

7 November 2024

John B
fyi-request-28747-1814e3cb@requests.fyi.org.nz

REF: OIA-16665

Dear John

Request made under the Official Information Act 1982

Thank you for your email of 13 October 2024 requesting the following information under the Official Information Act 1982 (the Act):

Each question of your request has been addressed in turn below.

Can you explain why all these 9 cameras are not working and whether this is considered acceptable service to the public?

NZ Transport Agency Waka Kotahi (NZTA) is aware of the issues with some of the web cameras and are working promptly to fix these. Most of the web cameras in the Nelson/Marlborough region were installed to support the Kaikōura earthquake using temporary installation practices. This resulted in unstable connections that can be prone to network or power outages.

How long have they not been working for?

A small number of cameras have been intermittent for some time. The latest fault (SH6 Murchison South) was raised in April 2024.

What is being done to get them back online?

NZTA has recently changed the support contract across multiple regions to ensure web cameras are regularly maintained and fixed or replaced if found to be faulty. This work is now underway.

When are they going to be back online for public viewing?

Any web cameras found to be faulty in the Nelson/Marlborough region will be remedied in four to six weeks.

If you would like to discuss this reply with NZTA, please contact Tom Zotov, Platform Lead by email to tom.zotov@nzta.govt.nz.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Liz Maguire', written in a cursive style.

Liz Maguire
Chief Digital Officer