

7 August 2024

Tony

[fyi-request-27293-a48ccbca@requests.fyi.org.nz](mailto:fyi-request-27293-a48ccbca@requests.fyi.org.nz)

Kia ora Tony,

## **Parking Complaints**

Thank you for your request made under the Local Government Official Information and Meetings Act 1987 (the Act), received on 18 June 2024. You requested the following information:

1. The total number of reports Wellington City Council received using your online form under the categories 'Parking - Complaint about how a vehicle is parked' per year for the last 3 years.
2. The number of reports Wellington City Council received using your online form under the categories 'Parking - Complaint about how a vehicle is parked' for the 5 days with the highest number of reports made (i.e., the 5 dates with the highest number of reports, and how many reports were made each of those days) for the most recent year for which data is available.
3. The maximum number of daily 'Parking - Complaint about how a vehicle is parked' reports that Wellington City Council can handle in one day.

Wellington City Council has partly granted your request for information.

**Question 1** – *The total number of reports Wellington City Council received using your online form under the categories 'Parking - Complaint about how a vehicle is parked' per year for the last 3 years.*

Between the dates of 1 January 2021 to 31 December 2023 a total of 3,195 complaints were received via our [online form](#) under the category of 'Parking - Complaint about how a vehicle is parked'.

Please note, as your request is targeted to complaints received via our online form, this does not include any complaints received via other customer service channels such as our Contact Centre via telephone call.

**Question 2** - *The number of reports Wellington City Council received using your online form under the categories 'Parking - Complaint about how a vehicle is parked' for the 5 days with the highest number of reports made (i.e., the 5 dates with the highest number of reports, and how many reports were made each of those days) for the most recent year for which data is available.*

Below are the top five days with the highest number parking complaints received via our [online form](#) under the category of "Parking - Complaint about how a vehicle is parked" between the dates of 1 July 2023 and 1 July 2024:

Ranking	Date	Number of Complaints Received
1	15-Feb-24	26
2	23-Mar-24	24
3	28-Feb-24	22
4	7-Mar-24	22
5	11-Aug-23	19

Please note, as your request is targeted to complaints received via our online form, this does not include any complaints received via other customer service channels such as our Contact Centre via telephone call.

**Question 3** - *The maximum number of daily 'Parking - Complaint about how a vehicle is parked' reports that Wellington City Council can handle in one day.*

We are unable to quantify the number of complaints raised under the category of 'Parking - Complaint about how a vehicle is parked' that the Council's Parking Services team can attend to in one day, as there are a number of variables that can impact the volume of complaints attended to.

This can include:

- The location in which a parking complaint has been reported – travel time between the location of complaints raised across the Wellington region can impact the number of complaints attended to.
- Staff resources – staff availability for attending complaints can be impacted by staff sickness, including seasonal flu and Covid-19.
- The date and time complaints are raised – complaints raised after hours (after 8pm) are attended to by our smaller, afterhours compliance team.
- The nature of the complaint received, urgency can determine which complaint is attended to first, with the most urgent being the highest priority, such as vehicle blocking entrance way.

We are therefore refusing this part of your request under section 17(g) of the Act because the requested information is not held.

### **Right of review**

If you are not satisfied with the Council's response, you may request the Office of the Ombudsman to investigate the Council's decision. Further information is available on the Ombudsman website, [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

Please note, we may proactively release our response to your request with your personal information removed.

Thank you again for your request,

Kind regards

Ollie Marchant  
**Official Information**