 - Dannevirke	153	94	247	161	124	285
AA MORRINSVILLE	513	211	724	516	199	715
AA NAPIER - Driver Testing Centre	531	465	996	605	272	877
AA NELSON	736	420	1156	1160	249	1409
AA NEW PLYMOUTH	560	726	1286	844	756	1600
AA OAMARU	206	104	310	321	77	398
AA OREWA	829	1162	1991	1365	1351	2716
AA PALMERSTON NORTH	773	749	1522	1408	659	2067
AA PENROSE	1076	1266	2342	2118	1539	3657
AA PORIRUA CENTRE	824	740	1564	1155	611	1766
AA QUEENSTOWN	87	108	195	221	162	383
AA QUEENSTOWN - Practical Tests - Citizens Advice Bureau	23	56	79	86	138	224
AA RANGIORA NEW	654	240	894	629	178	807
AA RICCARTON	1348	1320	2668	2369	1401	3770
AA TAUMARUNUI	96	58	154	126	48	174
AA TAUPO	288	227	515	485	119	604
AA TAURANGA	843	939	1782	1426	680	2106
AA THAMES	454	180	634	491	198	689
AA TIMARU	433	318	751	629	225	854
AA TOKOROA	237	164	401	273	111	384
AA WANGANUI	316	361	677	399	333	732
AA WESTGATE - (behind 'The Warehouse') Driver Testing Door	2701	3676	6377	6176	3749	9925
AA WESTPORT	93	51	144	136	20	156
AA WHAKATANE	440	181	621	581	180	761
Kilbirnie - Driving Testing Centre	809	950	1759	1549	826	2375
Masterton Driver Testing Centre	298	227	525	400	198	598
Northcross - Driver Testing Centre	1935	1852	3787	4096	2250	6346



Test site	Class 1 (Car) Restricted licence test			Class 1 (Car) Full licence test		
	PASS	FAIL	Total	PASS	FAIL	Total
NZDL - GB - Family Start	6	3	9	12	1	13
Papanui Driver Testing Centre	1096	924	2020	1568	781	2349
VTNZ ALEXANDRA	191	124	315	277	145	422
VTNZ DUNEDIN SOUTH	843	581	1424	1520	488	2008
VTNZ HASTINGS	554	511	1065	690	561	1251
VTNZ JIPCHO ROAD	884	966	1850	1565	821	2386
VTNZ MT MAUNGANUI	483	351	834	650	425	1075
VTNZ PUKEKOHE	683	719	1402	1134	542	1676
VTNZ ROTORUA	652	614	1266	1197	563	1760
VTNZ TE AWAMUTU	551	364	915	689	386	1075
VTNZ Te Rapa - Hamilton	464	235	699	530	203	733
VTNZ WHANGAREI	675	657	1332	822	674	1496
Waikato Migrant Resource Centre	761	929	1690	1627	705	2332
<b>Total</b>	<b>33832</b>	<b>33897</b>	<b>67729</b>	<b>57311</b>	<b>33191</b>	<b>90502</b>

