

6 June 2025

Melissa Nightingale

NZ Herald

s7(2)(a)

Dear Melissa

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

We refer to our response of 23 May 2025 to your official information request dated 24 April 2025 for Information related to parking infringements.

In that response we advised we had made a decision to provide information in relation to Questions 6 and 7 from your request (see below) but that further time was needed to prepare the material for release.

6) Copies of any complaints lodged with council about the use of the Aero Ranger system in issuing infringements;

7) Copies of communications, correspondence, and memos relating to issues/concerns/problems with the Aero Ranger system since it was first used by council, including both internal and external communications;

Please find attached our response to Question 7. Our response to Question 6 involves a large volume of documents, and we are still preparing it for release but plan to provide this to you as soon as possible.

We have redacted all contact details and names of certain individuals for privacy purposes as per section 7(2)(a) of the LGOIMA.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz 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](#)

Yours sincerely

Anne O'Shaughnessy

Interim Senior Advisor – Information Requests and Privacy

From: [REDACTED]
To: nathan.slowey@aeroranger.com; Ashleigh.Bryne@aeroranger.com
Cc: [Menash Kumar](#)
Subject: Daylight Savings Adjustment on
Date: Tuesday, 6 May 2025 10:57:00 am
Attachments: [image001.png](#)

Kia ora korua Nathan and Ashleigh

I hope your week is off to a good start.

As I think you are aware, the PDFs of the violation reports have been adding Daylight Saving Time to infringements issued before 6th April 2025, and recording the time on the report as an hour earlier than the photographs were taken.

One of these infringements will be contested in court, and unfortunately it means that another error is showing on the timeline because of the DST on the report. This will be the very first LPR infringement to be contested in court.

Can you please supply a statement explaining the error for our lawyers.

Ngā mihi nui

[REDACTED]

Parking Services Team
Hutt City Council, 30 Laings Road, Lower Hutt 5040
P: 04 -570-6666 - 0800 488 824 (0800 HUTT CITY) **W:** www.huttcity.govt.nz



From: [REDACTED]
To: [Menash Kumar](#)
Subject: Daylight savings times applied to PDF from Aeroranger reports
Date: Thursday, 10 April 2025 12:04:00 pm
Attachments: [MME89_Zone_Violation_Full_Report.pdf](#)
[image001.png](#)

Kia ora Menash.

As we discussed, here is an example of how the daylight savings times are incorrectly being applied to reports generated on Aeroranger when they are changed into PDF format.

Ngā mihi

[REDACTED]

Parking Services Team
Hutt City Council, 30 Laings Road, Lower Hutt 5040
P: 04 -570-6666 - 0800 488 824 (0800 HUTT CITY) **W:** www.huttcity.govt.nz



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Violation Report

Unless verified, colour/make/model are AI generated. Please refer to the image for verification.



Vehicle Colour:
silver

Vehicle Make:
toyota

Vehicle Model:
sienna



Parking Time Expired

Zone: Jackson Street HC2 - 22
Zone Description: Jackson Street HC2 - 22
Category: HC2 ZONE
Parking: 15 Mins
Organisation: Hutt City Council
Report Produced At: 10-04-2025 11:58:01



MARCH 9, 2025 10:32:23 AM
Recent Sighting

Overstayed: 9min





MARCH 9, 2025 10:32:21 AM

Sighting 2

Overstayed: 9min



MARCH 9, 2025 10:07:57 AM

Sighting 1



From: [Elected Members Requests](#)
To: [Justin Roberts](#)
Subject: Elected Member request for response by 16 April | 2025-1025 | Parking
Date: Wednesday, 2 April 2025 11:39:15 am

Kia ora Justin

Please see below Elected Members request from Cr Barratt. Let me know if you need me any further info from Glenda.

Can we please have a response back by 16 April for release to Elected Members

If you feel this should be referred to another team please let me know as soon as possible.

Ngā mihi,

Vanessa Gilmour

Democracy Advisor

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: 04 570 6668 **M:** **W:** www.huttcity.govt.nz

From: Glenda Barratt <Glenda.Barratt@huttcity.govt.nz>
Sent: Tuesday, 1 April 2025 8:09 pm
To: Elected Members Requests <electedmembersrequests@huttcity.govt.nz>
Subject: 2025-1025 | Parking

Good morning – I have received a call from a gentleman who lives in Porirua but regularly comes into the Central Hutt area to pick up his son. Recently he received an infringement notice for being in a car over five minutes of the allotted time. There were multiple errors in the notice for example claiming he and his wife had parked there overnight, then saying no one was in the car. He phoned and was told they were still perfecting the new cameras on cars but when questioned about proper signage letting people know of the ‘sneaky’ cameras (his words), was told they HCC have no obligation to inform the public – they could go on the website if they wanted information. Understandably the gentleman was appalled at the way he had been treated and more importantly at the blasé and blatant demeanour of the Officer concerned. Furthermore there were photos that accompanied the infringement, photos that showed faces of other people and the number plates of other vehicles. The question was asked “is this not a case of invasion of others privacy”. Obviously some work needs to be done.

Glenda

Anne O'shaughnessy

From: Elected Members Requests
Sent: Wednesday, 23 April 2025 3:10 pm
To: Justin Roberts
Subject: Elected Member request for response by 8 May | 2025-1039 | [EXTERNAL] Parking tickets process

Kia ora Justin

Please see below Elected Members request from Deputy Mayor Lewis. Can we please have a response back by 8 May or as soon as possible for release to Elected Members.

If you feel this should be referred to another team please let me know as soon as possible.

Ngā mihi,

Vanessa Gilmour

Democracy Advisor
Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010
P: 04 570 6668 **M:** **W:** www.huttcity.govt.nz

From: Tui Lewis <Tui.Lewis@huttcity.govt.nz>
Sent: Thursday, 17 April 2025 2:35 pm
To: Elected Members Requests <electedmembersrequests@huttcity.govt.nz>
Subject: 2025-1039 | [EXTERNAL] Parking tickets process

Kia ora 🙋

Could you please assist me with this?

This isn't the first time this issue has been raised with me.

The residents have had no idea they are in the wrong, as there is no ticket placed on the vehicles.

In this case she received 1 ticket one week and 3 tickets the following week in the mail.

Actually, it is the same pattern as the other resident who was ticketed for an expired wof - billed 3x!

This resident, like the others I have spoken with are happy to pay the first infringement ticket but are requesting council to look seriously at the process and act in good faith when residents aren't aware they have infringed.

Dear Tui,

R u able to do anything about parking tickets?

I received 4 historic parking tickets in the post; all of these were for parking in the same location.

