

22 February 2024

Sandra Ashworth

Kia ora Sandra,

Information request – CAS-855721-Q4M2P2

Thank you for your correspondence dated 7 February 2024, requesting information about infringements issued by Auckland Transport.

The information that follows explains the infringement process and the reasonable efforts made by Auckland Transport to ensure that the registered person/driver receives such. With that said, the responsibility is on the registered owner of the vehicle to ensure that his/her details are up to date on the Motor Vehicle Register (MVR). The latter is used by Auckland Transport to post all notices and correspondence regarding notices.

Serving an Infringement Notice

The Land Transport Act 1998 Section 139 makes provision for three methods that can be used by an enforcement officer to serve an infringement notice. An infringement notice that is not served onto a vehicle or in-person, is served via the post. Auckland Transport's systems are designed to ensure service in compliance with those service requirements.

Infringement process

Stationary Vehicle infringements issued by warranted officers patrolling on foot.

When a Warden comes across an offending vehicle, he/she uses a handheld device and, in this case, he/she manually enters the registration details of the vehicle into the device. This runs a Motocheck search in the background and supplies the Warden with the make, model, colour, registration and WOF of the vehicle to generate an infringement notice. The Warden checks the details against the licence label on the vehicle to ensure that it is correct, before serving it onto the vehicle.

Moving Vehicle infringements and infringements issued by a Licence Plate Recognition (LPR) vehicle.

When an offence occurs and is confirmed by a warranted Parking Officer, he/she sends an enquiry to Waka Kotahi (Motor Vehicle Register (MVR)) to verify the details of the vehicle by using the registration number of the vehicle.

Auckland Transport (AT) then receives a report back from NZTA (the owner of the MVR) that contains the details they hold of the vehicle attached to the registration number, to include the name and address of the registered person. Once received an Infringement Notice is created in the name of the registered person and such is served via the post to the address of the registered person. We receive no contact number or email address of the registered owner of the vehicle.

For all infringements issued, a SP10 Reminder Notice is sent via the post to the registered person.





If payment has not been received as per the SP10 Reminder Notice date, the infringement is sent to Baycorp for collection.

If it still remains unpaid, it lodges with the Ministry of Justice.

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 Act and seek an investigation and review regarding this matter.

Regards

A handwritten signature in black ink, appearing to read 'John Strawbridge', is positioned below the 'Regards' text.

John Strawbridge

Group Manager, Parking Services & Compliance