



9 April 2026

Chris Hetherington

s7(2)(a)

Tēnā koe Chris,

**Request for Information – Local Government Official Information and Meetings Act (LGOIMA) 1987**

We refer to your official information requests dated 11 March 2026. You submitted three requests on the same day concerning parking enforcement policies, internal discussions within Parking Services, and communications between Parking Services and senior leadership about enforcement levels and revenue expectations.

On 12 March 2026 Council sought clarification on the scope of your requests, as the volume of information captured by the wording appeared likely to require substantial collation and research. You responded on 13 March 2026 with new wording that significantly refined and reframed the scope of your request. Because this refined wording was materially different from your original requests, Council has accepted it as a new request under the LGOIMA.

Each of your questions has been addressed below:

1. *Any briefing papers, reports, or presentations prepared for senior management or elected members relating to parking enforcement strategy within the last 12 months.*

**Answer:** Council does not hold briefing papers, reports, or presentations that relate specifically to a standalone parking enforcement strategy. Parking enforcement is an operational activity that gives effect to Council's [Parking Strategy](#) and Parking Policy (attached), and the parking

management decisions made through Council's formal processes. Strategic decisions relating to parking management, including any proposed changes, are developed by the Transport function and reported to elected members through formal committee processes. No separate briefings or presentations focused solely on enforcement strategy, as distinct from parking management, have been identified. This part of your request is refused under section 17(g) of the LGOIMA, as the information is not held.

2. *Any reports, briefings, or summaries provided to the Infrastructure and Regulatory Committee relating to parking enforcement activity, targets, or infringement revenue.*

**Answer:** Parking Services contributes to regular reporting to elected members through the Infrastructure and Regulatory Committee as part of Council's wider regulatory reporting. These reports provide oversight of compliance and enforcement activity, including parking enforcement, and are included in publicly available meeting agendas and minutes on [Council's website](#). Infrastructure and Regulatory Committee meetings are also livestreamed and recorded, with recordings published on [Council's YouTube channel](#). As this information is already publicly available, Council has not reproduced it in response to your request.

3. *Any internal policy documents, operational guidance, or procedural instructions used by Parking Services staff relating to enforcement priorities.*

**Answer:** Council does not hold formal internal policy documents or procedural instructions that set parking enforcement priorities, targets, or quotas. Parking Services adopts a resource-based approach to enforcement, comprising proactive monitoring of parking restrictions across the city as well as reactive enforcement in response to service requests and complaints from the public. Enforcement decisions are made on a case-by-case basis, with an emphasis on consistency and fairness rather than prescribed priorities or targets. While staff receive guidance on the use of operational systems, there are no internal policy documents that direct enforcement priorities in the manner described in your request.

This part of your request is refused under section 17(g) of the LGOIMA, as the information is not held.

4. *Any communications (including emails) within the last 6 months between Parking Services management and senior council leadership that refer specifically to parking infringement revenue expectations or parking enforcement priorities.*

**Answer:** Council has undertaken reasonable searches of records held by Parking Services management. No communications have been identified that set or discuss parking enforcement quotas, revenue expectations, or enforcement priorities in the manner described. Council does not operate parking enforcement quotas, and Parking Services does not have financial targets linked to enforcement activity. Like all business units within Council, Parking Services operates within an approved budget, which includes forecasting anticipated revenue as part of responsible financial management. Revenue forecasting should not be interpreted as a directive to achieve enforcement targets. As no communications of the type described are held, this part of your request is refused under section 17(g) of the LGOIMA.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at: [Office of the Ombudsman - Complaints](#), or freephone 0800 802 602.

Please note that this response to your information request may be published on Hutt City Council's website: [Proactive releases - Hutt City Council](#).

Ngā mihi nui



Rebekah van der Splinter

**Senior Advisor, Official Information and Privacy**

# PARKING POLICY

AGREED BY COUNCIL

12 DECEMBER 2017

Division	Strategy and Planning
Date created	December 2017
Publication date	December 2017
Review period	June 2019
Owner	Principal Research and Policy Advisor
Approved by	Divisional Manager, Strategy and Planning

Version	Author	Date	Description
V 1.0	John Pritchard	December 2017	Approved by Council.
V 2.0	Name	DD/MM/YYYY	Reviewed.

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RELEASED UNDER THE LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT 1987

## EXECUTIVE SUMMARY

Successful cities depend on a safe and efficient transport system. Parking is a key resource in this system and facilitates access to activities and attractions in the city, such as employment, shopping, and social opportunities. The management of parking influences people's decision to drive or to use other transport modes, and also affects safety and congestion on the roads.

