



7 July 2025

Chris Teo-Sherrell

s7(2)(a)

Tēnā koe Chris,

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

We refer to your official information request dated 7 June 2025, which asks for:

- 1. How many complaints about motor vehicles being parked on footpaths were received by Hutt City Council in the 12-month period up 31 May 2025.*
- 2. How many of the complaints referred to in 1. resulted in a parking officer visiting the location where the vehicle was reported to be parked on the footpath?*
- 3. If there were any complaints which did not result in an officer visiting the location, what were the reasons for not doing so?*
- 4. How many of the complaints which resulted in a parking officer visiting the location of the reported parking over the footpath resulted in an infringement notice being issued?*
- 5. If there were any complaints which resulted in a parking officer visiting the location but in which no infringement notice was issued, what were the reasons for not doing so?*

6. *For each complaint referred to in 1. what was the length of time between Hutt City Council receiving the complaint and a parking officer being dispatched to visit the location?*
7. *For each complaint referred to in 1. what was the length of time between a parking officer being assigned to visit the location, where a motor vehicle was reported as being parked over the footpath, and the parking officer arriving at the location?*

Answer:

We have been able to compile partial data covering the period 1 January to 31 May 2025. Our responses to your questions are outlined below:

1. Number of Complaints Received

Between 1 June 2024 and 31 May 2025, a total of 16 complaints were submitted via the 'Report a Problem' page on the Hutt City Council website or by phone to our contact centre, where the issue was categorised under parking and referenced footpath obstruction.

In addition, during the period from 1 January to 31 May 2025, we identified 103 email correspondences—including those originating from the 'Report a Problem' system—that referenced vehicles parked on footpaths.

2. Officer Attendance Following Complaints

Of the 103 email-based complaints:

- 92 resulted in a parking officer being dispatched to the location.
- 8 did not result in dispatch.
- 3 did not contain sufficient data to determine whether an officer attended.

For the 16 complaints received via the Customer Relationship Management (CRM) system, we are unable to confirm officer attendance, as the current system does not record whether a 'Report a Problem' entry was actioned.

3. Reasons for Non-Attendance

In cases where a parking officer was not dispatched, contributing factors included:

- Complaints sent to appeals inboxes, which are not monitored for operational response.
- Submissions received outside of standard working hours.
- Requests involving locations outside Council jurisdiction, such as private property.

4. Infringement Notices Issued

Of the 103 complaints reviewed:

- 17 resulted in one or more infringement notices being issued.
- 83 did not result in any infringement.
- 3 records did not contain relevant outcome data.

5. Reasons for No Infringement Issued

Where no infringement was issued despite officer attendance, the reasons included:

- The vehicle had already vacated the location.
- The officer encountered abusive behaviour and was unable to proceed.
- The vehicle moved off upon the officer's arrival.
- A warning notice was issued instead of an infringement.

6 & 7. Timing of Dispatch and Arrival

Information regarding the time taken to dispatch an officer following receipt of a complaint, and the time between assignment and arrival, is not consistently recorded. Gathering this data would require extensive manual review and collation, as it is not captured in a structured format within our current systems.

While we were able to provide partial data for the period 1 January to 31 May 2025, fulfilling the full scope of your request would require significant collation and research. Much of the relevant information is stored in unstructured email correspondence rather than in a searchable database and reviewing these records manually would require more than 12 hours of staff time.

Under section 17(f) of the LGOIMA, a request may be refused if the information cannot be made available without substantial collation or research. Accordingly, we are declining the remainder of your request on this basis.

We are currently in the process of implementing a new CRM system that will enhance our ability to capture and report on this type of data. Should you wish to make a similar request in the future, we anticipate being better equipped to respond.

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: [How to make a complaint | Ombudsman New Zealand](#), 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