

**From:** [Official Information](#)  
**To:** S 7(2)(a)  
**Cc:** [Official Information](#)  
**Subject:** Final response - LGOIMA 332180 - S 7(2)(a) - number of warranted parking warden staff and other infringements issued  
**Date:** Monday, 31 July 2023 8:11:53 am  
**Attachments:** [image001.png](#)

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Dear S 7(2)(a),

Apologies firstly for the lateness of our response. Hamilton City Council's response is based on information we currently have. Staff have tried to provide the appropriate answers to your questions based on the way we capture and record data. If you require further clarity, please do not hesitate to contact Council.

Please note,

- Hamilton City Council does not record the interactions between wardens.
- Hamilton City Council does not typically record how many warnings are converted into infringements but does have some information they can provide. For instance, the current process allows the team to be alerted to a vehicle/registration which has previously been issued with a warning for an offence. If the same behaviour is observed, it will result in a ticket for that offence.
- Within Council's current systems, Infringements are not defined and recorded as 'in' or 'out' of the CBD but classified under one category "illegal parking".
- There are several ways information is passed on to Council. This can come via officer observation, other Council staff observation, logged through a customer services request, and social media. Staff response is based mainly on issues generally related to safety on our roads.

***I understand that a Parking Report will be presented at the next Infrastructure Transport Committee meeting and am needing the requested information for a written and verbal public forum submission to that meeting.***

The above is no longer the case, the parking update has been pushed out to a later date due to other reporting. The next planned Infrastructure and Asset committee meeting discussing parking matters is planned for 9 November 2023.

**1      *The number of Warranted Parking Enforcement Staff.***

There are 13 warranted parking enforcement officers in total. Nine officers work out on the network, while four office-based staff are also warranted .

***The number of staff in the Parking Team***

The parking team is made up of 15 staff (noting this doesn't include vacancies), of which two are part time positions. The breakdown is as follows,

seven wardens (one part time), two senior wardens, one adjudicator, one compliance supervisor, one administrator, one manager, one off-street parking co-ordinator, one meter technician (part time).

**2      *The hours each day Parking Wardens work.***

The parking teams hours of work are Monday to Saturday 8am – 5:30pm with some flexibility on start/end times over an eight-hour shift.

Staff routines outside of these hours are currently being formulated and will be completed from the Licence Plate Recognition vehicles (LPR).

**3      *The breakdown of location worked CBD vs Urban and other industrial areas.***

Council's current service request systems does define location to CBD, urban or industrial. Parking operations are completed across the city; suburban areas are largely managed by mobile operators responding to service requests from the public.

For questions four and five, Council does not record data across different zones in the city. Therefore, staff have provided information from Council records covering the theme of the questions, and some explanation for our answers.

Our current customer service request system and its previous version record calls and allocate to the appropriate department for assigning action; it is not a purpose-built analytical tool for data investigating.

**4      *For each of the last 5 year, for vehicles parked on Footpaths and Shared Paths***

**a.      *The number of vehicles identified as being illegally parked in the CBD.***

Over the last five years, Hamilton city-wide service requests for vehicles parked on footpaths totalled 2417.

2018      238

2019      414

2020      528

2021	937
2022	300 until July (2023)

Council's customer service request system does not sub-categorise parking by footpath or shared path categories but sits under "illegal parking".

***b. The number of drivers issued parking fines in the CBD.***

Over the last five years, Hamilton city-wide parking fines issued for vehicles parked on footpaths totalled 877.

2018	183
2019	203
2020	179
2021	158
2022	154 until July (2023)

***c. The number of drivers issued warnings (verbal and written) in the CBD.***

Council does not record verbal warnings.

Over the last five years, Hamilton city-wide written warnings issued for vehicles parked on footpaths totalled 960.

2018	112
2019	178
2020	160
2021	279
2022	231 until July (2023)

The above figures are city-wide and include both inner CBD and outside CBD (questions a. to f.)

If an in-depth street by street analysis is required, significant time will be required to provide this detail.

**d. *The number of vehicles identified as illegally parked outside the CBD.***

Council does not record data across different zones in the city. As such, as per S17(e) of LGOIMA – this information doesn't exist.

**e. *The number of drivers issued parking fines outside the CBD.***

Council does not record data across different zones in the city. As such, as per S17(e) of LGOIMA – this information doesn't exist.