I had no knowledge of the first ticket in March. If I had received this initial ticket i.e. A ticket on my windscreen I would have known and would not have parked there repeatedly.

To receive all 4 tickets in the mail is not acceptable.

Council needs to look at the process aa this is entrapment, waiting a month to send out historic tickets with the payment date all falling on the same date!



STATIONARY VEHICLE OFFENCE INFI

(Issued under the Land Trans



■ KEREPEHI GROVE,
WAINUIOMATA,

STATIONARY VEHICLE OFFENCE INI
(Issued under the Land Tran.



**■ KEREPEHI GROVE,
WAINUIOMATA,**



STATIONARY VEHICLE OFFENSE

(Issued under the Land



■ KEREPEHI GROVE,
WAINUIOMATA,



CHRISTINE DAVIS
■ KEREPEHI GROVE
WAINUIOMATA

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Sent from my iPhone

Tui Lewis

Deputy Mayor of Lower Hutt, Harbour Ward Councillor

Hutt City Council, 30 Laings Road, Lower Hutt 5040

P: 021 271 6249 M: 021 271 6249 W: www.huttcity.govt.nz



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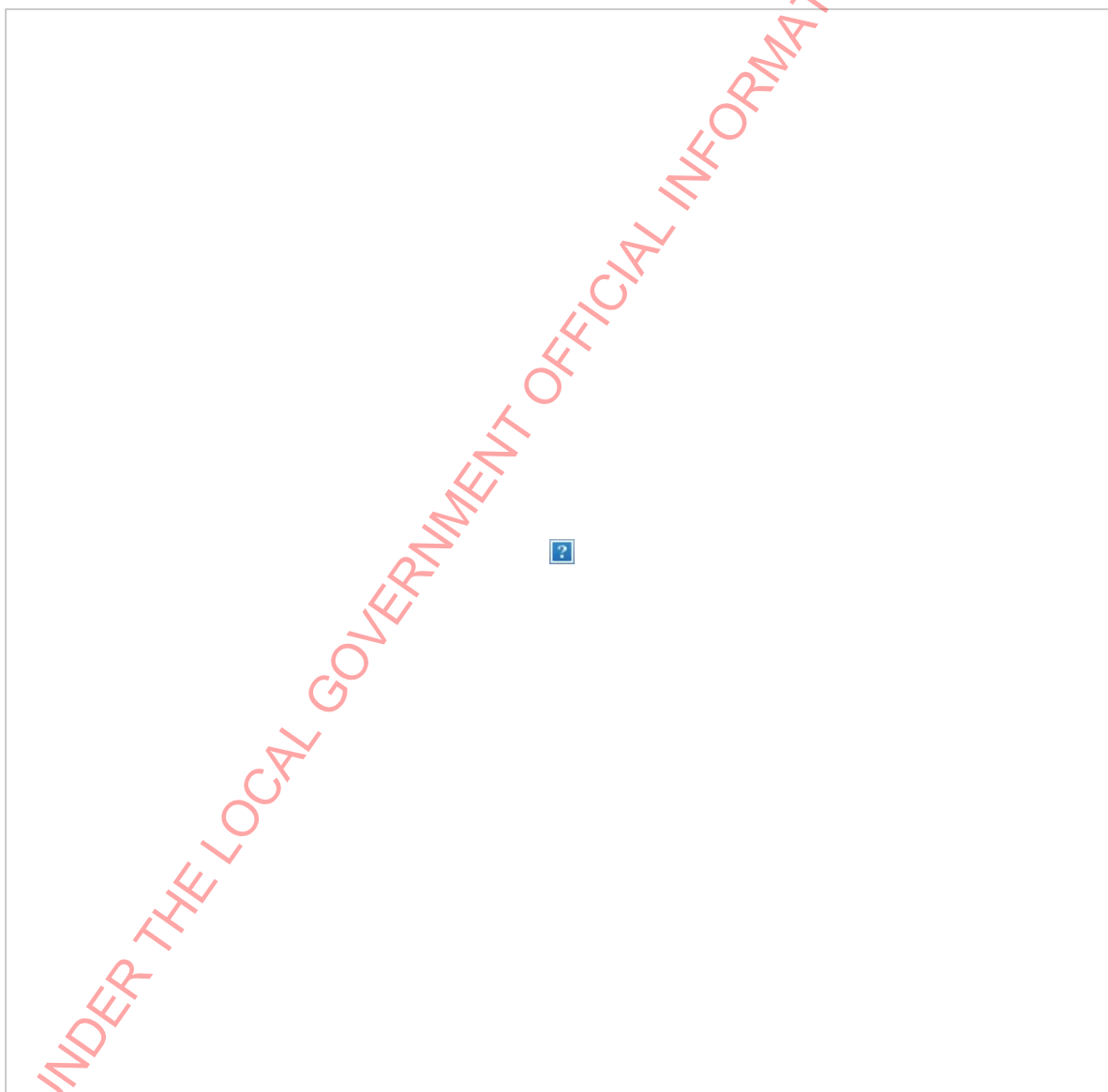
From: [REDACTED]
To: sam.thurtle@aeroranger.com
Cc: [Menash Kumar](#)
Subject: FW: Daylight Savings Adjustment on
Date: Tuesday, 13 May 2025 9:58:00 am
Attachments: [ATT00001.png](#)
[iso_3a42390c-435d-4d05-ba47-9defa36180da.jpg](#)
[iso_3a42390c-435d-4d05-ba47-9defa36180da.jpg](#)
[~WRD0003.jpg](#)
[LSH522_Zone_Violation_Full_Report_\(4\).pdf](#)
[image001.png](#)
[image002.png](#)
[image003.png](#)

Kia ora anō Sam

I have realised I didn't give you anything to compare the violation report to. Let me try that again, and this time it should make more sense.

Here is another offence committed by the same vehicle, this time on 2nd March 2025

The snips below show the violation report before it is exported into a PDF file.



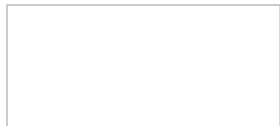


I have attached the Violation Report exported into PDF form. You will notice the PDF version of the report has changed the times to one hour earlier as Daylight Savings Time has erroneously been applied.

Ngā mihi nui



Parking Services Team
Hutt City Council, 30 Laings Road, Lower Hutt 5040
P: 04 -570-6666 - 0800 488 824 (0800 HUTT CITY) W: www.huttcity.govt.nz



From: [REDACTED]
Sent: Sunday, 11 May 2025 11:55 am
To: sam.thurtle@aeroranger.com
Subject: Re: Daylight Savings Adjustment on

Kia ora Sam

Thank you, but I don't think it's working yet.

The times for the 1st and last photographs for this infringement should have been 10.58 am and 15.09 pm respectively.

