

## Michelle van Straalen

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**From:** official information  
**Sent:** Friday, 11 October 2019 12:43  
**To:** [REDACTED]  
**Cc:** official information  
**Subject:** FW: LGOIMA 19299: Parking tickets data ( linked to LGOIMA 19276)

Kia ora

Further to your information request of 7 October 2019 in respect of Parking tickets data (linked to LGOIMA 19276), I am now able to provide Hamilton City Council's response.

### You requested:

*This will be my final LGOIMA request because I am sure this will help me support the Transport Planners and my submission.*

- 1. Can you please provide me with all council decisions that affected the huge fluctuations over the years as provided.*
- 2. Why were the tickets cancelled?*
- 3. What happened to the unpaid tickets?*

### Our response:

Can you please provide me with all council decisions that affected the huge fluctuations over the years as provided.

Year	Number of tickets	Number of unpaid tickets	Number of tickets paid	Value of paid tickets	Count of cancelled
2012 (Sept-Dec)	160	5	138	\$5,520	17
2013	265	3	240	\$9,600	22
2014	1655	42	1548	\$61,920	65
2015	998	47	927	\$37,080	25
2016	52	6	41	\$1,640	5
2017	142	18	116	\$4,640	8
2018	915	149	744	\$29,760	23
2019 (YTD 20th Sep)	967	290	664	\$26,560	13
<b>Totals</b>	<b>5156</b>	<b>560</b>	<b>4418</b>	<b>\$176,720</b>	<b>178</b>

The only decision made by the Council that specifically relates to the number of tickets issues in the area was the decision to create the shared space (including implementation of parking restrictions) as part of works completed to close the Garden Place access (via Alexander Street) to the underground carpark. This decision was made as part of the City Heart Project. We have provided the documents that include the decision in an earlier official information response which you can locate [here](#) on our website.

### Why were the tickets cancelled?

As previously mentioned in our earlier responses to you, we do not hold details as to why a ticket was cancelled. Therefore, this information has not been provided under Section 17(e) of the Local Government Official Information and Meetings Act 1987 – in that the information requested does not exist. However, we recognise that most cancelled tickets will be due to appeals. We have provided details of the total number of cancelled tickets for infringements issued in the shared zone in our response to your information request of 10 September 2019 in respect of Parking tickets and appeals.

### What happened to the unpaid tickets?

From the date of issue and up to 66 calendar days later infringement notices can be paid directly to Hamilton City Council. After 66 calendar days, any unpaid infringement notices proceed to courts for collection. Once an infringement notice is forwarded to the Courts the recovery/resolution timeframe can vary.

Infringements can be collected over multiple years. Below are some reasons why:

- Some revenue from the Courts will be received years after the infringements have occurred
- Some fines are dealt with by the Courts through divergence where a community service reparation is promoted in place of the monetary fine
- Some vehicle owners are never found through Motor Vehicle Registrations database irregularities.

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:** official information

**Sent:** Monday, 7 October 2019 1:47 PM

**To:** [REDACTED]

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

**Subject:** LGOIMA 19299: Parking tickets data ( linked to LGOIMA 19276)

Kia ora

I write to acknowledge your information request of 7 October 2019 in respect of Parking tickets data (linked to LGOIMA 19276).

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 5 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:** [REDACTED]  
**Sent:** Monday, 7 October 2019 10:51 AM  
**To:** official information <[officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)>  
**Subject:** Re: LGOIMA 19276: Parking tickets and appeals

Kia ora Amy,

Thank-you for providing as much information that was you were able to provide.

This is very helpful and interesting. especially in relation to the huge fluctuation of tickets between some years to others.

This will be my final LGOIMA request because I am sure this will help me support the Transport Planners and my submission.

1. Can you please provide me with all **council decisions** that affected the huge fluctuations over the years as provided.
2. Why were the tickets cancelled?
3. What happened to the unpaid tickets?

Thank-you,

[REDACTED]

Year	Number of tickets	Number of unpaid tickets	Number of tickets paid	Value of paid tickets	Count of cancelled
2012 (Sept-Dec)	160	5	138	\$5,520	17
2013	265	3	240	\$9,600	22
2014	1655	42	1548	\$61,920	65
2015	998	47	927	\$37,080	25
2016	52	6	41	\$1,640	5
2017	142	18	116	\$4,640	8
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2019 (YTD 20th Sep)	967	290	664	\$26,560	13
<b>Totals</b>	<b>5156</b>	<b>560</b>	<b>4418</b>	<b>\$176,720</b>	<b>178</b>

On Tue, Oct 1, 2019 at 2:35 PM official information <[officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)> wrote:

Kia ora

Further to your information request of 10 September 2019 in respect of Parking tickets and appeals, I am now able to provide Hamilton City Council's response.