Hutt City Council's parking policy provides the strategic direction and framework for the supply and management of Council regulated public parking in the city. Parking in the city is also provided by private parking companies, large retail business, as well as Greater Wellington Regional Council which provided park & ride facilities at Petone and Waterloo stations. Council's approach to parking contributes to its long-term strategies in terms of:

- safe and efficient movement of people and goods;
- supporting economic performance – ensuring parking is well-used and also regularly available;
- contributing to environmental sustainability and the resilience of our infrastructure;
- shifting transport choices;
- supporting Council's work to enhance walkability and a cycle-friendly environment; and
- delivering high-quality customer service.

## 1. INTRODUCTION

Effective parking management is critical to a safe and efficient transport system providing access to destinations and activities in the city and also strategically important to shaping Hutt City for the future.

Hutt City Council has a central role in the supply and management of parking. Council is responsible for on-street parking across the city and has off-street parking in locations such as the Riverbank carpark and in areas around the Civic Centre in Laings Road. Council's Parking Services Team enforces compliance with parking restrictions in order to ensure good access to the city.

Council's focus is on more effectively managing the city's parking resources rather than creating more supply.

Both the approach to transport planning and people's expectations in relation to transport and the infrastructure that supports it are changing. While the transport system is currently dominated by provision for private vehicular transport, research recognises that factors such as limited network capacity, demographic change, a focus on resilience and urban intensification, the emergence of driverless vehicles and growing use of transport as a service, will radically change the way people travel, influence vehicle ownership, and affect parking requirements. Council is responding to these challenges by developing an integrated approach to the city's transport system that includes improving the road network and active transport connections and infrastructure, as well as more effective parking management.

The availability, cost, and any restrictions placed on parking influence decisions regarding the mode of transport used which in turn affects the level of congestion in an area and travel time to destinations. Parking management facilitates safe and efficient access to destinations and activities and therefore to creating a thriving liveable city for residents and visitors, reducing car travel, supporting greater use of public transport, and enhancing experience of the built environment in the city.

Using mechanisms such as pricing or time restrictions where required, Council will ensure that parking is available and enables access to employment, retail and leisure opportunities. Similarly, our approach to parking management will support and enable our work to improve the use of active and other modes of transport.

## 2. OBJECTIVES FOR THE SUPPLY AND MANAGEMENT OF PARKING

The policy seeks to ensure that people are able to access the city and interact with its activities effectively using a variety of modes of transport, and enables Council to take a consistent approach across the city. Hutt City Council's objectives for the supply and management of parking are:

1. *A safe city – prioritising the safe movement of people, while enabling efficient movement of goods and services.*
2. *A liveable and thriving city – supporting place-making, amenity, and economic growth.*
3. *A city that is environmentally resilient – reflecting Council's work in leading environmental stewardship and resilience.*
4. *A city that has equity of access – supporting Council's work to create a walkable and people-friendly city accessible to all.*
5. *A high level of customer service – delivering a quality experience for residents and visitors.*

### 3. ROAD SPACE HIERARCHY

The road corridor is a key public space that is managed by Council. This space is limited and using it effectively is crucial to achieving social, economic and environmental, success. There are many competing demands for road-space and while provision for parking vehicles is important it is not the only use of this space.

Council uses the hierarchy shown below to help manage the demand for and use of the city's road-space according to the policy objectives in section 2 and the needs of particular areas. The hierarchy is a guide to assist Council in making consistent decisions and ensure that parking serves the main purposes and land-use of areas in the city. Without effectively managing demands for on-street spaces parking resources become saturated and their usefulness diminishes.

The hierarchy adopts the land use types from *New Zealand Standard 4404: 2010 – Land development and subdivision infrastructure*, rather than using Hutt City's District Plan Activity Areas (also commonly known as zones). Groups of users and movements are then given priority within the land-use areas identified. The District Plan Activity Areas have clearly defined boundaries and are used to define and control the activities permitted in those areas. Adoption of the NZS4404 land uses is also appropriate as new roads are required to meet this engineering standard under Chapter 14A (Transport) of the District Plan (under Plan Change 39). By using the more generalised land uses adopted in NZS4404 when considering the use of road-space, Council will be better able to consider areas with mixed land use types, such as where shops are located within residential areas, or apartments are located within commercial areas.

Applying the hierarchy will still require officer judgement due to the numerous combinations of land use and parking demand. The city has many different land-uses in close proximity to each other as well as historic precincts with limited off-street parking and areas which, although primarily residential, also include educational institutions, retail, or commercial interests. The pressures that these different land-uses place on road-space will be considered when using the hierarchy.