The times on the attached report show times 1 hour earlier.

Ngā mihi nui



Parking Services Team
Hutt City Council, 30 Laings Road, Lower Hutt 5040
P: 04 -570-6666 - 0800 488 824 (0800 HUTT CITY) **W:** www.huttcity.govt.nz



From: Sam Thurtle <sam.thurtle@aeroranger.com>
Sent: Friday, 9 May 2025 11:42 am
To: [REDACTED] <@huttcity.govt.nz>; Menash Kumar <Menash.Kumar@huttcity.govt.nz>
Cc: Nathan Slowey <nathan.slowey@aeroranger.com>; Sol Marrington <sol.marrington@aeroranger.com>; Ashleigh Byrne <ashleigh.byrne@aeroranger.com>; Jarrad Jasinski <jarrad.jasinski@aeroranger.com>
Subject: [EXTERNAL] Re: Daylight Savings Adjustment on

You don't often get email from sam.thurtle@aeroranger.com. [Learn why this is important](#)
Hi [REDACTED]

I come bearing good news! This has been fixed in our Dashboard so when you export a violation report, it will show the correct timezone, respecting whether DST was in affect or not at the capture time.

Please test again and let us know.

Kind regards,



Sam Thurtle
Service Delivery Manager | **Aero Ranger**
A: North Perth, Western Australia
P: +61 (08) 6285 5788
E: sam.thurtle@aeroranger.com
W: aeroranger.com

ISO.jpg



From: [REDACTED]@huttcity.govt.nz>
Date: Tuesday, 6 May 2025 at 2:50 pm
To: Nathan Slowey <nathan.slowey@aeroranger.com>
Cc: Menash Kumar <Menash.Kumar@huttcity.govt.nz>
Subject: Re: Daylight Savings Adjustment on

Kia ora Nathan

Thank you for your close attention to this matter.

The Vehicle Registration is [REDACTED] and the infringement numbers are L55293 and L56681. They were issued on 2nd March 2025 and 16th March 2025 respectively.

There is a chance now that the infringements may not go to court now, but this has not been confirmed yet.

[REDACTED]

Parking Services Team

Hutt City Council, 30 Laings Road, Lower Hutt 5040
P: 04 -570-6666 - 0800 488 824 (0800 HUTT CITY) **W:** www.huttcity.govt.nz



[REDACTED]

Parking Warden

Hutt City Council, 1 Market Grove, Lower Hutt, Lower Hutt 5010
P: 04 570 6662 **M:** **W:** [www.huttcity.govt.nz]www.huttcity.govt.nz



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From: Nathan Slowey <nathan.slowey@aeroranger.com>

Sent: Tuesday, 6 May 2025 4:43 pm

To: [REDACTED] <huttcity.govt.nz>

Cc: Menash Kumar <Menash.Kumar@huttcity.govt.nz>; Sam Thurtle <sam.thurtle@aeroranger.com>; Ashleigh Byrne <ashleigh.byrne@aeroranger.com>; Sol Marrington <sol.marrington@aeroranger.com>; Jarrad Jasinski <jarrad.jasinski@aeroranger.com>

Subject: [EXTERNAL] Re: Daylight Savings Adjustment on

Hi [REDACTED]

Thanks for your message, it's been a good start to the week, hope yours is going well too.

Could you please provide the plate number and date/time of the violations so we can review them on our end?

Given the sensitivity around court matters, I'll escalate this internally and someone from our accounts team will be in touch to ensure Hutt City has everything needed to handle the contested ticket appropriately.

Thanks again,
Nathan



Nathan Slowey
Customer Support Specialist | **Aero Ranger**
A: North Perth, Western Australia
P: +61 (08) 6285 5788
E: nathan.slowey@aeroranger.com
W: aeroranger.com



From: [REDACTED] <huttcity.govt.nz>

Date: Tuesday, 6 May 2025 at 8:57 am

To: Nathan Slowey <nathan.slowey@aeroranger.com>, Ashleigh.Byrne@aeroranger.com <Ashleigh.Byrne@aeroranger.com>

Cc: Menash Kumar <Menash.Kumar@huttcity.govt.nz>

Subject: Daylight Savings Adjustment on

Kia ora korua Nathan and Ashleigh

I hope your week is off to a good start.

As I think you are aware, the PDFs of the violation reports have been adding Daylight Saving Time to infringements issued before 6th April 2025, and recording the time on the report as an hour earlier than the photographs were taken.

One of these infringements will be contested in court, and unfortunately it means that another error is showing on the timeline because of the DST on the report. This will be the very first LPR infringement to be contested in court.

Can you please supply a statement explaining the error for our lawyers.

Ngā mihi nui

[REDACTED]

Parking Services Team

Hutt City Council, 30 Laings Road, Lower Hutt 5040

P: 04 -570-6666 - 0800 488 824 (0800 HUTT CITY) W: www.huttcity.govt.nz



[REDACTED]

Parking Warden

Hutt City Council, 1 Market Grove, Lower Hutt, Lower Hutt 5010

P: 04 570 6662 M: W: www.huttcity.govt.nz



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Violation Report

Unless verified, colour/make/model are AI generated. Please refer to the image for verification.



Vehicle Colour:
silver

Vehicle Make:
honda

Vehicle Model:
cr-v



Parking Time Expired

Zone: Bloomfield Tce 10
Category: HC2 ZONE
Parking: 15 Mins
Organisation: Hutt City Council
Report Produced At: 13-05-2025 9:55:19



 MARCH 2, 2025 9:17:22 AM
Recent Sighting

Overstayed: 26min



MARCH 2, 2025 8:37:01 AM

Sighting 2



MARCH 2, 2025 8:36:44 AM

Sighting 1



Anne O'shaughnessy

From: Vanessa Gilmour
Sent: Thursday, 8 May 2025 1:26 pm
To: Justin Roberts
Subject: FW: Response to Elected Members request | 2025-1025 | Parking

Vanessa Gilmour
Democracy Advisor

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010
P: 04 570 6668 **M:** **W:** www.huttcity.govt.nz



From: Elected Members Requests <electedmembersrequests@huttcity.govt.nz>
Sent: Friday, 11 April 2025 12:21 pm
To: __Mayor & Councillors <__Mayor&Councillors@huttcity.govt.nz>; Belinda Moss <Belinda.Moss@huttcity.govt.nz>; Mike Fisher <Mike.Fisher@huttcity.govt.nz>; Te Awa Puketapu <TeAwa.Puketapu@huttcity.govt.nz>
Cc: __CLT <CLT@huttcity.govt.nz>
Subject: Response to Elected Members request | 2025-1025 | Parking

Tēnā koutou katoa,

We received an email from Cr Barratt (see email below).