**You requested:**

1. *Total number of tickets and collected revenue from fines.*
2. *Total length of time in years this has been no parking.*
3. *Lowest number and highest number of tickets in a year and the average number of tickets per year.*
4. *What was the common response from public who had received tickets.*
  - a) *Didn't know it was no parking?*
  - b) *Didn't see no parking signs?*
  - c) *Something else?*
5. *Total number of people who have made an appeal on similar grounds as myself?*
6. *How many of those appeals have been successful?*
7. *On what grounds were they successful?*
9. *Information about rules about signage specifically the criteria for no parking re: height, visibility, distance, size of fonts and how the effectiveness of the signage is monitored?*

**Our response:**

1. **Total number of tickets and collected revenue from fines.**

Please refer to the below.

Year	Number of tickets	Number of unpaid tickets	Number of tickets paid	Value of paid tickets	Count of cancelled
2012 (Sept-Dec)	160	5	138	\$5,520	17
2013	265	3	240	\$9,600	22
2014	1655	42	1548	\$61,920	65
2015	998	47	927	\$37,080	25
2016	52	6	41	\$1,640	5
2017	142	18	116	\$4,640	8
2018	915	149	744	\$29,760	23
2019 (YTD 20th Sep)	967	290	664	\$26,560	13

Totals	5156	560	4418	\$176,720	178
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## 2. Total length of time in years this has been no parking.

The shared space was created (including implementation of parking restrictions) as part of works completed to close the Garden Place access (via Alexander Street) to the underground carpark. Project documentation indicates parking restriction signage was in place in the new space from May 2012.

## 3. Lowest number and highest number of tickets in a year and the average number of tickets per year.

The table above provides details of the number of tickets issued by year in the 'shared zone'. Excluding 2012 and 2019 (which are part years), the years with the lowest and highest number of tickets issued are 2016 and 2014 respectively.

The average number of tickets issued per year, in the 'shared zone' (excluding 2012 and 2019, which are part years) is 672 tickets p.a. (i.e. 4,029 tickets / six years).

## 4. What was the common response from public who had received tickets.

a) Didn't know it was no parking?

b) Didn't see no parking signs?

c) Something else?

The most common response from public who received tickets in the 'shared zone' was the payment of the infringement. The grounds/reasons for appeals are not defined in the database by categories as requested in a. b. c. of the question. Therefore, this information has not been provided under Section 17(e) of the Local Government Official Information and Meetings Act 1987 – in that the information requested does not exist.

## 5. Total number of people who have made an appeal on similar grounds as myself?

Further to our response (4) above we are unable to verify the number of persons who appealed on the grounds identified in a. b. c. as this data is not recorded. Therefore, this information has not been provided under Section 17(e) of the Local Government Official Information and Meetings Act 1987 – in that the information requested does not exist.

## 6. How many of those appeals have been successful?

As previously mentioned, we do not hold details of appeals as defined by your question above (Q4) therefore, this information has not been provided under Section 17(e) of the Local Government Official Information and Meetings Act 1987 – in that the information requested does not exist. However we recognise that most cancelled tickets will be due to appeals. We have provide details of the total number of cancelled tickets for infringements issued in the shared zone and this information is included in the table above.

## 7. On what grounds were they successful?

As previously mentioned, we do not hold details of appeals as defined by your question above (Q4). Therefore, this information has not been provided under Section 17(e) of the Local Government Official Information and Meetings Act 1987 – in that the information requested does not exist.

**NB: There was no Q8**

### **Information about rules about signage specifically the criteria for no parking re: height, visibility, distance, size of fonts and how the effectiveness of the signage is monitored?**

The signage rules are set out in the Traffic Control Devices (TCD) manual published by the New Zealand Transport Agency (NZTA). Excerpts from the relevant section (Section 13 Parking control) of the TCD are provided below:

#### **7 Zone parking**

*Zone parking is a term used to denote parking restrictions that are common or uniform throughout an entire area.*

*The area is usually defined by signs at the entry and exit to the zone, with repeater signs provided facing oncoming traffic at intervals of not more than 100 m apart (depending upon the size of the area) to help provide guidance to road users.*

*There may also be some situations where zones can be created within zones to denote a particular area that differs slightly from the overarching control. Other parking controls such as time-limited parking, bus stops, loading zones and taxi stands can operate within the parking zone. Where this happens, the zone parking is signed as ending and beginning again either side of the restriction. These signs are positioned parallel to the kerb.*

#### **7.1.1 Sign specifications**

*Specifications for traffic signs associated with zone parking are described in the TCD Rule.*

*Sign specifications, currently under development, provides images that may be applied directly by sign manufacturing software. (NB: links to the relevant signs are provided below via the NZTA website):*

<https://nzta.govt.nz/resources/traffic-control-devices-manual/sign-specifications/view/778?category=&term=shared+zone>

<https://www.nzta.govt.nz/resources/traffic-control-devices-manual/sign-specifications/view/558?category=924&subcategory1=940&subcategory2=&term>

### 7.1.2 Orientation of signs

Signs must be installed as close as practicable to the roadway on the left-hand side of the road facing the direction of oncoming traffic so that drivers are able to see the sign as they approach the zone.

