



29 September 2025

Gavin S Legge

s7(2)(a)

Tēnā koe Gavin,

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

We refer to your official information request dated 4 September 2025, seeking information on queries, staff time, and costs associated with the mobile camera-based parking enforcement system introduced in 2025. Specifically, you requested:

- 1. The total staff time (in hours) and the estimated staff cost (wages, overheads, etc.) spent responding to your specific queries regarding your parking ticket.*
- 2. The total number of public queries, complaints, or challenges received about the system since its introduction.*
- 3. The total staff time (in hours) and the estimated staff cost spent responding to these queries, complaints, or challenges during that period.*
- 4. The total staff time (in hours) and estimated staff cost spent responding to all Official Information Act requests relating to this system.*
- 5. Any other administrative or operational costs incurred as a result of the system, such as:*
 - Processing disputes, reviews, or appeals of tickets*
 - Staff training or upskilling required to support the system*
 - IT, security, or software support associated with managing queries and disputes*

- *Ongoing costs (software licensing, upgrades, car running costs, staff costs)*
- *Additional communications or public engagement costs relating to the system*

You requested this information covering the period from the system's inception to 4 September 2025, broken down by month, cost, and hours.

Answer:

In relation to your own parking ticket, we estimate that approximately 2 hours and 15 minutes of staff time has been spent responding to your various queries. This includes time spent verifying licence plate recognition (LPR) data, processing the infringement, and responding to email correspondence. The cost of postage for the infringement notice is also included.

Before responding to the remainder of your request, it is important to note that the Local Government Official Information and Meetings Act 1987 allows requests for official information, it does not require Council to create new information, compile information it does not hold, or undertake substantial collation.

Council does not maintain a central register of public queries or complaints about the mobile camera-based parking enforcement system. Appeals and complaints are currently managed via email, and extracting this data would require a manual review of correspondence across multiple systems. We are therefore refusing this part of your request under section 17(e) of the LGOIMA, as the information is not held in a form that can be readily extracted.

Similarly, we are unable to provide the total staff time and cost spent responding to those public queries or to all LGOIMA requests about the system. These records are not tracked in a way that allows for accurate reporting, and compiling this information would require substantial collation. We are therefore refusing these parts of your request under section 17(f) of the LGOIMA.

In response to your questions about administrative and operational costs:

- **Dispute processing:** This work is carried out by a team that also handles other types of infringements. Approximately 0.6 FTE across several roles is dedicated to dispute resolution, but this is not specific to the LPR system.
- **Staff training or upskilling:** Training has occurred as part of a broader system upgrade and cannot be separated out for the LPR system alone.
- **IT, security, or software support:** Council does not hold a breakdown of IT or security support costs specific to the LPR system. These services are provided as part of broader operational support and are not tracked separately.
- **Ongoing costs:** The LPR system operates on a monthly subscription model. In addition, a \$1.50 processing fee is applied per infringement issued. The most recent invoice was \$5,529.51 (excluding GST) for one month of scanning and licensing. Monthly costs typically range between \$5,000 and \$6,000 (excluding GST), depending on usage.
- **Communications or public engagement costs:** No additional costs were incurred for communications or public engagement activities relating to the LPR system. Council's Communications and Engagement team supported the rollout as part of their usual responsibilities. Costs associated with this work are not tracked separately, as communications support for Council initiatives is part of their core role. If of interest, some of the public-facing materials produced to support the rollout can be viewed on Council's website at:
 - www.huttcity.govt.nz/services/roads-and-parking/parking/licence-plate-recognition-technology
 - www.huttcity.govt.nz/people-and-communities/news/2024/hutt-city-council-trials-mobile-parking-enforcement-cameras

We note that you requested this information to be broken down by month, cost, and hours. As outlined above, most of the information is either not held in a form that allows for this level of detail or would require substantial collation to produce. We are therefore unable to provide monthly breakdowns.

Council has previously responded to similar queries about the mobile camera-based parking enforcement system, including questions from media. Where relevant, this response aligns with the information provided in those earlier requests. If you would like to view those responses, please visit the Hutt City Council website and check the Proactive Releases page. You may wish to search for the titles "*Parking infringements Hutt City (Part 1, Part 2, Part 3)*".

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 by freephone **0800 802 602**, or by visiting:

- www.ombudsman.parliament.nz/what-ombudsman-can-help/complaints-about-government-agencies/how-make-complaint.

Please note that this response to your information request may be published on Hutt City Council's website:

- www.huttcity.govt.nz/council/contact-us/make-an-official-information-act-request/proactive-releases.

Ngā mihi nui

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