The response from Justin Roberts, Head of Environmental Protection follows:

Mobile LPR Camera Car Trial

In September 2024, at the commencement of the trial, Parking Services had collaborated with the Communications team to publicise Council's intention to utilise mobile LPR technology. This news was broadcast on multiple public platforms: Reddit, RNZ, Scoop, on HCC's Parking Services webpage, and also as a news bulletin on the HCC website. A Privacy Impact Assessment (PIA) was undertaken and signed off and the privacy statement was updated on Council's website. For the next several months, the team drove a Council vehicle, equipped with LPR cameras, around the Hutt City area, collecting data and calibrating parking zones across the city.

The next step was integrating the evidence collected via LPR, into our current enforcement system, in order to build the capability to generate infringements and fully realise the purpose of the technology. This integration involved the creation of an infringement template. We requested examples from other councils who have already implemented mobile LPR, such as Tauranga and Hamilton. Council's template was created in accordance with with our obligations under Schedule 4 of the Land Transport Regulations.

After 2 successful LPR enforcement print runs, frustratingly, our service provider generated the incorrect end time on the third print run (the provider used the wrong time zone). This explains the customer's complaint that the infringement alleged that they had parked overnight. The erroneous letters were very quickly amended and sent out alongside an apology letter. Although this does not affect the legal legitimacy of the infringement fines, it was a disappointing start to the roll out. It has been acknowledged that a repeat would not be acceptable, and the team are focussed on continuous improvement.

Privacy

With regards to the privacy aspects, this was covered off in the approved Privacy Impact Assessment, signed off in September 2024. Indeed, the customer is quite right, all other licence plates and faces of bystanders should be redacted/ blurred. The team have been reminded that this is a non-negotiable process requirement.

Customer Concerns

The Parking Services team also plans to work with Comms around further education for the public as there seems to be misconceptions about the technology. For example:

- Customers have raised concerns about the lack of camera warning signage. This is a mobile camera vehicle, not a typical fixed ANPR camera. The technology is more similar to the Police trapping vans that move from place to place. It is not typical or required to erect signage in this scenario. Doing so on every street across the city would be a great expense but something Council could explore.

- Customers have raised concerns about the timeliness of receipt of the infringements. The LPR technology utilises AI to determine whether a traffic or parking violation exists. The camera captures thousands of photos and associated data on a daily basis. In accordance with Council's AI Policy, the decisions made by AI need to be reviewed and verified by a human to ensure correctness and accuracy. Unfortunately, this results in lag time between when an offence is observed vs. when an infringement is generated. The team are currently operating on a fortnightly cycle but are aiming at a weekly cycle. Again, with the example of a Police speed trapping van or even fixed ANPR cameras, there is a lag between evidence capture and an infringement landing in the letterbox.
- Customers have raised concerns about not being told that monitoring and enforcement is occurring. As mentioned, a media release went out at the start of the trial and was picked up by other external media organisations.
- Customers have raised concerns about “fake” or “made up” infringements. This is due, in part, to the time zone error, but also because of a misunderstanding of the fields that were being displayed on the infringement letters. The “End time” is not the last sighting/ scan/ chalk. The “End time” displayed on the previous version of the template is the time at which a violation is eligible to be processed into an infringement fine. The system applies a 15min grace, so the “End time” is the “Start time + 15min”. The superseded template shown below.

Notice Number: L [REDACTED]

Date: 25 Mar 2025	Time: 1:36 PM
Registration No: [REDACTED]	Officer No: 25
Make: MAZDA	Type: Station Wagon
Street: Jackson Street	Suburb: PETONE
Locality: Lower Hutt	Side of Street: Car Park
Restriction:	Date of Birth: [REDACTED]
Start date: 13 Mar 2025	End date: 13 Mar 2025
Start time: 3:22 PM	End time: 3:37 PM
Offence: PARKED IN A METERED AREA WITHOUT PAYING THE REQUIRED FEE	

Improvements To Address Customer Feedback

The Parking Services team have taken the customer feedback onboard and have amended the template to the following (further amendments may occur based on customer feedback). It is acknowledged that there is a balance to be struck between customer needs, system and process requirements, and our legal obligations under the Land Transport Regulations. It is believed that the below is a fair compromise.

Notice Number: L [REDACTED]

Issued Date: 02 Apr 2025	Issued Time: 2:51 PM
Registration No: [REDACTED]	Officer No: 25
Make: TOYOTA	Type: Station Wagon
Street: High Street	Suburb: LOWER HUTT
Locality: Lower Hutt	Side of Street: Car Park
Restriction:	Zone: HC2
First Sighting date: 14 Mar 2025	Last Sighting date: 14 Mar 2025
First Sighting time: 9:31 AM	Last Sighting time: 11:50 AM
Offence: PARKED IN AN EXPIRED MULTIPLE PARKING METER AREA >30 MINS - LOWER HUTT	

Note: it is the Elected Member's responsibility to respond to any residents who have asked questions that you are sending to Elected Members Requests for answers. This email address is to be used by Councillors and Community Board Chairs only, not the public.

Ngā mihi

Vanessa Gilmour

Democracy Advisor

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: 04 570 6668 M: W: www.huttcity.govt.nz

From: Glenda Barratt <Glenda.Barratt@huttcity.govt.nz>

Sent: Tuesday, 1 April 2025 8:09 pm

To: Elected Members Requests <electedmembersrequests@huttcity.govt.nz>

Subject: 2025-1025 | Parking

Good morning – I have received a call from a gentleman who lives in Porirua but regularly comes into the Central Hutt area to pick up his son. Recently he received an infringement notice for being in a car over five minutes of the allotted time. There were multiple errors in the notice for example claiming he and his wife had parked there overnight, then saying no one was in the car. He phoned and was told they were still perfecting the new cameras on cars but when questioned about proper signage letting people know of the ‘sneaky’ cameras (his words), was told they HCC have no obligation to inform the public – they could go on the website if they wanted information. Understandably the gentleman was appalled at the way he had been treated and more importantly at the blasé and blatant demeanour of the Officer concerned. Furthermore there were photos that accompanied the infringement, photos that showed faces of other people and the number plates of other vehicles. The question was asked “is this not a case of invasion of others privacy”. Obviously some work needs to be done.

Glenda

RELEASED UNDER THE LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT 1987

From: [Justin Roberts](#)
To: [Chirag Sutaria](#); [Graeme Thomson](#)
Cc: [Wayne Smith](#); [Menash Kumar](#)
Subject: RE: [EXTERNAL] Draft for cover letter to ticket recipients
Date: Tuesday, 25 March 2025 12:39:00 pm
Attachments: [image001.jpg](#)
[image002.png](#)

Hi Chirag,

Thanks, I was just on the phone with Menash and the letter and cover letter look good to me.

