

18 January 2024

Jennifer Ward

Kia ora Jennifer,

**The information you requested - CAS-826341-T0N5R9**

Thank you for the request for information received dated 30 November 2023 regarding parking enforcement.

As per the previous correspondence sent to you, Auckland has seen an exponential rate of growth over the past 10 years with a major influx of people living and working in our city. As expected with an ever-growing region it places a lot of pressure on our available resources required to service this mega-city. This growth has led to a substantial increase in the demand for housing, parking availability and road infrastructure which in turn led to an increase in the number of Request for Service (RFS) calls Auckland Transport (AT) receives monthly (currently we deal with circa 3800 RFS per calendar month). Furthermore, not all RFS calls require only once-off services; meaning an Officer might be required to attend to the same site/RFS up to 5 times for enforcement purposes.

Following several organisational restructures as requested by the new mayor, recruitment of AT staff was stopped and only resumed towards the end of 2023. The AT Board has approved an addition of 20 Full Time Employees (FTE's) parking officers, and we are in the process of hiring. Currently we are back at pre-covid staffing levels with a Compliance team of 153 parking officers. Keep in mind though that the average timeframe for the hiring, training, and full engagement into the compliance role, takes on average of 3-4 months for a warranted parking officer. So, to answer your question, yes, we will be hiring additional officers, but this may not deal with the current load on the city's compliance requirements to meet the expectations of its demanding residents. If an RFS is raised it is very unlikely that an officer will be able to attend to it within the hour, BUT an officer will attend to it when one becomes available, and priority is placed on safety-based requests.

Regarding whether the revenue generated through the issuance of parking compliance infringements can fund the hiring of more officers, the revenue collected by AT is used to help fund the services we provide to Auckland ratepayers (public transport services, parking facilities, road safety campaigns, walking and cycling initiatives and the ongoing maintenance of the region's roads and other transport facilities). With AT utilising the enforcement revenue collected in this way, council is also able to allocate funding from AT to fund other council services (libraries, parks, community centres, the art gallery, the zoo and other recreational facilities) since we form part of a bigger ecosystem and the revenue we generate is not solely utilised by AT.

**How is permitting illegal parking, due to grossly inadequate enforcement staffing levels, succeeding in deterring such behaviour? How does this lack of enforcement help build a world class city when it's effectively a free-for-all carpark? How does this level of staffing enable active transport users to freely access the footpaths and shared spaces?**

AT is by no means permitting any form of illegal parking and trust that you understand that we are doing the best we can to keep this ever-growing city moving.

As per the above, if an RFS is raised an officer will attend to it when one becomes available, and priority is placed on safety-based.

**Why are individuals unable to have illegally parked and obstructive vehicles towed?**

There is a cost attached to the call-out of a towing vehicle and that cost needs to be carried by someone. If the driver of the illegally parked vehicle moves the vehicle before the tow truck arrives, who will be responsible for the costs? The party responsible for the costs could be deemed to then be the caller, and AT cannot and will not stand in for these actions and costs.

Should you believe that we have not dealt with your request appropriately, you are able to make a complaint to the Office of the Ombudsman in accordance with section 27(3) of the LGOIMA and seek an investigation and review regarding this matter.

Yours sincerely



John Strawbridge  
**Group Manager, Parking Services & Compliance**