

20 October 2017

Nigel Jones
fyi-request-6585-97238ee5@requests.fyi.org.nz

Ref: OIA-3258

Dear Nigel

Request made under the Official Information Act 1982

Thank you for your email of 23 September 2017 requesting the following information under the Official Information Act 1982 (OIA):

- *All policy documents (at minimum relevant sections) pertaining to the handling of OIA requests via Social Mediums.*
- *Details of training given to staff controlling and/or monitoring NZTA's Social Media accounts pertaining to the identification and handling of requests.*
- *If (as at 14/Sept/17) not all accounts are monitored for OIA requests, a list of accounts that are, and aren't.*
- *Details on if the tweet at <https://twitter.com/NigeLil/status/897684436900118528> sent to the generally monitored @NZTAAkl Twitter account, on 16/Aug/17 was processed according to NZTA's policies.*
- *The total number of OIA requests received using Social Media, per year - please identify if using Calendar years, or other year-long periods.*

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

- Attachment 1: *Handling OIA Requests*, text copied from the relevant webpage on NZ Transport Agency's intranet, available to all staff.

Our social media accounts are monitored by a team within our National Contact Centre, Monday to Friday 8am-6pm. This team also responds to enquiries through other channels, such as phone and email. The training they receive in relation to identifying and managing OIA requests covers all the enquiry channels that they monitor, as per the process outlined in the document above.

In addition to staff in the National Contact Centre, we also have staff in our National Travel Information Services Team who monitor social media 24/7, but only in relation to traffic and travel information. They will only respond to traffic and travel enquiries via social media and any other enquiries are passed on to the National Contact Centre, in the first instance, to resolve.

All of our Facebook and Twitter accounts are monitored for requests. This includes requests that specifically ask for information under the OIA.

When the request reaches the Ministerial Services Team, which specifically deals with OIA requests and all official correspondence, they work with the rest of the NZ Transport Agency to determine who holds the information, gather it, draft a response and review the proposed response to ensure that the NZ Transport Agency is complying with the legislation.

The tweet that you sent on 16 August 2017 was not processed according to NZ Transport Agency's policies. In this instance, the hashtag #oia was missed and the tweet was not specifically identified as an OIA request. Therefore, it fell outside the process for dealing with these requests. We thank you for bringing this to our attention as it has highlighted an area for improvement in our process for identifying OIA requests received through social media.

We have looked back through our social media accounts to identify the number of OIA requests we have received through our social media channels. The Transport Agency receives a large volume of questions and requests via social media. Most of these are requests for information that are within the public domain, therefore in these instances, where a request is made via social media we aim to respond within 24 hours and via the same channel the request was made.

Apart from your request on 16 August 2017, there is likely to be a small number of other requests that have been received via social media that did not reference the OIA, but were dealt through the OIA process. The Transport Agency does not maintain a record of the specific channel through which the requests originated. Annually the Transport Agency receives over 500 OIA requests and in order to determine the number of OIA requests the Transport Agency has received via social media, substantial research would be required to investigate the source of each individual request. Therefore, this part of your request is being refused under section 18(f) of the OIA.

If you would like to discuss this reply with the NZ Transport Agency, please contact Stephen Moore, Senior Manager Channels and Standards, by email to stephen.moore@nzta.govt.nz or by phone on (04) 931 8927.

Yours sincerely



Stephen Moore
Senior Manager Channels and Standards
For Chief Executive