Regards

Justin

From: Chirag Sutaria <csutaria@adr.co.nz>
Sent: Tuesday, 25 March 2025 11:44 am
To: Justin Roberts <Justin.Roberts@huttcity.govt.nz>; Graeme Thomson <gthomson@adr.co.nz>
Cc: Wayne Smith <wsmith@adr.co.nz>; Menash Kumar <Menash.Kumar@huttcity.govt.nz>
Subject: RE: [EXTERNAL] Draft for cover letter to ticket recipients

Thanks Justin,

Please find attached draft letter with real time data.

Thanks

Chirag Sutaria

PRODUCT SUPPORT ANALYST
ARTHUR D RILEY & CO LTD
M: 021 283 4563
D: 04 916 6208
W: WWW.ADRILEY.CO.NZ

A close-up of a logo Description automatically generated with low confidence



From: Justin Roberts <Justin.Roberts@huttcity.govt.nz>
Sent: Tuesday, 25 March 2025 11:12 am
To: Graeme Thomson <gthomson@adr.co.nz>
Cc: Chirag Sutaria <csutaria@adr.co.nz>; Wayne Smith <wsmith@adr.co.nz>; Menash Kumar <Menash.Kumar@huttcity.govt.nz>
Subject: RE: [EXTERNAL] Draft for cover letter to ticket recipients

Caution: External Email

Hi Graeme,

Amended the below, slightly.

Thanks

Justin

Justin Roberts

Head of Environmental Protection

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: **M:** 027 235 0147 **W:** www.huttcity.govt.nz



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From: Graeme Thomson <gthomson@adr.co.nz>

Sent: Tuesday, 25 March 2025 10:43 am

To: Justin Roberts <Justin.Roberts@huttcity.govt.nz>

Cc: Chirag Sutaria <csutaria@adr.co.nz>; Wayne Smith <wsmith@adr.co.nz>

Subject: [EXTERNAL] Draft for cover letter to ticket recipients

Hi Justin,

Thanks for the chat just now – please find a draft below, let me know if you want any changes to this

If you are happy, please also provide the name that is sending the letter (or if you'd prefer that bit to be changed)

Cheers

Dear %FirstName

We are writing to inform you about an important update regarding the parking infringement notice you received from us in the last few days. It has been identified that the original ticket you received contained an error.

We apologise for the inconvenience this may have caused you and we appreciate your understanding as we transition to our new system.

We have included the correct details on the updated parking infringement notice in this letter.

If you have any questions or need further assistance, please do not hesitate to contact our customer service team at [Customer Service Contact Information].

Thank you for your cooperation.

Sincerely,

[Your Name]

[Your Position]

[Council Name]

[Contact Information]

Graeme Thomson

DELIVERY MANAGER

ARTHUR D RILEY & Co LTD

M: 022 645 1554

W: www.adriley.co.nz

A close-up of a logo Description automatically generated with low confidence



Anne O'shaughnessy

From: Justin Roberts
Sent: Wednesday, 2 April 2025 4:35 pm
To: Menash Kumar; Chirag Sutaria; Graeme Thomson
Cc: Wayne Smith
Subject: RE: [EXTERNAL] RE: LPR Infringement Notice

Excellent, great job Chirag! Please send it through to Dataprint.

Hopefully the next run goes smoother, and we get a better reception to the new template.

From: Menash Kumar <Menash.Kumar@huttcity.govt.nz>
Sent: Wednesday, 2 April 2025 3:20 pm
To: Justin Roberts <Justin.Roberts@huttcity.govt.nz>; Chirag Sutaria <csutaria@adr.co.nz>; Graeme Thomson <gthomson@adr.co.nz>
Cc: Wayne Smith <wsmith@adr.co.nz>
Subject: RE: [EXTERNAL] RE: LPR Infringement Notice

Yes, I am happy with this as well. 🙌

Menash Kumar

Compliance Coordinator

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: 04 570 6941 M: 027 260 7542 W: www.huttcity.govt.nz



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From: Justin Roberts <Justin.Roberts@huttcity.govt.nz>

Sent: Wednesday, 2 April 2025 3:17 pm

To: Chirag Sutaria <csutaria@adr.co.nz>; Menash Kumar <Menash.Kumar@huttcity.govt.nz>; Graeme Thomson <gthomson@adr.co.nz>

Cc: Wayne Smith <wsmith@adr.co.nz>

Subject: RE: [EXTERNAL] RE: LPR Infringement Notice

I like it 🍷🍷🍷

@Menash?

Justin Roberts

Head of Environmental Protection

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: M: 027 235 0147 **W:** www.huttcity.govt.nz



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From: Chirag Sutaria <csutaria@adr.co.nz>

Sent: Wednesday, 2 April 2025 2:57 pm

To: Justin Roberts <Justin.Roberts@huttcity.govt.nz>; Menash Kumar <Menash.Kumar@huttcity.govt.nz>; Graeme Thomson <gthomson@adr.co.nz>

Cc: Wayne Smith <wsmith@adr.co.nz>

Subject: RE: [EXTERNAL] RE: LPR Infringement Notice

Thanks for the feedback Justin and Menash.

Yes, it is doable.

Currently Issued Date and Time is the Last sighting date and time, as per the setup Issue Date and Time will be always Last sighting date and time and not when the hit was enforced/ processed in ticketOr. But we do capture enforced date and time.

I have changed Issued date and time back to letter print date and time, I have kept the Labels same. As I have just re generated this letter for testing it has Issued Date and Time of today.

I have also removed DOB and added Zone.

Notice Number: L56370

Issued Date: 02 Apr 2025	Issued Time: 2:51 PM
Registration No: [REDACTED]	Officer No: 25
Make: TOYOTA	Type: Station Wagon
Street: High Street	Suburb: LOWER HUTT
Locality: Lower Hutt	Side of Street: Car Park
Restriction:	Zone: HC2
First Sighting date: 14 Mar 2025	Last Sighting date: 14 Mar 2025
First Sighting time: 9:31 AM	Last Sighting time: 11:50 AM
Offence: PARKED IN AN EXPIRED MULTIPLE PARKING METER AREA >30 MINS - LOWER HUTT	

Please find attached revised letter.

Once approved I will then send this letter to Dataprint for alignments.