### 7.1.3 Longitudinal positioning of signs

Signs relating to zone parking must be installed:

- at each of the various entry and exit points to the area or zone
- at intervals of not more than 100 m within the zone

When the zone parking system is to be ended and continued after the interruption of another parking restriction, a 'zone ends' and a 'zone begins' sign must be used either side of the restriction, facing oncoming traffic. (Please note, the Garden Place shared and no parking zone is less than 100m in length. While additional signs are provided through this area, these signs are supplementary over and above the legal requirement).

Kind regards,

**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:** official information  
**Sent:** Wednesday, 11 September 2019 10:19 AM  
**To:** [REDACTED]  
**Cc:** official information <[officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)>  
**Subject:** LGOIMA 19276: Parking tickets and appeals

Kia ora,

I write to acknowledge your information request of 10 September 2019 in respect of Parking tickets and appeals.

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 8 October 2019.

Kind regards,

**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:** John Purcell  
**Sent:** Tuesday, 10 September 2019 8:14 AM  
**To:** [REDACTED]; Governance <[HCC.Governance@hcc.govt.nz](mailto:HCC.Governance@hcc.govt.nz)>  
**Cc:** Telephone Operators <[info@hcc.govt.nz](mailto:info@hcc.govt.nz)>  
**Subject:** RE: For the attention of the Transportation Operations Team.

Good Morning [REDACTED]

I have Sent your email on to HCC's Democratic Support Services to get the LGOIMA process lodged

With kind regards

John Purcell

**From:** [REDACTED]  
**Sent:** Tuesday, 10 September 2019 8:08 AM  
**To:** Telephone Operators <[info@hcc.govt.nz](mailto:info@hcc.govt.nz)>; John Purcell <[John.Purcell@hcc.govt.nz](mailto:John.Purcell@hcc.govt.nz)>  
**Cc:** CEO <[CEO@hcc.govt.nz](mailto:CEO@hcc.govt.nz)>  
**Subject:** Re: For the attention of the Transportation Operations Team.

Kia ora John,

Further to my previous emails.

To support the submission to the above team I require some further data and information.

I formally submit a LGOIMA for the no parking area in question following;

1. Total number of tickets and collected revenue from fines.
2. Total length of time in years this has been no parking.

3. Lowest number and highest number of tickets in a year and the average number of tickets per year.

4. What was the common response from public who had received tickets.

a) Didn't know it was no parking?

b) Didn't see no parking signs?

c) Something else?

5. Total number of people who have made an appeal on similar grounds as myself?

6. How many of those appeals have been successful?

7. On what grounds were they successful?

9. Information about rules about signage specifically the criteria for no parking re: height, visibility, distance, size of fonts and how the effectiveness of the signage is monitored?

Thank you,

[Redacted signature]

On Mon, 9 Sep 2019, 14:57 [Redacted sender] wrote:

To whom it may concern.

Please see below email. I would appreciate the opportunity to submit in person to your team. I would like to share a common sense approach to the practical application of policy and rules specifically around parking in the CBD.

Design matters and people are donot have a natural disposition to looking for signs especially if they are out of site and 25m away.

Poor design is not a justification to fine the public.

Also the data clearly shows the rules in this case clearly do not work by the significant increase of numbers from 120/2017, 860/2018, approx over 1000/2019.

Please feel free to contact me as soon as practicable.

Thank you

[REDACTED]

[REDACTED]

----- Forwarded message -----

From: **John Purcell** <[John.Purcell@hcc.govt.nz](mailto:John.Purcell@hcc.govt.nz)>

Date: Mon, 9 Sep 2019, 13:04

Subject: Conversation regarding infringement 3105817

To: [REDACTED]

Good Afternoon [REDACTED]

Thank you for taking my call this afternoon we had missed each other on a number of occasions,

Our conversation regarding the infringement received by yourself covered the following:

- That the area where the infringement was issued complies with the NZTA's Traffic Control Devices rules and that the infringement stands.
- You stated that you will pay the ticket, however you feel that with the number of tickets issued in the area (identified through LGOIMA request) that you must continue to escalate this issue until motorists are made more aware of the restrictions in this location.
- You identify that for such a small area there is significant infringement revenue generated and that this proves that the signage placed is not sufficient.
- You were interested in the path to making a submission to the Transport Planners to raise concerns over the restrictions in the area, with the aim to improve motorists awareness.

I appreciate the constructive nature of the conversation that we had and would advise that your submission to improve the operating of the area should be made to [info@hcc.govt.nz](mailto:info@hcc.govt.nz)

In the subject line please identify: For the attention of the Transportation Operations Team.

With kind regards

**John Purcell**

Parking Activity Manager

DDI: 07 838 6890 | Mob: 021 388 179 | Email: [john.purcell@hcc.govt.nz](mailto:john.purcell@hcc.govt.nz)

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