

27 July 2017

Mr Alan Candy
fyi-request-6083-95131be1@requests.fyi.org.nz

Dear Mr Candy

Local Government Official Information and Meetings Act 1987

CAS-509176-Q1K1H4

Thank you for your letter/email dated 28 June 2017, requesting information about Parking Officers.

1. **Typical recruitment rate for AT's street patrolling Parking Enforcement Officers (S.P.E.O.s), per month or year, for the past year. I.e. How many new or replacement officers do you employ per year, for the latest year available?**

Parking Officer - Hiring

Year	2015	2016	2017
Jan	0	0	1
February	0	0	1
March	0	0	4
April	0	2	0
May	0	2	0
June	0	3	0
July	0	1	5
August	0	3	
September	2	3	
October	0	2	
November	0	0	
December	4	0	
AVERAGE	0.5	1.333333	1.571429

2. How long is the new S.P.P.E.O. recruit in-house training (at present), and how is it conducted, using what presentation media?

In-house training is 10 days in class (+/- 4 days depending on comprehension and assessment results) followed by 10-20 days on-street with a buddy trainer.

It is conducted using a range of learning resource (depending on individual learning styles) including:

- verbal facilitation;
- multimedia;
- demonstrations;
- role plays;
- emergency exercises;
- assessments;
- photographs;
- customer response feedback examples; and
- site visits (on street, district court, Auckland Transport Operations Centre, AT Corporate Induction).

3. Please detail what guiding, training or instructional documentation* or personnel do S.P.P.E.O.'s have access to:

(a) during Training

Officers are placed with an in-class trainer and buddy trainer initially and have access to the access to a training manual, photographs, and operational guidelines during the training period.

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(b) once on the job / after training?

Parking Officers have morning briefings with their supervisor and have a supervisor on call all day to provide guidance. They also have access to a dedicated Communications team to assist with customer service queries.

4. Please supply AT's directions, instructions, guidelines etc to its S.P.P.E.O.s as to WHEN to commence issuing a Parking Infringement Notice to a vehicle unlawfully stopped without proper permit or authority in a Restricted parking area, such as a Bus Stop; a GSV-only Loading Zone, a Disabled Persons parking space, a Taxi rank, an area reserved for Police vehicles, etc. In other words, how long should they wait before commencing to issue the Notice, and if this varies according to type of Parking Space, please specify accordingly.

An Officer is advised that they can issue an infringement notice as soon as they have reason to believe an offence has been committed.

The exceptions are:

- offences related to the Central City Parking Zone, where a 10 minute grace period is applied.
- Small Passenger Service Vehicle Not in Attendance of Vehicle, where a two minute grace period is applied.

5. Please supply AT's directions, instructions, guidelines etc to its S.P.P.E.O.s as to WHAT action(s) to take (e.g. Call the Police, call a Tow Truck, instruct driver to move, etc), in

what order, and WHEN to commence issuing a Parking Infringement Notice to a vehicle unlawfully stopped without proper permit or authority in a defined No Parking Area, such as a No Stopping Area (marked by Broken Yellow Lines); Bus Lanes; Clearways; obstructing the main carriageway of a busy main road, over or too close to a Fire Hydrant; across or obstructing a Vehicle Crossing / Entrance; Double-Parked on the carriageway; on a Pedestrian Crossing; on the footpath; on a Council-owned and maintained Garden plot; on a berm; too close to, or within, an intersection; on a Traffic Island or Flush Median, on a railway crossing, or upon encountering a serious accident, etc. In other words, what should they do and how long should they wait BEFORE commencing to issue a Notice or Notices, and if this varies according to circumstances, such as type of No Parking Area, amount of traffic affected, etc, please answer accordingly.