Thanks

Chirag Sutaria

PRODUCT SUPPORT ANALYST

ARTHUR D RILEY & CO LTD

M: 021 283 4563

D: 04 916 6208

W: WWW.ADRILEY.CO.NZ



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From: Justin Roberts <Justin.Roberts@huttcity.govt.nz>

Sent: Wednesday, 2 April 2025 2:48 pm

To: Menash Kumar <Menash.Kumar@huttcity.govt.nz>; Chirag Sutaria <csutaria@adr.co.nz>; Graeme Thomson <gthomson@adr.co.nz>

Cc: Wayne Smith <wsmith@adr.co.nz>

Subject: RE: [EXTERNAL] RE: LPR Infringement Notice

Caution: External Email

Good point Menash.

Is that doable Chirag?

Justin Roberts

Head of Environmental Protection

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: M: 027 235 0147 **W:** www.huttcity.govt.nz



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From: Menash Kumar <Menash.Kumar@huttcity.govt.nz>
Sent: Wednesday, 2 April 2025 2:45 pm
To: Justin Roberts <Justin.Roberts@huttcity.govt.nz>; Chirag Sutaria <csutaria@adr.co.nz>; Graeme Thomson <gthomson@adr.co.nz>
Cc: Wayne Smith <wsmith@adr.co.nz>
Subject: RE: [EXTERNAL] RE: LPR Infringement Notice

Hi All

Date of birth seems to be surplus to requirement. The zone information can be listed.

Street: High Street	Zone: Lower Hutt
Locality: Lower Hutt	Side of Street: Car Park
Restriction:	Date of Birth: X

Regards
Menash

Menash Kumar
Compliance Coordinator

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010
P: 04 570 6941 **M:** 027 260 7542 **W:** www.huttcity.govt.nz



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From: Justin Roberts <Justin.Roberts@huttcity.govt.nz>

Sent: Wednesday, 2 April 2025 2:30 pm

To: Chirag Sutaria <csutaria@adr.co.nz>; Graeme Thomson <gthomson@adr.co.nz>; Menash Kumar <Menash.Kumar@huttcity.govt.nz>

Cc: Wayne Smith <wsmith@adr.co.nz>

Subject: RE: [EXTERNAL] RE: LPR Infringement Notice

Hi Chirag,

Thank you, looks good for the most part.

However, one important thing is that the “Issued” date and time is the date and time when the infringement is processed in TicketOr or the date when it is generated and sent to the print room, not the date and time that the offence was observed. Processing in TicketOr could occur a week or two after the offence is observed and evidence collected. I know “Print” date and time was suggested previously and I agree, I only asked for “Issued” in terms of a naming convention. Ideally it would be the date that the letter is generated.

Yup, I reckon that’s a perfectly fine place to put the Zone information.

Regards

Justin

Justin Roberts

Head of Environmental Protection

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: M: 027 235 0147 W: www.huttcity.govt.nz



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From: Chirag Sutaria <csutaria@adr.co.nz>

Sent: Wednesday, 2 April 2025 1:25 pm

To: Graeme Thomson <gthomson@adr.co.nz>; Justin Roberts <Justin.Roberts@huttcity.govt.nz>; Menash Kumar <Menash.Kumar@huttcity.govt.nz>

Cc: Wayne Smith <wsmith@adr.co.nz>

Subject: RE: [EXTERNAL] RE: LPR Infringement Notice

Hi team,

I have made changes to current LPR letter template and generated a mock letter using real time data from infringement L56370.

Can you please check and let me know if further changes are required?

Changes I have made:

1. As advised by Menash I have removed blank line between Name and Address. As this is a postal address, no street data available.

PO Box 44136

LOWER HUTT 5040

2. Label and value changes from Date and Time to Issued Date and Issued Time

Issued Date: 14 Mar 2025	Issued Time: 11:50 AM
---------------------------------	------------------------------

3. Label and value changes from Start Date and Time to First Sighting Date and First Sighting Time

First Sighting date: 14 Mar 2025
First Sighting time: 9:31 AM

4. Label and value changes from End Date and Time to Last Sighting Date and Last Sighting Time

Last Sighting date: 14 Mar 2025
Last Sighting time: 11:50 AM

Menash has also mentioned about adding Zone name to the Letter, can you please advise where you would like to display the Zone details. My suggestion is next to Street Name.

Issued Date: 14 Mar 2025	Issued Time: 11:50 AM
Registration No: [REDACTED]	Officer No: 25
Make: TOYOTA	Type: Station Wagon
Street: High Street	Suburb: LOWER HUTT
Locality: Lower Hutt	Side of Street: Car Park
Restriction:	Date of Birth:
First Sighting date: 14 Mar 2025	Last Sighting date: 14 Mar 2025
First Sighting time: 9:31 AM	Last Sighting time: 11:50 AM
Offence: PARKED IN AN EXPIRED MULTIPLE PARKING METER AREA >30 MINS - LOWER HUTT	

S.40 Land Transport Act 1998 & r.4 Offences & Penalties Regs 1999 & 6.4(1) Road User Rule 2004

The penalty fee for the offence is:	
(Infringement fee)	\$25.00
Towage fee	\$0.00
Total payable	\$25.00

Thanks

Chirag Sutaria
PRODUCT SUPPORT ANALYST
ARTHUR D RILEY & CO LTD
M: 021 283 4563
D: 04 916 6208
W: WWW.ADRILEY.CO.NZ



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From: Graeme Thomson <gthomson@adr.co.nz>

Sent: Tuesday, 1 April 2025 3:55 pm

To: Justin Roberts <Justin.Roberts@huttcity.govt.nz>; Menash Kumar <Menash.Kumar@huttcity.govt.nz>; Chirag Sutaria <csutaria@adr.co.nz>

Cc: Wayne Smith <wsmith@adr.co.nz>

Subject: RE: [EXTERNAL] RE: LPR Infringement Notice

Thanks – we will mock this up and get final sign off from yourself before we push to live

@Chirag Sutaria can you please provide example?

Cheers

From: Justin Roberts <Justin.Roberts@huttcity.govt.nz>

Sent: Monday, 31 March 2025 11:37 am

To: Menash Kumar <Menash.Kumar@huttcity.govt.nz>; Graeme Thomson <gthomson@adr.co.nz>; Chirag Sutaria <csutaria@adr.co.nz>

Subject: RE: [EXTERNAL] RE: LPR Infringement Notice

Caution: External Email

Thanks both,

I like **first sighting** and **last sighting**. My only thought is whether it complies with Section 343C.

Probably does.

Cheers

Justin

Justin Roberts

Head of Environmental Protection

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: M: 027 235 0147 W: www.huttcity.govt.nz



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From: Menash Kumar <Menash.Kumar@huttcity.govt.nz>

Sent: Monday, 31 March 2025 10:24 am

To: Graeme Thomson <gthomson@adr.co.nz>; Justin Roberts <Justin.Roberts@huttcity.govt.nz>; Chirag Sutaria <csutaria@adr.co.nz>

Subject: RE: [EXTERNAL] RE: LPR Infringement Notice

Hi All

Thanks Graeme for suggesting the below. How about “first sighting” and “last sighting” as this how it is recorded in the aero ranger dashboard.