Users with lower priority may still have access to on-street parking, however their access may be limited and restrictions may be implemented to ensure that space is attractive and available for users and uses with higher priority.

The main priority for all areas is safety e.g. through no stopping zones. There are also several other common priorities across the hierarchy, which are ensuring existing property access, mobility parking, and space for public transport and developing infrastructure for active modes. An adequate supply of mobility parking is crucial in providing good access to the city for people with impaired mobility. Similarly, prioritising road space for improving connections to the city by public or active transport will assist with transport choices and help manage parking demand.

In **Live and Play** areas on-street parking spaces are important to support resident parking where none can be provided off-street. However, parking for residents also needs to be balanced against the

## Parking Policy

needs of short-term customer parking for local shops, services, community facilities, schools and educational institutions. Parking for local employees and, to some extent commuters, can also be accommodated in these areas if possible.

In **Shop and Trade, and Work and Learn** areas on-street parking is a key resource to support access for customers to shops, restaurants, and social opportunities. It is also important to provide good access to public and active transport provision, suitable mobility parking spaces close to key destinations, and that pick-up and drop-off spaces and loading zones are available to service the areas. For example, in shopping areas short-term parking for shoppers receives high priority in order to contribute to the performance of businesses in the area. Commuters and employees may still be able to find spaces in these areas however restrictions on the parking, in terms of time-limits or pricing, could reduce the usefulness of these spaces to such users. Those users looking for longer-stay parking may need to park in areas further away from centres or in off-street parking areas.

Similarly, research indicates that in some instances reallocating road-space from parking to improve amenity, create people-friendly spaces and encourage travel by other transport modes contributes to economic performance, and priority is given to such use of space. This could be the case for example in terms of developing outdoor dining areas, contribute to RiverLink, and to enable the provision of infrastructure to improve access to destinations by cycling or walking.

In **Make, Grow and Move** areas on-street space is important to enable effective movement of goods in and out, as well as links and access to the areas by public and active transport. Some priority is also given to short-term parking for clients or customers as well as to local employee parking in these areas to avoid some of the overspill of longer-term parking to adjacent areas.

ROAD HIERARCHY		ROAD-SPACE HIERARCHY			
NZTA ONE NETWORK ROAD CLASSIFICATION	NZS4404				
National Road		<b>No parking</b>			
Regional Road	Major arterial				
Arterial	Minor arterial	<b>Live and Play</b> <i>(Residential and Parks)</i>	<b>Shop and Trade &amp; Work and Learn</b> <i>(Retail and Services &amp; Offices and Schools)</i>	<b>Make, Grow, and Move</b> <i>(Agricultural, industrial, and warehouses)</i>	
Primary Collector	Connector/Collector				
Secondary Collector	Connector/Collector				
Access	Local Road				
Access (Low Volume)	Lane				
		1	No stopping zones	No stopping zones	No stopping zones
		= 2	Existing property access	Existing property access	Existing property access
			Public transport stops	Public transport stops	Public transport stops
			Mobility parking	Mobility parking	Mobility parking
			Active modes – including provision for removing car park spaces for walking and cycling infrastructure	Active modes – including provision for removing car park spaces for walking and cycling infrastructure	Active modes – including provision for removing car park spaces for walking and cycling infrastructure
		3	Drop off/ pick up zones (schools/ rail)	Amenity - inc. landscaping and/or adding street furniture	Drop off/ pick up zones (schools/ rail)
		4	Residential parking	Drop off/ pick up zones (schools/ rail)	Loading Zones
		5	Short-term parking	Loading Zones	Motorcycle/scooter parking
		6	Loading Zones	Short-term parking	Local employee parking
		7	Amenity - inc. landscaping and/or adding street furniture	Motorcycle/scooter parking	Short-term parking
		8	Motorcycle/scooter parking	Residential parking	Amenity - inc. landscaping and/or adding street furniture
		9	Residential visitor parking	Local employee parking	Residential parking
		10	Local employee parking	Residential visitor parking	Residential visitor parking
		11	Commuter car parking	Commuter car parking	Commuter car parking

The top five uses of space are the same across all areas and reflect road safety and efficient movement, and Council's aims of improving access to the city by public transport and active transport.

