

8 April 2022

James Scott

fyi-request-18862-69b3d304@requests.fyi.org.nz

Kia ora James,

The information you requested - CAS-525053-Q4P1Y6

Thank you for your request for information dated 14 March 2022 requesting information outlining the process by which Auckland Transport (AT) considers and responds to requests from members of the public to make changes to a road layout or parking restrictions.

Traffic Engineering teams follow the same process for reactive changes to road layout and traffic controls, as identified in Parking Design change process October 2021, with minor changes in terminology.

Although, if the change identified exceeds the reactive works limit of \$20,000, before the project could proceed it would be added to an Improvement programme(s) for funding prioritisation. E.g. Minor Improvement programme, New Footpath programme, etc. Prioritisation is generally undertaken annually within each programme. The funding prioritisation process happens after the Team Leader has approved the change, and before the scoping meeting with Traffic Control Team.

The customer response provided to the customer is via their preferred method of communication – email or phone call. The requests, investigations and responses are logged in our CRM system. We also use a GIS CRM case viewer to allow for identification of trends.


When a public request is made to make changes to a road layout or parking restrictions, the request is either assigned to the team that are responsible for that domain, or assigned to the team that has a future planned infrastructure project in the area. The team that is assigned the request is responsible for the investigation and response and there is no committee that considers general requests. Each team has their own process for making decisions on requests. Simple requests are often responded to by team members, and more complex requests are often reviewed by team leaders.

When a recommendation is made by the team to add new traffic controls or change traffic controls, this is captured in a resolution report to the Traffic Control Committee (TCC).

Please find the attached document detailing the process of making changes to on-street parking. This may require input from Transport Controls team that manages AT's Traffic Control Committee.

Should you believe that we have not responded appropriately to your request, 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 in regard to this matter.

Yours sincerely



Phil Wratt
Customer Care Engagement Manager