Regards
Menash

Menash Kumar
Compliance Coordinator

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010
P: 04 570 6941 M: 027 260 7542 W: www.huttcity.govt.nz



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From: Graeme Thomson <gthomson@adr.co.nz>

Sent: Monday, 31 March 2025 9:58 am

To: Justin Roberts <Justin.Roberts@huttcity.govt.nz>; Chirag Sutaria <csutaria@adr.co.nz>; Menash Kumar <Menash.Kumar@huttcity.govt.nz>

Subject: RE: [EXTERNAL] RE: LPR Infringement Notice

I don't want to confuse things or make anything more complicated but I was going to suggest that start time and end time become "First Scan time" and "Last scan time" – does that make it clearer?

Or not? 🤔

Cheers

From: Justin Roberts <Justin.Roberts@huttcity.govt.nz>

Sent: Monday, 31 March 2025 9:55 am

To: Chirag Sutaria <csutaria@adr.co.nz>; Menash Kumar <Menash.Kumar@huttcity.govt.nz>

Cc: Graeme Thomson <gthomson@adr.co.nz>
Subject: RE: [EXTERNAL] RE: LPR Infringement Notice

Caution: External Email

Hi Chirag,

Yes, that's a good idea to do all updates to the template at one time.

We'll produce a list of tweaks to the template. But right now it seems that people are pushing back on the dates and times described on the template.

My suggested updates below. I think "issued date" is more appropriate than "print date" because the actual printing date is not the same day that these letters are being generated.

Menash is back in the office tomorrow and I'm sure he'll have further comment.

Notice Number: L55001

Issued Date: 20 Feb 2025	Issued Time: 3:38 PM
Registration No: [REDACTED]	Officer No: 25
Make: NISSAN	Type: Car
Street: Myrtle Street	Suburb: LOWER HUTT
Locality: Lower Hutt	Side of Street: Car Park
Restriction:	Date of Birth: 22 Jan 1992
Offence Start date: 01 Feb 2025	Offence End date: 01 Feb 2025
Offence Start time: 3:33 AM	Offence End time: 3:48 AM
Offence: PARKED IN A METERED AREA WITHOUT PAYING THE REQUIRED FEE	

Can this please be the time of the last evidence capture instead?

Justin Roberts

Head of Environmental Protection

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: M: 027 235 0147 **W:** www.huttcity.govt.nz



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From: Chirag Sutaria <csutaria@adr.co.nz>

Sent: Monday, 31 March 2025 9:10 am

To: Menash Kumar <Menash.Kumar@huttcity.govt.nz>

Cc: Graeme Thomson <gthomson@adr.co.nz>; Justin Roberts <Justin.Roberts@huttcity.govt.nz>

Subject: [EXTERNAL] RE: LPR Infringement Notice

Good morning Menash,

I hope you had a good weekend.

This is not an issue but the design of the template. Currently we are using hit Arrival time as Start Date and Time and Offence time (Arrival plus 15 mins Grace period) as End Date and Time.

Justin has advised a change regarding Date and Time (first line on the Letter) to be Issue Date and Time instead of Print Date and Time. I recommend you guys to revisit the letter template and send us the required changes so I can update them before next schedule letter generation run on 4th Apr.

Thanks

Chirag Sutaria

PRODUCT SUPPORT ANALYST

ARTHUR D RILEY & CO LTD

M: 021 283 4563

D: 04 916 6208

W: WWW.ADRILEY.CO.NZ



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From: Menash Kumar <Menash.Kumar@huttcity.govt.nz>

Sent: Sunday, 30 March 2025 1:06 pm

To: Chirag Sutaria <csutaria@adr.co.nz>

Cc: Graeme Thomson <gthomson@adr.co.nz>

Subject: LPR Infringement Notice

Caution: External Email

Hi Chirag

I do not believe that the issue with the end time recorded on the infringement has been resolved. The notices that were regenerated have only captured the grace period time that we allow before infringing a vehicle. The end time for the below example should have been 11.26am as this is the last sighting and not 10.40am. I have also provided a few more examples for your reference.

Notice Number: L56799

Date: 25 Mar 2025	Time: 1:41 PM
Registration No: [REDACTED]	Officer No: 25
Make: SUBARU	Type: Station Wagon
Street: Rutherford Street	Suburb: LOWER HUTT
Locality: Lower Hutt	Side of Street: Car Park
Restriction:	Date of Birth: 11 Jun 1962
Start date: 15 Mar 2025	End date: 15 Mar 2025
Start time: 10:25 AM	End time: 10:40 AM
Offence: PARKED IN A METERED AREA WITHOUT PAYING THE REQUIRED FEE	



Sighting 1: Sun, 16 Mar 2025 09:15:33 +13:00



Recent sighting: Sun, 16 Mar 2025 11:26:54 +13:00

Notice Number: L56775

Date: 25 Mar 2025	Time: 1:41 PM
Registration No: [REDACTED]	Officer No: 25
Make: MAZDA	Type: Car
Street: Daly Street	Suburb: LOWER HUTT
Locality: Lower Hutt	Side of Street: Car Park
Restriction:	Date of Birth: 30 Jul 1999
Start date: 15 Mar 2025	End date: 15 Mar 2025
Start time: 9:36 AM	End time: 9:51 AM
Offence: PARKED IN A METERED AREA WITHOUT PAYING THE REQUIRED FEE	



Notice Number: L56748

Date: 25 Mar 2025	Time: 1:41 PM
Registration No: [REDACTED]	Officer No: 25
Make: VOLKSWAGEN	Type: Car
Street: Laings Road	Suburb: LOWER HUTT
Locality: Lower Hutt	Side of Street: Car Park
Restriction:	Date of Birth: 01 Mar 1997
Start date: 16 Mar 2025	End date: 16 Mar 2025
Start time: 2:09 PM	End time: 2:24 PM
Offence: PARKED IN A METERED AREA WITHOUT PAYING THE REQUIRED FEE	



Please relook at this problem and provide a permanent solution.

