

## Michelle van Straalen

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**From:** Michelle van Straalen  
**Sent:** Wednesday, 30 October 2019 15:19  
**To:** [REDACTED]  
**Subject:** FW: LGOIMA 19294: Parking Wardens

Kia ora

Further to your information request of 3 October 2019, in respect of parking wardens , I am now able to provide Hamilton City Council's response.

**You requested:**

*The number of times a parking warden has been abused – both verbally and physically and written/emailed complaints over the past five years i.e. 2015, 2016, 2017, 2018, 2019*

*Broken down by:*

- Years
- Genders
- Types of abuse

**Our response:**

	2015	2016	2017	2018	2019 YTD (as at 18 October)
Abuse of female officer	36	80	55	26	73
Abuse of male officer	56	57	32	33	60
Total	92	137	87	59	133
Total reported to Police	4	0	3	6	8

Types of Abuse	2015	2016	2017	2018	2019 YTD (as at 18 October)
Physical	1	2	2	2	2
Threat with dog	1	0	0	0	0
Verbal abuse, aggressive and threatening	90	135	85	57	131

**You requested:**

*Are there areas in the city where parking wardens get more abuse? If so where?*

**Our response:**

The most common areas in the city where parking wardens receive more abuse are:

- Clearways (Bryce Street mainly)
- Shared Zone (Worley/Alexandra)
- In the vicinity of Cash Converters (Barton Street/London Street)
- In the vicinity of the Court House (Anglesea Street, South/Knox Street)

**You requested:**

*Have any staff left the job because of the abuse?*

**Our response:**

Staff leave for a number of reasons and abuse is certainly a contributing factor that lead to staff to look for other opportunities. We do not have specific details of the numbers of staff who have left the job for this reason.

**You requested:**

*What is the protocol for staff if they are abused?*

**Our response:**

Our parking warden staff are trained to:

- De-escalate the situation
- Remove self from situation and location
- Inform Supervisor and raise incident report
- Stand-down on severity
- Report to Police on severity

**You requested:**

*Any paper, photos, documents that relate to this OIA.*

**Our response:**

There are no papers or documents that we can provide relating to the Official Information Act and the withholding of photos is necessary to protect the privacy of natural persons. We are withholding this information under section 7(2)(a) of the Local Government and Official Information Act 1987.

**You requested:**

*Anything else you could offer me about this topic would be appreciated.*

**Our response:**

There is nothing further that we are able to offer about this topic.

If you would like context or background related to this LGOIMA response, or an interview with the subject matter expert, please contact the Communications Unit on 07 838 6699.

If you have any concerns with the decision(s) referred to in this response, you have the right to request an investigation and review by the Ombudsman under section 27(3) of the Local Government Official Information and Meetings Act 1987.

For your information, the Ombudsman’s contact details are:

**Email:** [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz)  
**Post:** PO Box 10152, Wellington 6143  
**Telephone:** 0800 802 602

Kind regards

**Michelle van Straalen**

Official Information Advisor | Legal Services | Governance Unit

DDI: 07 974 0589 | [Michelle.vanStraalen@hcc.govt.nz](mailto:Michelle.vanStraalen@hcc.govt.nz)

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**From:** official information

**Sent:** Thursday, 3 October 2019 1:00 PM

**To:** [REDACTED]

**Cc:** official information <[officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)>

**Subject:** LGOIMA 19294: Parking Wardens

Kia ora,

I write to acknowledge your information request of 3 October 2019 in respect of Parking Wardens.

Please be advised that your request has been passed on to the relevant team within Council and you will be informed of the outcome.

The Local Government Official Information and Meetings Act 1987 requires that we advise you of our decision on whether the Council will provide the requested information or not "as soon as reasonably practicable", no later than 20 working days after the day we received your request. We will respond to you no later than 1 November 2019.

Ngaa mihi,

**Amy Viggers**

*On behalf of the Privacy Officer*

DDI: 07 8386727 | Email: [amy.viggers@hcc.govt.nz](mailto:amy.viggers@hcc.govt.nz)

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**From:** Hamilton City Council <[do.not.reply@hcc.govt.nz](mailto:do.not.reply@hcc.govt.nz)>

**Sent:** Thursday, 3 October 2019 9:06 AM

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

**Subject:** HCC Website - Official Information Request ref: HCC-QF-191003-5E1YI-PQB

## HCC Website - Official Information Request

Reference: HCC-QF-191003-5E1YI-PQB

Attachment: not attached

Name: [REDACTED]

Email address: [REDACTED]

Phone number: [REDACTED]

### Detailed Description of Request

Hello,

Could I please get the following information under the Official Information Act.

Could I please get the number of times a parking warden has been abused - both verbally and physically and written/ emailed complaints over the past five years? ie 2015, 2016, 2017, 2018, 2019

Could I please get that broken down into years?

Could I please get that broken down into genders?

Could I please get it broken down into what types of abuse has happened in each year?

Are there areas in the city where parking wardens get more abuse? If so where?

Have any staff left the job because of the abuse?

What is the protocol for staff if they are abused?

Could I please get any paper, photos, documents that relate to this OIA.

Anything else you could offer me about this topic would be appreciated.

I calculate the 20 working day deadline to be November 1.

Could you please acknowledge receipt of this request via email?

Also, if all or part of the information requested cannot be provided I would like a written reason why.

Organisation: [REDACTED]