The difference between local employee parking and commuter car parking is as follows: Commuters are those who park their vehicle before boarding another form of transport e.g. bus or train to their place of work; local employees are those who park their vehicle before travelling a short distance, most likely on foot, to their place of work. The effect of both uses is the same – all day occupancy of parking spaces – and therefore, apart from in Make, Grow and Move, the hierarchy does not provide for a significant difference in the priority given to these categories.

## 4. MOBILITY PARKING

Mobility parking that is well-located, accessible and safe is crucial to enabling people with disabilities to easily access areas and destinations in the city. Hutt City Council provides a number of mobility spaces in Shop & Trade and Work & Learn areas in the city. A valid mobility parking permit must be displayed whilst parked in these spaces. Hutt City Council's Parking Services Team proactively enforces restrictions with regard to mobility parking.

Council will not generally provide mobility parking spaces in residential areas. However, officers will assess situations on a case by case basis.

Reflecting that people with disabilities will often require more time to get around and conduct their business and activities, those with valid mobility parking permits are allowed to park for double the time in spaces which are otherwise restricted to 30 or 60 minutes.

Parking space	Concession
Spaces specifically designated as disabled parking spaces	People with a mobility parking permit can park for the time shown only. The default time for these spaces will be 120 minutes.
P30 time-limited	People with a mobility parking permit can park for 1 hour
P60 time-limited	People with a mobility parking permit can park for 2 hours
Paid parking areas of up to 1 hour	People with a mobility parking permit who pay for the time period shown can park for double the time period allowed.  P30 – mobility parking permit holders can park for 1 hour. P60 – mobility permit holders can park for 2 hours.
P5, P10, P15, P120, P180, P240	There are no concessions for mobility permit holders in spaces with these restrictions.

Hutt City Council will regularly review mobility parking to ensure that there is sufficient supply, that spaces meet design standards, and that spaces are located appropriately.

## 5. INTERVENTION

The hierarchy identifies the priorities for use of road-space and, in some instances, ensuring that the space is available and used in-line with the priorities will mean implementing restrictions such as time-limits or pricing or amending current restrictions. Interventions could also include removing parking so that the space can be put to a different use.

The parking policy sets out the rationale and framework used by Council to both proactively ensure that the use of road space is contributing to its objectives and to respond to requests from other parties in relation to use of road-space and parking. Assessments will explore situations on a case by case basis, including the character and land-use of the particular area and nearby areas using the road-space hierarchy, data on parking use, as well as the potential effects of any interventions on adjacent areas. Council will continue to conduct public consultation with regard to any changes that are proposed.

Council will seek to achieve the peak time occupancy rate of 85% for on-street parking. This occupancy rate means that parking is well used and people can still find spaces. Occupancy which is regularly above this level results in a poor level of service for users, and means that the parking is not servicing the needs of the particular area. If occupancy is identified as being regularly above 85%, Council may recommend changes to the management of parking in the area.

### Pricing and time restriction

Mechanisms to directly manage parking include the introduction of parking fees, changing existing fees, introducing or changing time restrictions, and establishing permit areas e.g. in residential areas. Council will consider using these mechanisms, alongside promoting active transport and the use of public transport, to ensure that parking resources contribute to our objectives and long-term strategies.

Pricing is an effective tool for managing parking in areas of higher demand. A reasonable price does not deter people from visiting an area where there are activities and attractions and is effective in ensuring that a number of spaces are regularly available in busy parking areas.

Time restrictions can work well in areas which have low to medium parking demand. As demand increases it is possible to reduce the time-limit in an area or parts of it to better manage the parking available. If demand for parking is high, setting a reasonable cost for the parking is the most effective tool for ensuring turnover of spaces. In some areas of the city time restricted parking is currently misused e.g. employees of local business, who move their cars several times a day to exploit time restricted free parking.

### Parking in residential areas

Busy on-street parking in primarily residential areas can cause access and safety problems for residents, visitors, and other road users, particularly in areas around commercial centres, the central business district and transport hubs, where on-street parking is used by employees/commuters during the working day. Lower Hutt currently has few areas where there is need to create resident parking schemes. As the city changes both in terms of its population and residential profile it is important that we have an approach to effectively manage any parking issues.

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Intervention to address parking pressures in residential areas will be designed for the particular local situation and could include:

- time-limits for part of the area to deter commuter parking;
- residential parking schemes that exempt resident from time restricted parking.

Implementing time-restrictions to parking, with exemptions for residents, can relieve parking pressures. Time restrictions could apply to all or sections of the street/area.

