

From: Official Information  
Sent: Tuesday, 2 April 2019 10:23 AM  
To: [REDACTED]  
Subject: LGOIMA response - Parking Officer Perks

Importance: High

Dear [REDACTED],

Thank you for your email, received on March 5 2019. You requested the following information, under the Local Government Official Information and Meetings Act 1987 (LGOIMA):

1. Any and all training manuals and/or advice given to parking officers (or wardens).
2. Full information regarding any incentives to parking officers (or wardens) to issue tickets, including remuneration in the nature of a commission, performance bonuses and the like.
3. Full information on how the performance of parking officers (or wardens) is recorded in terms of issuing tickets and how it relates to their KPIs.
4. Information regarding the recruitment process of parking officers (or wardens), including what legal and/or educational requirements of training a parking officer (or warden) is required to undertake before commencing work as a parking officer (or warden), including background checks.

Response:

1. It has been necessary to further consult with staff in regards to this part of the request. We anticipate having a response to you in the next 5 working days.
2. Parking compliance officers are paid a salary. Parking compliance officers are not remunerated, or do not receive bonuses, based on ticket numbers.
3. Christchurch City Council Parking Compliance officer KPI's are measured on response times to high priority complaints and infringement notice spoilage only (spoilage: how many tickets do not have sufficient information and are therefore cancelled).
4. 128D of the Land Transport Act 1998 allows Local authorities to appoint parking officers. Potential applicants undergo a Ministry of Justice check as part of the recruitment process and training is ongoing once a role has been accepted. There are no formal qualifications required prior to commencing work.

You have the right to ask the Ombudsman to investigate and review our decision. Complaints can be sent by email to [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz), by fax to (04) 471 2254, or by post to The Ombudsman, PO Box 10152, Wellington 6143.

Publication of responses to LGOIMA requests

Please note: our LGOIMA responses may be published on the Christchurch City Council website a month after they have been responded to, with requesters' personal details withheld. If you have any concerns about this please contact the Official Information team on [officialinformation@ccc.govt.nz](mailto:officialinformation@ccc.govt.nz).

Yours sincerely,

**Ana Macadie**

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