

2 March 2017

Mr Steve Hall  
fyi-request-5314-f1501b9f@requests.fyi.org.nz

Dear Mr Hall

**Local Government Official Information and Meetings Act 1987**

**CAS-375931-W8R6X0**

Thank you for your email dated 1 February 2017, requesting information about Infringement Notice 3042596026.

**Special events & resident parking zones**

During an event at Eden Park surrounding areas are classified as Resident Parking Zones. Auckland Transport (AT) issues infringement notices to any vehicle that parks in these zones without a residents parking permit.

At each every event Parking Officers check the signs and each day an event day sign check takes place. Over 130 Resident Parking Zone sign locations are checked twice at each event. In some cases the signs have to be installed around existing landscapes including trees.

The Zone Ends sign in question has to be located where the unrestricted parking begins at the end of the Broken Yellow Lines, and/or, during a larger Event a No Stopping restriction starts. Please see enclosed picture of the Zone End sign in question. It is currently folded up as it is not in use. The sign was clearly visible when driving from Altham Avenue. The onus of checking for signage is on the driver. In addition to signage on the day of the events AT install large Variable Message Boards in the surrounding area around Eden Park; place large advertisements in the Press; and provide free public transport on event days to ticket holders.

There are currently four Zone Repeater signs in Altham Avenue, a Zone Begins, a Zone Ends and a Zone Repeater sign in McDonald Street and to increase the overall sign visibility AT will be installing an extra Zone Repeater sign in Altham Avenue in the near future. Whilst AT signs are within the legal requirements (the Zone Repeaters only need to be a maximum of 200 metres apart) AT are constantly striving to improve the experience for our customers. As a new initiative AT are therefore installing over 400 bright pink advisory signs in the Residents Only Parking area over the next couple of months, including 14 in Altham Avenue

and eight in McDonald Street, to help achieve visibility that the area is restricted Parking on Event days.

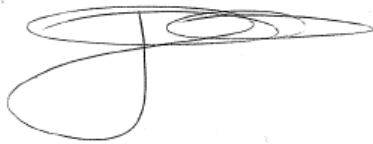
Infringement Notice 3042596026

In relation to your infringement notice, and the reason why your car was towed was because AT received a direct complaint from a resident who was unable to park their vehicle. If AT receives a complaint about a particular car that car is towed. If a road has many cars which do not have resident parking permits a decision is taken at the time, by the Parking Officer, to tow cars to enable residents to park.

We trust the above information has addressed your request however should you believe that we have not dealt with your request appropriately, you have the right in accordance with section 27(3) of the LGOIMA to make a complaint to the Office of the Ombudsman and seek an investigation and review in regard to this matter.

If you have any further queries, please contact Auckland Transport on 09 355 3553 quoting Official Information request number CAS-375931-W8R6X0.

Yours sincerely



John Strawbridge  
**Manager, Parking Services**