Regards
Menash

Menash Kumar

Compliance Coordinator

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: 04 570 6941 M: 027 260 7542 W: www.huttcity.govt.nz



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RELEASED UNDER THE LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT 1987

From: [REDACTED]
To: sam.thurtle@aeroranger.com
Subject: Re: Daylight Savings Adjustment on
Date: Sunday, 11 May 2025 11:55:00 am
Attachments: [ATT00001.png](#)
[iso_3a42390c-435d-4d05-ba47-9defa36180da.jpg](#)
[iso_3a42390c-435d-4d05-ba47-9defa36180da.jpg](#)
[~WRD0003.jpg](#)
[LSH522_Zone_Violation_Full_Report\(3\).pdf](#)

Kia ora Sam

Thank you, but I don't think it's working yet.

The times for the 1st and last photographs for this infringement should have been 10.58 am and 15.09 pm respectively.

The times on the attached report show times 1 hour earlier.

Ngā mihi nui

[REDACTED]

Parking Services Team
Hutt City Council, 30 Laings Road, Lower Hutt 5040
P: 04 -570-6666 - 0800 488 824 (0800 HUTT CITY) **W:** www.huttcity.govt.nz



From: Sam Thurtle <sam.thurtle@aeroranger.com>
Sent: Friday, 9 May 2025 11:42 am
To: [REDACTED] <[\[REDACTED\]@huttcity.govt.nz](mailto:[REDACTED]@huttcity.govt.nz)>; Menash Kumar <Menash.Kumar@huttcity.govt.nz>
Cc: Nathan Slowey <nathan.slowey@aeroranger.com>; Sol Marrington <sol.marrington@aeroranger.com>; Ashleigh Byrne <ashleigh.byrne@aeroranger.com>; Jarrad Jasinski <jarrad.jasinski@aeroranger.com>
Subject: [EXTERNAL] Re: Daylight Savings Adjustment on

You don't often get email from sam.thurtle@aeroranger.com. [Learn why this is important](#)
Hi [REDACTED]

I come bearing good news! This has been fixed in our Dashboard so when you export a violation report, it will show the correct timezone, respecting whether DST was in affect or not at the capture time.

Please test again and let us know.

Kind regards,



Sam Thurtle

Service Delivery Manager | **Aero Ranger**

A: North Perth, Western Australia

P: +61 (08) 6285 5788

E: sam.thurtle@aeroranger.com

W: aeroranger.com

ISO.jpg



From: [REDACTED]@huttcity.govt.nz>

Date: Tuesday, 6 May 2025 at 2:50 pm

To: Nathan Slowey <nathan.slowey@aeroranger.com>

Cc: Menash Kumar <Menash.Kumar@huttcity.govt.nz>

Subject: Re: Daylight Savings Adjustment on

Kia ora Nathan

Thank you for your close attention to this matter.

The Vehicle Registration is [REDACTED] and the infringement numbers are L55293 and L56681. They were issued on 2nd March 2025 and 16th March 2025 respectively.

There is a chance now that the infringements may not go to court now, but this has not been confirmed yet.

[REDACTED]

Parking Services Team

Hutt City Council, 30 Laings Road, Lower Hutt 5040

P: 04 -570-6666 - 0800 488 824 (0800 HUTT CITY) **W:** www.huttcity.govt.nz



[REDACTED]

Parking Warden

Hutt City Council, 1 Market Grove, Lower Hutt, Lower Hutt 5010

P: 04 570 6662 **M:** **W:** [www.huttcity.govt.nz]www.huttcity.govt.nz



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From: Nathan Slowey <nathan.slowey@aeroranger.com>

Sent: Tuesday, 6 May 2025 4:43 pm

To: [REDACTED]@huttcity.govt.nz>

Cc: Menash Kumar <Menash.Kumar@huttcity.govt.nz>; Sam Thurtle <sam.thurtle@aeroranger.com>; Ashleigh Byrne <ashleigh.byrne@aeroranger.com>; Sol Marrington <sol.marrington@aeroranger.com>; Jarrad Jasinski <jarrad.jasinski@aeroranger.com>

Subject: [EXTERNAL] Re: Daylight Savings Adjustment on

Hi [REDACTED]

Thanks for your message, it's been a good start to the week, hope yours is going well too.

Could you please provide the plate number and date/time of the violations so we can review them on our end?

Given the sensitivity around court matters, I'll escalate this internally and someone from our accounts team will be in touch to ensure Hutt City has everything needed to handle the contested ticket appropriately.

Thanks again,
Nathan



Nathan Slowey
Customer Support Specialist | **Aero Ranger**
A: North Perth, Western Australia
P: +61 (08) 6285 5788
E: nathan.slowey@aeroranger.com
W: aeroranger.com

ISO.jpg



From: [REDACTED]@huttcity.govt.nz>

Date: Tuesday, 6 May 2025 at 8:57 am

To: Nathan Slowey <nathan.slowey@aeroranger.com>, Ashleigh.Bryne@aeroranger.com
<Ashleigh.Bryne@aeroranger.com>

Cc: Menash Kumar <Menash.Kumar@huttcity.govt.nz>

Subject: Daylight Savings Adjustment on

Kia ora korua Nathan and Ashleigh

I hope your week is off to a good start.

As I think you are aware, the PDFs of the violation reports have been adding Daylight Saving Time to infringements issued before 6th April 2025, and recording the time on the report as an hour earlier than the photographs were taken.

One of these infringements will be contested in court, and unfortunately it means that another error is showing on the timeline because of the DST on the report. This will be the very first LPR infringement to be contested in court.

Can you please supply a statement explaining the error for our lawyers.

Ngā mihi nui



Parking Services Team

Hutt City Council, 30 Laings Road, Lower Hutt 5040

P: 04 -570-6666 - 0800 488 824 (0800 HUTT CITY) **W:** www.huttcity.govt.nz



Parking Warden

Hutt City Council, 1 Market Grove, Lower Hutt, Lower Hutt 5010

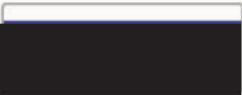
P: 04 570 6662 **M:** **W:** www.huttcity.govt.nz



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Violation Report

Unless verified, colour/make/model are AI generated. Please refer to the image for verification.



Vehicle Colour:
silver

Vehicle Make:
honda

Vehicle Model:
stream



Parking Time Expired

Zone: Bloomfield Tce 10
Category: HC2 ZONE
Parking: 15 Mins
Organisation: Hutt City Council
Report Produced At: 11-05-2025 11:48:20



MARCH 16, 2025 2:09:31 PM

Recent Sighting

Overstayed: 236min





MARCH 16, 2025 1:37:06 PM

Sighting 5

Overstayed: 204min





MARCH 16, 2025 1:37:04 PM

Sighting 4

Overstayed: 204min





MARCH 16, 2025 1:33:32 PM

Sighting 3

Overstayed: 200min





MARCH 16, 2025 9:58:11 AM

Sighting 2



MARCH 16, 2025 9:58:11 AM

Sighting 1

