

17 May 2023

J.A Harris
fyi-request-22435-e1f62fd3@requests.fyi.org.nz

Dear J.A Harris

I refer to your Official Information Act 1982 (OIA) request dated 11 April 2023 for information.

My response to each part of your request can be found below:

Please provide information relating to the below for the period 1 Jan 21 to date, by month:

1. *the number of enquiries/complaints/challenges PIB receive relating to infringements*

Police does not specially record the number of enquires, complaints, or challenges relating to infringements. To try and establish this information would require manual review of each individual file and form of communication, with there being an excess of 1.5 million infringement offences managed by Police each year. Therefore, this part of your request is refused under section 18(g) of the OIA as the number of enquires/complaints/challenges is not held by Police and I have no grounds for believing it is held by any other agency.

2. *the number of notices or enquiries which are escalated to adjudication*
3. *The number of notices or enquires which are escalated to an adjudication supervisor*

Police does not specially record the number of notices or enquires escalated to adjudication. This information is heavily intertwined with other aspects of PIB's operations and Police would have to individually assess all forms of communication sent to adjudication. Therefore, this part of your request is refused under section 18(g) of the OIA as the number of notices or enquires which are escalated to adjudication or to an adjudication supervisor is not information held by Police and I have no grounds for believing it is held by any other agency.

4. *for 1, 2, and 3, the number of notices or enquiries which then result in the matter being withdrawn*
5. *for 1, 2, and 3, the number of notices or enquiries which then result in the notice being cancelled and a warning issued*
6. *for 1, 2, and 3, the number of notices or enquiries which proceed to a defended hearing*

New Zealand Police Infringement Bureau

PO Box 9147, Wellington 6141, New Zealand.
Telephone: 04 381 0000. Call Free 0800 105 777. www.police.govt.nz

As Police does not hold the numbers requested in parts 1,2 and 3 of your request, these parts are also refused under section 18(g) of the OIA as the information requested is not held by Police and I have no grounds for believing it is held by any other agency.

7. for 6, the number which proceed to a defended hearing and a guilty outcome

Please refer to my response to part 6 of your request.

It should be noted that once an infringement notice progresses to a defended hearing, it transfers into the jurisdiction of the Ministry of Justice.

8. for 6, the number which proceed to a defended hearing and a not guilty outcome

Please refer to my responses to parts 6 and 7 of your request.

9. the average time frame for a response from PIB

Police does not specially record how long it takes to respond to enquiries. This information is heavily intertwined with other aspects of PIB and Police would have to individually assess all forms of communication to determine an average. Therefore, this part of your request is refused under section 18(g) of the OIA as the information requested is not held by Police and I have no grounds for believing it is held by any other agency.

10. the response time frame from adjudication

Police does not specially record how long it takes Adjudication to respond to enquiries. This information is heavily intertwined with other aspects of PIB and Police would have to individually assess all forms of communication to determine a timeframe. Therefore, this part of your request is refused under section 18(g) of the OIA as the information requested is not held by Police and I have no grounds for believing it is held by any other agency.

That being said, Adjudication endeavours to respond to emails from the public within 15 working days. However, this timeframe can fluctuate depending on workflow demand, complexity of the enquiry, and day-to-day staffing levels.

11. the response time frame from adjudication supervisor

Police does not specially record how long it takes the Adjudication Supervisor to respond to enquiries. This information is heavily intertwined with other aspects of PIB and Police would have to individually assess all forms of communication to determine a timeframe. Therefore, this part of your request is refused under section 18(g) of the OIA as the information requested is not held by Police and I have no grounds for believing it is held by any other agency.

Adjudication Supervisor endeavours to be responded to cases within 5 working days.

12. Please also provide the details of any current internal KPI, SLA, target or other metric which applies to the PIB and PIB Adjudication. For example; average response time < 7 days, or number of open enquiries.

Please refer to my response to part 10 of your request.

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All PIB teams endeavour to provide an appropriate response to customer enquiries as early as possible. Timeframes can fluctuate depending on workflow demand, complexity of the enquiry and day-to-day staffing levels.

- Accounts team: Enquires are endeavoured to be responded to within 10 working days.
- Verification team: Photographs generated from speed cameras are endeavoured to be processed within 14 working days.
- Community Roadwatch: Enquires are endeavoured to be responded to within 14 working days.
- Customer services team: Phone calls are endeavoured to be answered as quickly as possible and without compromising on quality or service.
- Document Management Centre: Photo requests are endeavoured to be responded to with 21 working days.
- Courts team: Requests for a defended court hearing are endeavoured to be responded to in 5 working days.

13. *Please provide the performance compared to those metrics over the 1 Jan 21 to date period.*

Police does not maintain or formally record performance against the above metrics. Due to the nature and volume of the work involved as well as data limitations of the Police Infringement Processing System, it is not feasible to measure and compare overall business performance against metrics without individually assessing all forms of communication. Therefore, this part of your request is refused under section 18(g) of the OIA as the information requested is not held by Police and I have no grounds for believing it is held by any other agency.

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 or freephone 0800 802 602.

For more information on infringements, including how to dispute the offence, please refer to the below address: <https://www.police.govt.nz/advice-services/infringement-services/infringements>

Yours sincerely



Aislinn Sederel
Acting Manager: Police Infringement Bureau

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