

To: Forum Directors, Presidents, CEOs & Area Executives  
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## NZTA SERVICES UNDER COVID CONTROLS LATEST UPDATE FROM WAKA KOTAHI

The following advice was released by Waka Kotahi yesterday. It covers important information about customer services such as driver licencing and vehicle inspection services provided through the Agency and its contractors.



### MEDIA RELEASE

15 February 2021

#### Waka Kotahi NZ Transport Agency service changes at heightened alert levels

Waka Kotahi NZ Transport Agency is reminding New Zealanders of the changes to customer services following the Auckland region moving to Alert Level 3 and the rest of New Zealand moving to Alert Level 2 from 11.59pm on Sunday night.

Driver licencing agents in areas operating under Alert Level 3 are closed initially for three days until 11.59pm on Wednesday, 17 February. Practical driving tests in these areas have been postponed – not cancelled - and are held in the booking system. Please do not contact the Waka Kotahi Contact Centre as VTNZ will contact people directly regarding your new test booking date and time.

Driving tests will be rescheduled as soon as possible once these areas move down to Alert Level 2, as practical tests are unable to be conducted safely at Alert Level 3.

Licensing agents in the rest of New Zealand are open for driver licencing and driver testing services. There may be longer wait times due to higher than usual demand and the safety guidelines that must be followed, such as wiping the eye test and theory testing machines after each use.

Please plan any visit with plenty of extra time so you are not under any pressure if you do need to wait. If your visit is not urgent, please consider delaying your visit.

Vehicles in the Auckland region can obtain a Warrant of Fitness (WoF) or Certificate of Fitness (CoF) to ensure vehicle safety remains a priority. Please contact your local inspection site to check if they are open, and to discuss the health and safety guidelines to follow when taking your car to the site. Please follow Government guidelines for Alert Level 3 and remember that wait times may apply and some inspection sites may be closed.

If you have a document such as a driver licence, WoF or CoF that is close to its expiry date, NZ Police may apply discretion under Alert Level 3.

Waka Kotahi offices outside the Auckland region remain open and the 0800 free phone lines and online services are operating. The Contact Centre is open 8am to 5pm Monday to Friday but is experiencing higher than normal volumes of calls and emails, leading to significant wait times. If your query is not urgent, please read the [Frequently Asked Questions](#) or consider contacting us at a later date.

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