- No Stopping Area (marked by Broken Yellow Lines):

CODE	Offence
P107	Parked in an area marked by a broken yellow line
(Infringement = \$60)	
S.40 Land Transport Act 1998 & r.4 Offences & Penalties Regs 1999 & 6.4(4) (Road User) Rule 2004 (SR 2004/427) (as at 11 December 2009)	
NOP Parked a vehicle in an area marked by a broken yellow line.	

Enforcement Considerations

Are the road markings clear?

If there is no kerb, is the vehicle parked between the broken yellow lines and the centre of the road?

Enforcement Guideline

Infringement applies to all vehicles

Grace period for vehicles		Infringement	Notes and additional info
Attended	Unattended		
Nil	Nil	<ul style="list-style-type: none"> Issue notice to any vehicle parked where broken yellow lines are marked on the road Tow vehicle 	<ul style="list-style-type: none"> Note the markings are visible Diagram or 2 Photos min of vehicle in relation to broken yellow lines with Measurement from vehicle to 2 fixed points

- Bus Lanes;

CODE	Offence
P128	Parked in a special vehicle lane
(Infringement = \$60) S.40 Land Transport Act 1998 & r.4 Offences & Penalties Regs 1999 & 6.6 (Road User) Rule 2004 (SR 2004/427) (as at 11 December 2009)	
NOP Being a driver or person in charge of a vehicle did stop stand or park the vehicle in a lane restricted to a specified class or classes of vehicle without belonging to that class	

Enforcement Guideline

Infringement applies to all vehicles

Grace period for vehicles		Infringement	Notes and additional info
Attended	Unattended		
Nil	Nil	<ul style="list-style-type: none"> Issue notice from the 6th minute from the start of the restriction time Tow vehicle 	<ul style="list-style-type: none"> Note the signs and markings are clear Note the time of operation 2 Photos min Note lane class restrictions

- Clearways;

CODE	Offence
P508	Parked in a clearway
(Infringement = \$60) S.40 Land Transport Act 1998 & r.4 Offences & Penalties Regs 1999 & 6.4(1) (Road User) Rule 2004 (SR 2004/427) (as at 11 December 2009)	
NOP Being the driver or person in charge did park a vehicle on a road contrary to the terms of "clearway" signs erected by the road controlling authority	

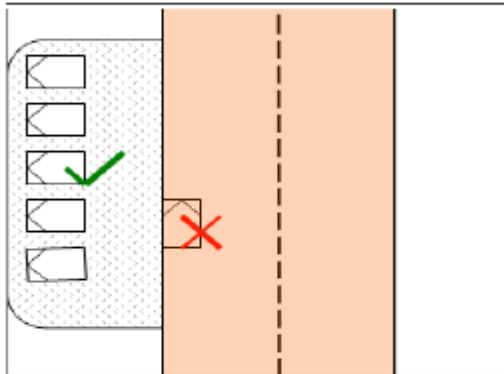
Enforcement Guideline

Infringement applies to all vehicles

Grace period for vehicles		Infringement	Notes and additional info
Attended	Unattended		
Nil	Nil	<ul style="list-style-type: none"> Issue notice from the 6th minute from the start of the restriction time Tow vehicle 	<ul style="list-style-type: none"> Note the signs are clear 2 Photos min

- obstructing the main carriageway of a busy main road,

CODE	Offence
P121	Parked on roadway when off-road park available
(Infringement = \$40)	
S.40 Land Transport Act 1998 & r.4 Offences & Penalties Regs 1999 & 6.2 Road User Rule 2004	
NOP	Did stop stand or park a vehicle on the roadway when it was reasonably practicable to do so on the road margin



Enforcement Considerations

- Is a P114 more appropriate?
- If grass, is the vehicle likely to cause damage if parked there? (if so do not issue notice)
- If required to park parallel to the direction of roadway issue a P114

Enforcement Guideline

Infringement applies to all vehicles

Grace period for vehicles		Infringement	Notes and additional info
Attended	Unattended		
Nil	Nil	<ul style="list-style-type: none"> • Issue notice to any vehicle parked on the roadway when off-road park available. • Tow vehicle 	<ul style="list-style-type: none"> • Diagram or 2 photos min of vehicle in relation to the direction of the road, the off-road park, and note any obstruction • 2 measurements to a fixed point

