



NEW ZEALAND
CUSTOMS SERVICE
TE MANA ĀRAI O AOTEAROA

WELLINGTON

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PROTECTING NEW ZEALAND'S BORDER

6 December 2023

Ref: OIA 23-417

Irene

By email: fyi-request-24910-92cfcbbc8@requests.fyi.org.nz

Tēnā koe Irene

Transfer of request for information under the Official Information Act 1982

Thank you for your request of 28 November 2023 to the New Zealand Customs Service (Customs) via the FYI Website, requesting the following information under the Official Information Act 1982 (the Act):

"Under the OIA I request:

- All internal emails regarding the long queues experienced at Auckland Airport on 26 November, including the formulation of the communications response;*
- Any subsequent briefings, memos, aide-memoire or key learnings developed from the events of 26 November.*
- Any subsequent briefings, memos, aide-memoire or key learnings developed from the events of 19 October when similar queues occurred from the extra charter flight.*

I am also interested to know:

- What evidence does the NZCS have that increased passenger numbers were due to "thanksgiving"?*
- What passenger information does the New Zealand Customs Service receive and at what interval regarding expected or actual passenger numbers (noting the Herald reported "Auckland Airport shares flight and passenger data in advance"?)*
- What plans are in place to ensure this doesn't occur again in the short term, particularly as we head into the Christmas/New Year period?"*

I am transferring this request to the Civil Aviation Authority under section 14(b)(ii) of the Act. The information requested is believed by the person dealing with the request to be more closely connected with the functions of the Civil Aviation Authority.

You have the right, by way of complaint to the Office of the Ombudsman under section 28(3) of the Official Information Act 1982, to seek an investigation and review of this decision. Information about how to make a complaint is available online at: www.ombudsman.parliament.nz, or you can phone 0800 802 602.

Nāku noa, nā

Debbie Kay
Manager, Correspondence, Reviews and Ministerial Servicing