RELEASED UNDER  
OFFICIAL INFORMATION

(c) An anonymous (or pseudo) ID of a testing officer

Testing Officer ID	Class 1 (Car) Restricted licence test			Class 1 (Car) Full licence test		
	PASS	FAIL	Total	PASS	FAIL	Total
1	277	212	489	409	184	593
2	344	255	599	466	367	833
3	4	1	5	4	4	8
4	353	602	955	565	645	1210
5	235	645	880	656	759	1415
6	83	123	206	183	106	289
7	77	54	131	95	64	159
8	285	405	690	732	352	1084
9	101	337	438	126	382	508
10	486	428	914	1026	488	1514
11	386	429	815	646	571	1217
12	138	114	252	159	90	249
13	191	240	431	304	237	541
14	181	174	355	246	255	501
15	539	394	933	827	293	1120
16	452	349	801	805	323	1128
17	85	49	134	128	63	191
18	337	241	578	627	284	911
19	412	489	901	775	397	1172
20	59	46	105	125	35	160
21	254	460	714	464	543	1007
22	476	372	848	997	402	1399
23	45	28	73	107	19	126
24	288	46	334	434	55	489
25	142	85	227	281	87	368
26	569	260	829	837	204	1041
27	224	337	561	632	325	957
28	330	307	637	599	329	928
29	97	195	292	237	147	384
30	368	362	730	511	347	858
31	157	65	222	296	75	371
32	242	236	478	383	171	554
33	440	167	607	465	190	655
34	6	10	16	8	4	12
35	384	220	604	522	233	755
36	70	65	135	118	80	198
37	150	82	232	242	42	284
38	369	628	997	561	630	1191
39	557	389	946	785	307	1092
40	196	129	325	287	148	435
41	334	340	674	431	345	776
42	95	60	155	161	81	242
43	222	87	309	278	47	325
44	609	400	1009	813	271	1084
45	260	325	585	577	301	878
46	186	365	551	539	473	1012
47	430	401	831	758	369	1127
48	107	59	166	118	34	152



Testing Officer ID	Class 1 (Car) Restricted licence test			Class 1 (Car) Full licence test		
	PASS	FAIL	Total	PASS	FAIL	Total
49	160	142	302	261	142	403
50	99	73	172	191	86	277
51	28	27	55	78	30	108
52	541	376	917	647	313	960
53	334	602	936	667	413	1080
54	432	394	826	763	491	1254
55	103	90	193	140	102	242
56	137	167	304	375	77	452
57	745	332	1077	796	303	1099
58	309	466	775	580	370	950
59	580	506	1086	776	421	1197
60	521	416	937	551	374	925
61	411	481	892	588	322	910
62	207	188	395	348	170	518
63	494	311	805	816	224	1040
64	162	592	754	523	592	1115
65	326	219	545	507	153	660
66	105	159	264	297	297	594
67	209	93	302	353	63	416
68	237	320	557	631	268	899
69	10	8	18	12	7	19
70	367	400	767	897	497	1394
71	65	41	106	117	52	169
72	118	141	259	126	151	277
73	113	49	162	132	31	163
74	679	258	937	1041	205	1246
75		3	3	1	5	6
76	321	385	706	560	319	879
77	446	183	629	602	184	786
78	234	499	733	457	423	880
79	423	531	954	816	701	1517
80	339	447	786	574	372	946
81	313	260	573	595	241	836
82	111	108	219	253	104	357
83	576	367	943	945	215	1160
84	372	319	691	698	335	1033
85	439	164	603	431	148	579
86	402	434	836	455	526	981
87	501	214	715	994	232	1226
88	177	149	326	315	83	398
89	304	285	589	427	162	589
90	32	8	40	53	10	63
91	431	315	746	632	224	856
92	406	197	603	650	93	743
93	26	50	76	45	59	104
94	110	77	187	170	36	206
95	21	18	39	21	6	27
96	44	71	115	100	47	147
97	470	516	986	610	560	1170



Testing Officer ID	Class 1 (Car) Restricted licence test			Class 1 (Car) Full licence test		
	PASS	FAIL	Total	PASS	FAIL	Total
98	350	458	808	807	505	1312
99	434	428	862	661	329	990
100	75	66	141	130	31	161
101	96	126	222	155	135	290
102	108	129	237	112	135	247
103	91	89	180	172	79	251
104	286	512	798	604	519	1123
105	319	460	779	646	530	1176
106	547	383	930	636	410	1046
107	107	197	304	214	267	481
108	1	3	4	4	3	7
109	162	193	355	245	158	403
110	53	52	105	100	45	145
111	102	58	160	152	74	226
112	36	39	75	57	45	102
113	125	204	329	240	261	501
114	248	385	633	493	374	867
115	45	54	99	112	47	159
116	168	193	361	317	232	549
117	92	68	160	198	74	272
118	160	124	284	221	133	354
119	270	635	905	805	768	1573
120	26	7	33	39	5	44
121	175	180	355	335	125	460
122	480	443	923	765	400	1165
123	17	10	27	28	20	48
124	255	625	880	626	735	1361
125	21	10	31	35	25	60
126	205	291	496	337	332	669
127	100	156	256	225	64	289
128	307	444	751	660	468	1128
129	132	177	309	270	196	466
130	96	155	251	194	182	376
131	3	4	7	11	7	18
132	76	77	153	84	78	162
133	139	231	370	324	288	612
134	159	106	265	177	71	248
135	72	45	117	84	39	123
136	407	621	1028	826	851	1677
137	287	426	713	581	305	886
138	161	243	404	268	173	441
139	44	52	96	101	38	139
140	19	15	34	37	24	61
141	154	205	359	261	214	475
<b>Total</b>	<b>33832</b>	<b>33897</b>	<b>67729</b>	<b>57311</b>	<b>33191</b>	<b>90502</b>