- over or too close to a Fire Hydrant;

CODE	Offence
P111	Parked near fire hydrant
(Infringement = \$40) S.40 Land Transport Act 1998 & r.4 Offences & Penalties Regs 1999 & 6.10(1) (Road User) Rule 2004 (SR 2004/427) (as at 11 December 2009)	
NOP Parked a vehicle within 500mm of a fire hydrant	



Enforcement Guideline

Infringement applies to all unattended vehicles or; vehicles without a licensed driver capable of moving the vehicle.

Grace period for vehicles		Infringement	Notes and additional info
Attended	Unattended		
NA	Nil	<ul style="list-style-type: none"> • Issue notice to any vehicle parked within 500mm of the centre of a fire hydrant cap • Tow vehicle 	<ul style="list-style-type: none"> • Note kerb, cap and triangle markings are all clearly visible • Diagram or 2 photos min of vehicle in relation to: the fire hydrant cap and markings including measurements

- across or obstructing a Vehicle Crossing / Entrance;

CODE	Offence
P110 A	Parked obstructing vehicle entrance
(Infringement = \$40) S.40 Land Transport Act 1998 & r.4 Offences & Penalties Regs 1999 & 6.9(1) (Road User) Rule 2004 (SR 2004/427) (as at 11 December 2009)	
NOP Did stop stand or park a vehicle on a road so as to obstruct entry to or exit from any driveway	



Enforcement Guideline

Infringement applies to all vehicles except buses loading and unloading passengers

Grace period for vehicles		Infringement	Notes and additional info
Attended	Unattended		
NA	NA	<ul style="list-style-type: none"> • Issue notice on complaint in the suburbs (unless on a main road or within a restriction where complaint not required) to: <ul style="list-style-type: none"> • any vehicle parked alongside a kerb crossing provided for a driveway; or • within 1m of the prolongation line of the side of the driveway; or • Issue notice in the CBD to: <ul style="list-style-type: none"> - any vehicle parked alongside a kerb crossing provided for a driveway; or - within 1m of the prolongation line of the side of the driveway • Tow vehicle if required 	<ul style="list-style-type: none"> • Diagram or 2 photos min of vehicle in relation to: • the kerb crossing; and • the prolongation line, including measurements

- Double-Parked on the carriageway;

CODE	Offence
P113	Double parked
(Infringement = \$60)	
S.40 Land Transport Act 1998 & r.4 Offences & Penalties Regs 1999 & 6.11 (Road User) Rule 2004 (SR 2004/427) (as at 11 December 2009)	
NOP Double parked a vehicle	

Enforcement Considerations

Is the vehicle involved in a parking/access manoeuvre?

Enforcement Guideline

Infringement applies to all vehicles except goods service vehicles and taxis loading and unloading, parked with due consideration for the safety and convenience of other road users and where alternative parking is unavailable.

Grace period for vehicles		Infringement	Notes and additional info
Attended	Unattended		
Nil	Nil	<ul style="list-style-type: none"> • Issue notice to double parked vehicle • Tow vehicle 	<ul style="list-style-type: none"> • Note registration of vehicle parked next to (vehicle between offending vehicle and nearest edge of roadway) • Note vehicle not involved in manoeuvre (VNIIM). • If vehicle is a taxi please note whether there was alternative parking available. • Note any obstruction • 2 Photos min

- on a Pedestrian Crossing;

CODE	Offence
P104	Parked on or near a pedestrian crossing
(Infringement = \$60)	
S.40 Land Transport Act 1998 & r.4 Offences & Penalties Regs 1999 & 6.5 (Road User) Rule 2004 (SR 2004/427) (as at 11 December 2009)	
NOP Parked a vehicle on or within 6 metres of the nearer side of a pedestrian crossing	

Enforcement Considerations

Are there any signs and/or markings authorising parking?

