

NZ Transport Agency Waka Kotahi (NZTA) State Highways (SH) support workflow has three channels:

1. 0800 44 44 49 -phone line which is split into two queues:
 - a. URGENT to report issues on the SH network – reporting to Traffic Operation Centres for urgent maintenance requests or via CRMS system to allocate non-urgent maintenance requests.
 - b. GENERAL for questions about projects, road closures etc
2. email form (to report issues).

Additionally, there is the road-cone hotline workflow.

Jan – June 2025	Contacts received
0800 44 44 49 (URGENT)	11,065
0800 44 44 49 (GENERAL)	3,038
Webform / email	7,016
Road cone hotline (email)	143
Total	21,262

Query type

Note: This is indicative only, not all contacts are required to be captured in the tagging system. There is a variance of -12,405 contacts as general travel queries are not captured.

	<i>Jan-25</i>	<i>Feb-25</i>	<i>Mar-25</i>	<i>Apr-25</i>	<i>May-25</i>	<i>Jun-25</i>	Count of ID
<i>No keyword selected</i>	126	137	59	64	49	65	500
<i>Follow up</i>	5	6	3	6	3	7	30
<i>General Inquiry</i>	289	351	415	326	370	351	2102
<i>Maintenance</i>	151	132	141	158	180	158	920
<i>Maintenance request</i>	334	265	289	255	340	282	1765
<i>More information required</i>	36	29	35	47	38	31	216
<i>Not NZTA</i>	71	85	82	74	79	64	455
<i>OIA request</i>	1	3	1	1	5	2	13
<i>Property</i>	10	23	17	11	23	10	94
<i>Property access</i>	20	39	32	34	21	29	175
<i>Roadworks</i>	171	157	192	125	114	63	822
<i>SH Projects</i>	47	94	111	69	77	44	442
<i>Signage</i>	89	126	119	119	118	102	673
<i>Traffic Camera</i>	3	10	8	6	7	8	42
<i>Vehicle damage</i>	52	76	98	102	80	54	462
<i>Road Cone Hotline</i>						146	146
Total	1405	1533	1602	1397	1504	1416	8,857