(d) The number of resits per candidate

i) Number of test attempts by applicants sitting the Class 1 Restricted licence test between 01 September 2012 to 31 August 2013

Number of attempts between 01 September 2012 to 31 August 2013	Number of applicants
1	31532
2	11148
3	3097
4	777
5+	279
<b>Total</b>	<b>46833</b>

ii) Number of test attempts by applicants sitting the Class 1 Full licence test between 01 September 2012 to 31 August 2013

Number of attempts between 01 September 2012 to 31 August 2013	Number of applicants
1	52339
2	13087
3	2776
4	628
5+	211
<b>Total</b>	<b>69041</b>



(e) The number of resit taken per candidate before obtaining the pursued type of license (e.g. 2000 people took 2 resits before obtaining restricted license)

i) Of the 33,226 applicants who passed a Class 1 Restricted licence test between 01 September 2012 - 31 August 2013 as part of a 'New Driver Licence' application type, the table below shows the number of attempts to pass:

Number of attempts to pass	Number of applicants
1	18852
2	9486
3	3351
4	1033
5	361
6	84
7+	59
<b>Total</b>	<b>33226</b>

ii) Of the 40,806 applicants who passed a Class 1 Full licence test between 01 September 2012 - 31 August 2013 as part of a 'New Driver Licence' application type, the table below shows the number of attempts to pass:

Number of attempts to pass	Number of applicants
1	30302
2	8415
3	1641
4	336
5	75
6	23
7+	14
<b>Total</b>	<b>40806</b>

RELEASED UNDER MATS  
OFFICIAL INFORMATION

(f) The age of candidates

Age at test date	Class 1 (Car) Restricted licence test			Class 1 (Car) Full licence test		
	PASS	FAIL	Total	PASS	FAIL	Total
16	6854	4397	11251	330	70	400
17	7265	5580	12845	5098	1292	6390
18	4038	3931	7969	6430	2473	8903
19	2475	2640	5115	3948	1798	5746
20 - 24	6260	7467	13727	14294	8118	22412
25 - 29	3086	3670	6756	10202	6505	16707
30 - 34	1744	2400	4144	6213	4273	10486
35 - 39	1024	1537	2561	3850	2787	6637
40 - 44	550	950	1500	2614	2105	4719
45 - 49	253	602	855	1586	1351	2937
50 - 54	145	344	489	1151	919	2070
55 - 59	75	176	251	834	730	1564
60 - 64	38	122	160	496	457	953
65 - 69	16	42	58	204	222	426
70 - 74	7	25	32	44	64	108
75+	2	14	16	17	27	44
<b>Total</b>	<b>33832</b>	<b>33897</b>	<b>67729</b>	<b>57311</b>	<b>33191</b>	<b>90502</b>

RELEASED  
OFFICIAL INFORMATION



(g) The gender of candidates

Gender	Class 1 (Car) Restricted licence test			Class 1 (Car) Full licence test		
	PASS	FAIL	Total	PASS	FAIL	Total
Female	16353	16280	32633	24593	13200	37793
Male	17479	17617	35096	32718	19991	52709
Total	33832	33897	67729	57311	33191	90502

RELEASED UNDER THE OFFICIAL INFORMATION ACT