Is the vehicle set back from the line of traffic?

Enforcement Guideline

Infringement applies to all vehicles except those authorised by signs or markings or within a parking area set back from the line of traffic

Grace period for vehicles		Infringement	Notes and additional info
Attended	Unattended		
Nil	Nil	<ul style="list-style-type: none"> • Issue notice to any vehicle parked on a pedestrian crossing or within 6m on the drivers approach to a pedestrian crossing (zebra crossing) • Tow vehicle 	<ul style="list-style-type: none"> • Diagram or 2 photos min of vehicle in relation to pedestrian crossing including any broken yellow lines • Measurement from vehicle to 2 fixed points

- on the footpath;

CODE	Offence
P115	Parked on footpath or cycle path
(Infringement = \$40) S.40 Land Transport Act 1998 & r.4 Offences & Penalties Regs 1999 & 6.14(1) (Road User) Rule 2004 (SR 2004/427) (as at 11 December 2009)	
NOP Parked a vehicle on a footpath or cycle path	

Enforcement Considerations

Is any portion of the roadway within the street narrower than 6.5m?
 Does the vehicle need to be towed?
 Is vehicle posing threat to road safety or lack consideration for pedestrians or cyclists?
 Are there visibility issues for other road users?
 Are there other circumstances that should be noted (broken down etc)?

Enforcement Guideline

Infringement applies to all vehicles.

Grace period for vehicles		Infringement	Notes and additional info
Attended	Unattended		
Nil	Nil	If roadway is wider than 6.5m: <ul style="list-style-type: none"> Issue notice to any vehicle parked on a footpath or cycle path Tow vehicle if less than 1m of footpath is clear or where otherwise required If any portion of the roadway is narrower than 6.5m: <ul style="list-style-type: none"> Issue notice to any vehicle parked with two wheels on a footpath or cycle path where a WFP115 and a WP115 have been already been issued, or Issue notice if vehicle is parked with four wheels on a footpath. 	<ul style="list-style-type: none"> Note if footpath or cycle path Note how many metres of path obstructed Diagram or 2 photos min of vehicle parked in relation to path. Measurement from vehicle to 2 fixed points If notice is issued on a street where a portion of the roadway is narrower than 6.5m add the following notes: <ul style="list-style-type: none"> Number of wheels on footpath or cycle path Note WFP115 issue date Note WP115 issue date

- on a Council-owned and maintained Garden plot;

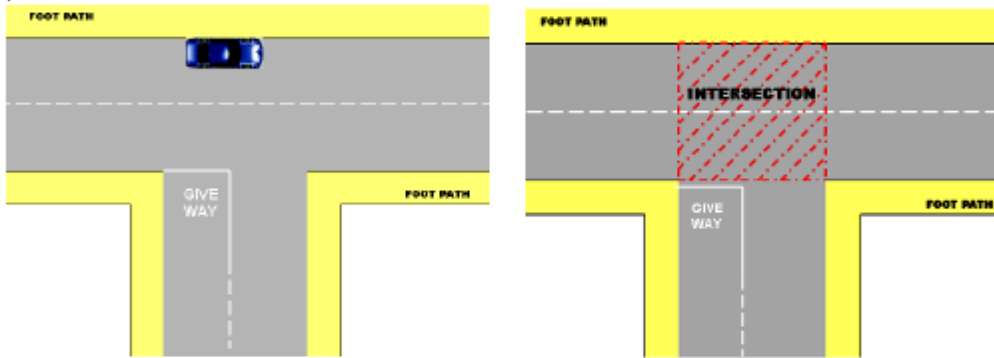
Your request for information is declined under Section 17(e) of the Local Government Official Information and Meeting Act 1987 (LGOIMA) as the information does not exist.

