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24 February 2025

Hemant

fyi-request-30075-dbdd7c9e@requests.fyi.org.nz

Kia ora Hemant,

The information you requested - CAS-1059609-J6B7W7

Thank you for your request for information dated 13 February 2024 requesting information about a mobility permit that has been picked up by a camera for parking too long.

Can I please get a copy of the operating instructions, procedures and policies etc that discuss/instruct what someone with a Mobility permit is supposed to do if their car is picked up by a camera car for parking too long.

Please note that a mobility permit, as communicated on 13 February 2024, is not assigned to a vehicle but to a person. Auckland Transport (AT) has no record of whom hold such a permit because this is managed and administered by CCS.

Your request is declined under section 17(e) of the LGOIMA as the information you are requesting does not exist. The Licence Plate Recognition cameras cannot identify mobility parking permits at this point in time because mobility parking permits are physical permits that have no presence in Auckland Transport's digital environment.

The rules around the usage of a mobility permit is publicly available on the AT website at www.at.govt.nz.

If an infringement is served to a vehicle (with or without a mobility permit), the liable party has the option of disputing the infringement (the same information is available on the infringement notice as well as on the AT website) www.at.govt.nz if they are of opinion that the infringement was incorrectly issued. That is the purpose of a dispute process.

All of the information supplied by the liable party forms part of the review process undertaken by the AT adjudicator(s) to make a decision. The outcome is then communicated to the liable party.

If the infringement is upheld, the liable party can refer the matter to the courts by completing a court form that is also available on the AT website.



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 and seek an investigation and review in regard to this matter.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Phil Wratt', with a stylized flourish at the end.

Phil Wratt
Engagement Manager, Customer Care.