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Submitted via email to: rules@nzta.govt.nz

Tēnā koe

Submission on proposed changes to modernise services delivered by the New Zealand Transport Agency Waka Kotahi

1. Introduction

- 1.1. Rangitikei District Council welcomes the opportunity to provide feedback on the proposed changes to modernise services delivered by the New Zealand Transport Agency Waka Kotahi.
- 1.2. Rangitikei is a large, predominantly rural district covering approximately 4,500 square kilometres and 16,000 residents. Private vehicles are essential for most Rangitikei residents. Our communities regularly travel significant distances to access employment, healthcare, education, services and essential goods. Reliable and accessible driver-licensing and vehicle-compliance services are therefore particularly important to our district.
- 1.3. Overall, Council supports the appropriate use of digital technology to make government services faster, easier and more efficient.

2. Proposal 1: Digital Drivers Licences

- 2.1. Council supports the introduction of an optional digital driver licence that can be stored on a smartphone. The ability for people to use a digital driver licence modernises the system creating a more convenient and easier system.
- 2.2. It is essential in doing so, that appropriate digital security is implemented to ensure security of personal information. Driver licences contain information that can be used for identity theft and fraud. Public confidence will depend on NZTA demonstrating that digital services are secure, resilient and transparent. The framework should clearly state whether and how information generated through the use of a digital licence is retained
- 2.3. Council also supports retaining physical driver licences as a permanent and equally valid option. People in our communities may be unable to use a digital licence for

many reasons (such as accessibility, or lack of digital competency), therefore retaining the physical licence as an option is important.

3. Proposal 2: Modernising Driver Licencing Processes

3.1. Council supports the proposals to modernise the driver licencing processes. Removing restrictions that prevent online applications is particularly important

4. Proposal 3: Enabling electronic alternatives to the physical display of vehicle licenses and labels

4.1. Council supports enabling electronic alternatives to physical vehicle licence, Warrant of Fitness and Certificate of Fitness labels. Electronic verification may reduce administrative costs, save time and improve accuracy of information.

4.2. However, consideration should be given to the consequences of the removal of physical labels. Physical labels provide vehicle owners with a simple and visible reminder of expiry dates. They can also be useful when purchasing, borrowing or using a vehicle. Removing labels could increase the risk of people unintentionally allowing a vehicle licence or inspection to expire.

4.3. Council recommends a staged implementation period during which physical and electronic systems operate together. The effect on compliance rates should be monitored before any decision is made to discontinue physical labels

5. Conclusion

Rangitikei District Council supports the use of technology to make NZTA services more convenient and efficient. Digital services have the potential to improve access for rural residents by reducing unnecessary travel and making routine transactions easier.

Yours sincerely



Andy Watson
Mayor of the Rangitikei