**f. *The number of drivers issued warnings (verbal and written) outside the CBD.***

Council does not record data across different zones in the city. As such, as per S17(e) of LGOIMA – this information doesn't exist.

**g. *The number of photos supplied to HCC by members of the public for vehicles illegally parked on Footpaths and Shared Paths.***

Council's previous customer service system did not have the technology for attaching photographs against service requests. Our new system now provides this capability to attach photographs.

While the new system accommodates the attachment of photographs to customer requests, it is not a 'sub-category' searchable field to be able to provide an answer to the above question. The customer request system categorises all requests for the Parking team as "illegal parking". As such, as per S17(e) of LGOIMA – this information doesn't exist.

**h. *How many of those photos have resulted in warnings or fines to drivers?***

This information is not recorded. Council raises requests for the Parking Team work on customer submitted information. This information may or may not include photographs. As such, as per S17(e) of LGOIMA – this information doesn't exist.

**5 For each of the last 5 year, for vehicles parked on Bike Lanes (Special Vehicle Lanes)**

*a. The number of vehicles identified as illegally parked in the CBD.*

Over the last five years, Hamilton city-wide service requests for vehicles parked on bike lanes (special vehicle lanes) totalled 101.

2018	18
2019	19
2020	16
2021	33
2022	15 until July (2023)

*b. The number of drivers issued parking fines in the CBD.*

**Over the last five years, Hamilton city-wide parking fines issued for vehicles parked on bike lanes (special vehicle lanes) totalled 182.**

2018	130
2019	26
2020	9
2021	4
2022	13 until July (2023)

*c. The number of drivers issued warnings (verbal and written) in the CBD.*

Verbal warnings are not recorded.

**Over the last five years, Hamilton city-wide warnings issued for vehicles parked on bike lanes (special vehicle lanes) totalled 32.**

2018	16
2019	2
2020	2
2021	11

The above figures are city-wide and include both the inner CBD and outer CBD (questions a. to f.)

If an in-depth street by street analysis is required, significant time will be required to provide this detail.

***d. The number of vehicles identified as illegally parked outside the CBD.***

Included in the figures above.

***e. The number of drivers issued parking fines outside the CBD.***

Included in the figures above.

***f. The number of drivers issued warnings (verbal and written) outside the CBD.***

Included in the figures above.

***g. The number of photos supplied to HCC by members of the public for vehicles illegally parked on Bike Lanes.***

Council's previous customer service system did not provide for the recording of photographs against service requests. The change in system now provides this capability for the attachment of photographs.

While the new system accommodates the attachment of photographs to customer requests, the attached photograph capability is not a 'sub-categories' searchable field, so we are unable to answer the question. The customer request system categorises all requests for the Parking team as "illegal parking". As such, as per S17(e) of LGOIMA – this information doesn't exist.

***h. How many of those photos have resulted in warnings or fines to drivers?***

Council does not record this break down of information. As such, as per S17(e) of LGOIMA – this information doesn't exist. Data on numbers of customer service requests raised has been answered above.

6 ***What does HCC do with photos of illegally parked vehicles supplied by the public?***

When supplied, staff will raise a service request and investigate.

7 ***For drivers that receive a warning, and their number plate is caught again illegally parked, is the driver then issued a fine?***

Yes, a recurrence of non-compliance for the same precedent code will result in an infringement being issued.

a. ***How many drivers have been fined after being previously been warned, in each year?***

A total of two drivers were issued infringements for the same offence after receiving warnings. One in 2018 and one in 2020.

8 ***I understand that a report on parking in the city is being planned to present to the next Infrastructure and Transport Committee on July***

***20th 2023. Could you confirm that this is true?***

The Parking Activity Report was not included as part of the agenda for 20 July Infrastructure and Transport Committee meeting. It was deferred to allow staff time to investigate residential parking options to be included in the report and allow for other reports to be presented at the Committee meeting on 20 July.

The report will be included for the Infrastructure and Asset committee meeting scheduled for 9 November 2023.

The Parking Activity Report is intended to inform Elected Members on the progress of on-going initiatives from the Parking Policy and includes:

- on and off-street parking activity
- technology improvements
- legislation update
- CBD city fringe and long stay parking.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or

freephone 0800 802 602.