- on a berm;

Your request for information is refused under Section 17(e) of the Local Government Official Information and Meeting Act 1987 (LGOIMA) as the information does not exist.

- too close to, or within, an intersection;

CODE	Offence
P101	Parked within an intersection
(Infringement = \$60)	
S.40 Land Transport Act 1998 & r.4 Offences & Penalties Regs 1999 & 6.3(2) (Road User) Rule 2004 (SR 2004/427) (as at 11 December 2009)	
NOP Did stop stand or park a vehicle within an intersection	



Enforcement Considerations

- Width of the road
- Threat to road safety
- Any obstruction/visibility issues
- Manoeuvrability issues for other road users

Enforcement Guideline

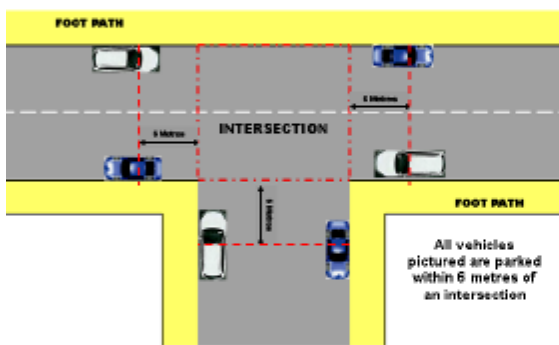
Infringement applies to all vehicles parked within an intersection unless authorised by signs or markings

Grace period for vehicles		Infringement	Notes and additional info
Attended	Unattended		
Nil	Nil	<ul style="list-style-type: none"> • Issue notice to any vehicle parked with an intersection • Tow vehicle 	<ul style="list-style-type: none"> • Diagram or 2 photos min of vehicle in relation to the intersection including measurements to the prolongation line/s or • Note any obstruction or visibility issues

CODE	Offence
P102	Parked within 6 metres of an intersection
(Infringement = \$60) S.40 Land Transport Act 1998 & r.4 Offences & Penalties Regs 1999 & 6.3(2) (Road User) Rule 2004 (SR 2004/427) (as at 11 December 2009)	
NOP Did stop stand or park a vehicle on a road within 6 metres of an intersection	



Special Note:
 No other road markings (BYL's, Parking restrictions, limit lines etc) should be present on the roadway when issuing an infringement notice for this offence



Land Transport (Road User) Rule 2004 (SR 2004/427) (as at 11 December 2009)
RULE 6.3 Parking close to corners, bends, etc

(2) A driver must not stop, stand, or park a vehicle on any part of a road, whether attended or unattended, within an intersection or within 6 m of an intersection unless the stopping, standing, or parking is authorised by signs or markings maintained by the road controlling authority.

Enforcement Considerations

Are there any road marking?

See P101

Enforcement Guideline

Infringement applies to all vehicles except those authorised by signs or markings

Grace period for vehicles		Infringement	Notes and additional info
Attended	Unattended		
Nil	Nil	<ul style="list-style-type: none"> Issue notice to any vehicle parked within 6 metres of an intersection Tow vehicle 	<ul style="list-style-type: none"> Diagram or 2 photos min of vehicle in relation to the offence including measurements to prolongation line/s, traffic islands etc Note obstruction and/or visibility issues

- on a Traffic Island or Flush Median,

CODE	Offence
P127	Parked on a flush median or traffic island
(Infringement = \$40) S.40 Land Transport Act 1998 & r.4 Offences & Penalties Regs 1999 & 6.7 (Road User) Rule 2004 (SR 2004/427) (as at 11 December 2009)	
NOP Parked a vehicle on a road on a flush median or traffic island	

Enforcement Guideline

Infringement applies to all vehicles

Grace period for vehicles		Infringement	Notes and additional info
Attended	Unattended		
Nil	Nil	<ul style="list-style-type: none"> Issue notice to any vehicle parked on a flush median or traffic island Tow vehicle if required 	<ul style="list-style-type: none"> Diagram or 2 photos min of vehicle in relation to flush median/ traffic island or Photo Note any obstruction or visibility issues

- on a railway crossing,

CODE	Offence
P129	Parked on a level crossing
(Infringement = \$150) S.40 Land Transport Act 1998 & r.4 Offences & Penalties Regs 1999 & 6.17(a) Road User Rule 2004	
NOP Being a driver or person in charge of a vehicle did stop stand or park the vehicle on a railway level crossing	

Enforcement Consideration

Is it safe to be around or near this vehicle?