As each area in the city has different pressures local situations will be assessed on a case by case basis. Initially, Council will assess the use of parking in the area. If on-street parking occupancy is regularly above 85% we will explore implementing parking restrictions. In areas where on-street parking use is high assessments will include whether properties:

- have off-street parking at all on the property;
- there is space on the property that could be converted to off-street parking; and
- the availability of on-street parking within a reasonable i.e. 400 meter, walking distance.

Consideration will also be given to whether land use changes have had a detrimental effect on parking availability in the area and any other factors that are relevant to the specific situation being assessed.

Council will charge an administration fee for issuing permits and operating permit schemes. Residential schemes do not guarantee people a parking space.

### *New developments in resident parking scheme areas*

If a residential parking scheme is created in an area, any new-build developments in that area may not be eligible for a parking permit. With any new developments both developers and potential renters/buyers are responsible for arranging sufficient off-street parking to meet their needs. This approach ensures that the cost of providing parking is not passed on to ratepayers.

### *Residential intensification in Central Business District or Petone commercial areas*

Hutt City Council is aiming to increase the population of commercial areas such as the Central Business District (CBD) and Petone through enabling residential intensification. City centre living is often aimed at households who want the convenience of living near attractions, shops, and public transport provision where, for the most part, owning a vehicle is not necessary.

Changes proposed to Hutt City Council's District Plan in 2017 allow developers to build dwellings in these areas without on-site parking. New developments built in these areas after the District Plan change will not be eligible for resident parking permits or exemptions to time restricted parking. There

#### Parking Policy

are parking restrictions – either time-limits or pricing and time-limits – in much of the CBD and Petone areas and residential parking is not a high-priority compared to other uses for on-street space.

Hutt City Council will work with developers to ensure that they and occupants have clear information regarding parking.

#### *Miscellaneous permits/exemptions*

Hutt City Council currently allocates permits that temporarily exempt specific users from time-limits or paying for parking for special events and some construction work. In some instances users are required to pay for such exemptions and in some instances they are not. Council will establish a formal system and fee structure for allocating exemptions to parking restrictions.

## 6. ENFORCEMENT

Normal Council's Parking Services Team has an integral role in ensuring that the city's transport system works safely and efficiently. Effective enforcement contributes to safe roads, encourages turnover of parking spaces, and helps keep traffic moving efficiently. The Parking Services Team:

- monitors compliance with parking rules – and tickets offenders;
- monitors vehicle and public safety by checking for a valid Warrant of Fitness, vehicle registration, and condition of tyres; and
- delivers an important service to the public in terms of advice on parking, directions, and other matters.

Council's ability to provide enforcement of parking restrictions across the city, and respond to requests for more effective enforcement in some areas, is currently limited. Hutt City Council is investigating the implementation of new technology to provide an integrated approach to parking in the city, improve the efficiency of enforcement, provide in-depth data to inform future interventions, and improve customer service. Technology could enable Council to improve the efficiency of parking enforcement through more targeting and better coverage, and therefore contributes to increasing road safety, flow of traffic in busy areas, and more effectively ensuring turnover and availability of parking spaces. Council will:

- implement technology to offer additional customer payment methods;
- improve the information to customers in relation to parking location and availability; and
- investigate technology, including licence-plate recognition and sensor based systems.

## 7. ENCOURAGING ACCESS VIA OTHER MODES OF TRANSPORT

Parking management is a key aspect of the city's overall transport system being both essential to providing access to destinations and a factor that influences people's choice of transport. Managing parking more efficiently with the aim of reducing vehicle travel will contribute to improving access to other modes and the overall environment for those modes.

Implementation of the parking policy intersects with Council's focus on active transport infrastructure and levels of service in order to improve walkability and cycle-friendly access to the city. The focus on improving transport connections by active modes is reflected in the priority given to this activity within Council's road space/parking hierarchy. Council's work on active transport also includes improving the links between active transport routes and transport hubs such as train stations in the city.

Council's road space hierarchy gives priority to encouraging access by public transport and we will work with Greater Wellington Regional Council to improve public transport provision and the effectiveness of their park and ride facilities at Petone and Waterloo stations.

## 8. BEST USE OF EXISTING PARKING RESOURCES

In addition to Council's parking resources there is also a supply of private parking across the city. Where possible, Council will work with providers of private off-street parking to make more effective use of this resource. For example, exploring:

- the use of private parking resources during the evening for events;
- whether parking that is under-utilised during the week can provide parking for commuters in some areas; and
- whether some on-street parking in front of businesses which are closed at the weekend can be made available.

Council will also investigate ways to improve the use of the Riverbank carpark as an area close to the city centre that can provide affordable all-day parking for employees and commuters.