**Ngaa mihi**

**Keeley**

**Official Information Coordinator**

Governance & Assurance Team | People and Organisational Performance

Email: [officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)

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**From:** S 7(2)(a)

**Sent:** Wednesday, 26 July 2023 4:46 pm

**To:** Official Information <[officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)>

**Subject:** Re: FW: LGOIMA request failures - 315724 / 332180

Hi again

Re LGOIMA Request 332180

It seems that you have once again failed to meet the deadline to provide the requested information. You needed a 2 week extension, and that expired yesterday. I even asked to speak to the person compiling the information, as I have no clue what parking enforcement data is collected, or how difficult it would be to compile the data I requested. I understand that option is Section 17B Duty to consider consulting person if request likely to be refused under section 17(e) or (f).

I have passed these failings to the Ombudsman's Office, and written to CEO Lance Vervoort this morning, asking what real consequences are imposed for repeated failures to meet the Local Government Official Information and Meetings Act 1987.

I fail to understand why communication on this matter has been so difficult for HCC. Any attempt at an apology will be completely hollow and insincere.

**S 7(2)(a)**

Bike ACTION Hamilton  
Advocating for Safer Cycling in Hamilton

On 13/07/2023 1:20 pm, Official Information wrote:

Kia ora <sup>S 7(2)(a)</sup> [REDACTED],

We write to acknowledge your correspondence below. With regard to the requests noted, Hamilton City Council provides the following comments.

**1. LGOIMA Number 315724/2023.**

Between the time your information request was made and Council providing a response, a key staff member working on this response was unexpectedly hospitalised. Unfortunately, this coincided with other staff members within the Transport team being on sick leave, which meant that there was no one with the relevant knowledge available to compile the response. We apologise for this delay caused by unforeseen circumstances.

**2. LGOIMA Number 332180/2023.**

We would like to advise, as you have noted the reason for urgency was due to the upcoming Infrastructure and Transport Committee meeting on 20 July 2023, this meeting has now been postponed to September.

We have also been advised by the team that we will not be able to provide information in relation to some aspects of your request, as it is not something Council currently documents / tracks. We did reach out to the team for specifics, however, in the meantime, due to the volume of information you have requested, they did advise that an extension would be necessary. Unfortunately, there was an oversight on our team's part and no extension notification was sent – for this we apologise.

Please accept this email as formal notification that we require an extension in order to provide this response. This extension is necessary as your request is for a large quantity of information, and meeting the original time limit would unreasonably interfere with Council's operations. We anticipate having a response by **25 July 2023**. We have asked the team for an update on your request and, if possible, we will consider releasing information to you in parts.

Hamilton City Council sincerely apologises for these delays and any inconvenience this may have caused you.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Kind Regards,

Official Information Team

Governance & Assurance Unit | People and Organisational Performance

Email: [officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)



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**From:** S 7(2)(a) [REDACTED]

**Sent:** Wednesday, 12 July 2023 12:13 am

**To:** CEO <[CEO@hcc.govt.nz](mailto:CEO@hcc.govt.nz)>

**Subject:** LGOIMA request failures

Mr Vervoort

For the second time in the last few months, HCC have failed to supply information requested under the LGOIMA within the required 20 working days.

On 20 March I requested information related to the Bike Lane Audit that is an outstanding Resolution from last year, with a response date no later than 19 April. Reference Number 315724/2023.

The response was received on 26 April, 5 working days late.

On 13 June I requested details relating to Parking Enforcement with a response date no later than July 11th.

I have not received a response as of 5pm, 11th July. Reference Number 332180/2023.

In this request, I specifically asked that the request be classed as Urgent, which is allowable in

*Part 2, Section 10 Requests (3) If the person making the request asks that the request be treated as urgent, that person shall give that person's reasons for seeking the information urgently.*

I gave the reason that I needed the information to prepare a Public Forum written and verbal submission for the Infrastructure Transport Committee Meeting on July 20th. The acknowledgement email I received did not mention the Urgent request.

I currently have a complaint to the Ombudsman's Office relating to the Council's stance on Parking, and will now open another complaint relating to Council's failure to respond on time, twice, as well as ignoring the Urgent request.

Can you please ask the appropriate team to provide the requested information  
(ref. 332180/2023) during the morning of July 12th.

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Regards

**S 7(2)(a)**

Bike ACTION Hamilton



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Regards

**S 7(2)(a)**

Bike ACTION Hamilton