IMMEDIATELY CALL 'TRAFFIC' TO NOTIFY PUBLIC TRANSPORT DIVISION (TRAIN OPERATORS)

Enforcement Guideline

Infringement applies to all vehicles

Grace period for vehicles		Infringement	Notes and additional info
Attended	Unattended		
Nil	Nil	<ul style="list-style-type: none"> Issue notice to any vehicle parked on a level crossing Tow vehicle 	<ul style="list-style-type: none"> Note any signs and markings 2 Photos min

- or upon encountering a serious accident, etc.

There are no guidelines in documents relating to this. Each Parking Officer has a First Aid certificate. If the Parking Officer is the first person on the scene at a serious incident they telephone the Police, Ambulance and then try to look after anyone affected.

6. Please supply AT's directions, instructions, guidelines etc to its S.P.P.E.O.s as to how to prioritise such matters when faced with any combination of any two of the above i.e. in Q4 and Q5. For example, a car parked without good cause on a Pedestrian Crossing and a non-permit-displaying car parked in a Reserved for Disabled persons parking space.

Request for Enforcement Dispatch Priorities

An Operator may be required to prioritise and dispatch of jobs or logs to Parking Officers due to limited resource availability or during peak times.

Priority requests are as follows (from highest to lowest)

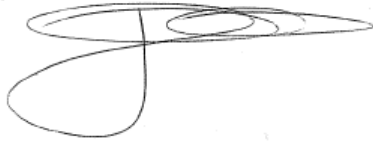
High-Low	Operator Codes	Dispatch (after hours/outer area)
Blocked Vehicle Entrances	BVE, P110A	Yes/No
Risk to Road Safety	Road Safety, P107, P101, P102, P103, P104, P105	Yes/No
Footpath/Cycle Path	P115	Yes/No
Clearway and Bus Lanes	P508, P128	Yes/No
CBD Bus Areas	P108, P132	Yes/No
Level Crossings	P129, P130	Yes/No
Parked in Prohibited Area	P105	Yes/No
Bus Stops/ Taxi Stands/ Loading Zones	P108, P109, P119, P132	Yes/No
Double Parked	P113	Yes/No
Parked Near Fire Hydrant	P111	Yes/No
Marker Lights and Angle Parked GSVs	P131, V207	Yes/No
Small Passenger Service Vehicles	K617, K618, K620	Yes/No
Tyres	V557, V561	Yes/No
Plates, WOF/EVI, Lic Lable	C101, C201, P402, P403, P404, P405, P406, P406A, P408, P409, P411	Yes/No
Incorrect kerb parking (or other)	P113, P120, P127, P124, P121, P114	Yes/No
Time restriction or Pay and Display	P336, P337, P338, P339	Yes/No
Trailer on a road over 7 days	P116	Yes/No
Parked between Fire Hydrant and Road Marking	P112	Yes/No

We trust the above information has addressed your request however should you believe that we have not dealt with your request appropriately, you have the right in accordance with section 27(3) of the LGOIMA to make a complaint to the Office of the Ombudsman and seek an investigation and review

in regard to this matter.

If you have any further queries, please contact Auckland Transport on 09 355 3553 quoting Official Information request number CAS-509176-Q1K1H4.

Yours sincerely

A handwritten signature in black ink, appearing to read 'John Strawbridge'. The signature is fluid and cursive, with a large loop at the end.

John Strawbridge
Manager, Parking Services